



CHOICESM
Health Plans

Provider News

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CHOICE Total Webinar: Closing Care Gaps Electronically

Coming soon, **VNSNY CHOICE Total (HMO D-SNP)** will host a recurring webinar for providers, billers, and office managers on **how to close gaps in care with accurate billing codes to reduce medical record requests.**

The webinar is designed to help you understand:

- The role providers play in Medicare Risk Adjustment
- How the annual wellness visit can impact payment rates in coming years
- How to ensure you're using the right billing codes to close HEDIS gaps

- How to improve workflows to ensure the accuracy of your billing and coding process

To sign up for a future webinar or learn more, contact Cheryl.Alford@vnsny.org or Sheila.Spiezio@vnsny.org.

Sign Up for Electronic Notifications of Patient Transitions

Later this year, as part of a continued effort to inform **VNSNY CHOICE Total (HMO D-SNP)** primary care physicians (PCPs) of patient health changes in real time, we will begin sending our network providers a new report containing patient admission or discharge information.

Member PCPs should expect to receive this alert via secure email each time a member is admitted and discharged from an inpatient facility. If you have not done so already, please use [this form](#) to update the email address the CHOICE alert should be sent to.

Please ensure that your contact, if not the practitioner, is able to enter information into the member's medical record.

[Sign Up for Clinical Notifications](#)

Patient Satisfaction Survey Season Continues

Through June, VNSNY CHOICE Total enrollees may receive a survey from **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** on behalf of Centers for Medicare and Medicaid Services (CMS) concerning their Medicare and Part D plans. Both surveys ask for feedback on, among other things, the quality and accessibility of the services they receive from care providers and health plans.

If any patient asks about the surveys, you can refer them to our call CHOICE Total Contact Center at **1-866-783-1444 (TTY: 711)**.

Medicaid Managed Care

Pharmacy “Carve-Out” Delayed Two Years

New York State has postponed the transition of the pharmacy benefit from Medicaid Managed Care plans to Medicaid Fee-for-Service by two years to **April 2023**.

The carve-out would have harmed SelectHealth’s ability to manage care for the at-risk population we serve, including those living with HIV/AIDS. The postponement follows more than a year of advocacy by SelectHealth and the other HIV SNPs, as well as our plan associations, a coalition of Community Health Centers and other safety net providers and stakeholders committed to protecting the health and interests of this vulnerable population.

We have a reprieve, but we will continue advocating to maintain the current benefit as part of the HIV SNP plan to support members’ overall needs and help them be as healthy as possible.

SelectHealth Update: A Good Time to Test for STIs

Now is a great time to make sure your patients are tested for **Sexually Transmitted Infections (STIs)**. In particular, we are urging testing for the following SelectHealth patients:

- All patients living with HIV should be tested annually for chlamydia, gonorrhea and syphilis.
- All sexually active individuals assigned female at birth who are younger than 25 years, as well as those with risk factors such as new or multiple sex partners, or a sex partner who has a sexually transmitted infection, should have an annual chlamydia and gonorrhea screening.
- All sexually active men who have sex with men should receive a screening for syphilis, chlamydia and gonorrhea (at the appropriate anatomic sites of exposure based on sexual practices) at least once a year.
- Pregnant persons should get syphilis, HIV, chlamydia and hepatitis B screenings. At-risk pregnant individuals should get a gonorrhea screening starting early in their pregnancy with repeat testing as needed.

- Anyone who has unprotected sex or shares injection drug equipment should get tested for HIV at least once a year and referred to mental health or substance use support services as needed.
- People living with HIV who have unprotected sex or share injection drug equipment should have their viral load closely monitored and be referred to mental health or substance use support services as needed.

If you have questions, please contact the VNSNY CHOICE Quality Management team at [**QualityManagement@vnsny.org**](mailto:QualityManagement@vnsny.org).

PrEP to Prevent HIV and Promote Sexual Health

If your patient is HIV negative, Pre-Exposure Prophylaxis (PrEP) is a safe, daily pill that protects them from HIV. It's a powerful tool in helping to End the AIDS Epidemic as well as to help them take control of their sexual health.

Studies have shown that PrEP is safe and reduces the risk of getting HIV from sex by about 99% when taken daily (CDC). The New York State Department of Health AIDS Institute has released guidance and other resources for PrEP which [you can find here](#).

Registration as a PrEP provider makes it easier for patients who need a prescription to find you. Visit the AIDS Institute Provider Directory to register as a PrEP prescriber today:

[Register as a PrEP Prescriber with the AIDS Institute](#)

More information about PrEP:

[AIDS Institute: PrEP to Prevent HIV and Promote Sexual Health](#) (Website)

[NYSDOH: PrEP For Clinicians](#) (Website)

[NYSDOH: PrEP for Medical Providers](#) (PDF)

More Multi Language Consumer Health Fact Sheets

The New York State Department of Health (NYSDOH) has published a series of fact sheets for Medicaid consumers on **self-managing tobacco use, HIV prevention, diabetes, asthma and hypertension** in English, Spanish, Russian, Chinese, Haitian Creole, Korean and Bengali.

You can find [printable PDFs](#) of all on the NYSDOH website.

Questions?

Contact VNSNY CHOICE Provider Relations

Call toll free: **1-866-783-0222** (TTY: **711**)

Monday – Friday, 9 am – 5 pm

[Use the VNSNY CHOICE Provider Portal](#)

[Click here for our Provider Quick Reference Guides](#)

**Thank you for being part of the
VNSNY CHOICE Provider network!**

We want to make this publication useful to you. Please let us know what you think! Write to us at CHOICEProviderNews@vnsny.org.

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