



CHOICESM
Health Plans

Provider News

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VNSNY Is Now VNS Health

On May 18, the more-than-125-year-old organization of which VNSNY CHOICE is part changed its name to **VNS Health**. You may have seen our ads with our new logo on TV and in newspapers, on taxis and at bus stops, and in other media.

So what do you call us, the health plans from VNS Health?

We will still be VNSNY CHOICE until the Medicare Annual Enrollment Period starts in October. That's when our 2023 Medicare Advantage plans will become available by their new names and we will officially become known as **VNS Health Health Plans**. And on January 1, 2023, all of our health plans will have new names that include VNS Health – for example, VNSNY CHOICE MLTC will become VNS Health MLTC.

Don't worry! The way we work together isn't changing. Follow your usual processes for claims, authorizations, payments, and other transactions.

Here are answers to other questions you may have:

Will I need to sign a new agreement to stay in the network?

No. While we will be known by a new name in the market, our legal name is staying the same. For that reason, new agreements won't be needed.

Will your email or online address change?

Yes, starting in fall 2022 we will use "@vnshealth.org" for emails. But any email sent to our "@vnsny.org" email address will be redirected to our new email address – so no email will be lost! Our health plan website URL will also change in October to vnshealthplans.org. Because we know many people have bookmarked pages and forms on our current website, the most used pages will route automatically to the new website pages and forms. You'll then be able to update your bookmarks, so they go directly to our new website.

This newsletter will now come from ProviderNews@vnshealth.org. Please inform your IT department of this change now so you will continue to receive our mail without interruption.

When will members have new ID cards? Can we see samples of them?

Members of SelectHealth will be receiving their new cards in August. Members of our MLTC and Medicare plans will be getting theirs later this year for use in January 2023.

We will post samples of the new ID cards in the [healthcare professionals section](#) of our website and share them in Provider News. (See the item below for a specimen of the new SelectHealth member ID card.)

Where can I get more information about the name change?

We will keep you posted with updates in this email newsletter. You can also contact Provider Services at 1-866-783-0222, Monday – Friday, 9 am – 5 pm, with any questions.

All of our plans will have new names as of January 2023. But first, allow us to reintroduce you to our specialized Medicaid plan for people living with HIV/AIDS, people of transgender experience, gender non-conforming or homeless individuals, regardless of HIV status.

This plan, formerly known as SelectHealth from VNSNY CHOICE, is now known as **SelectHealth from VNS Health**.

See what we did there? It's so subtle, you may not notice it. **But please be sure that your front desk staff has SelectHealth under VNS Health (formerly VNSNY CHOICE) on its list of health plans.** That's where all our plan names should now be listed.

The new SelectHealth ID cards, which will be mailed to all members this month, look virtually the same as the old ID cards. Only the name has changed.



The new member ID card for SelectHealth from VNS Health. Only the plan name has changed.

Is Your Practice Available 24/7 for Your Patients?

We follow availability standards established by the New York State Department of Health. These standards, which apply to all of our plans, are used to improve patient access to routine, urgent, preventive and specialty care.

For example:

To help ensure **continuous 24-hour coverage**, primary care providers must maintain **one** of the following arrangements for members to contact after normal business hours:

- **Office phone answered by an answering service** that can contact the primary care provider or another designated network medical practitioner.

- **Office phone message should direct the member to call another number to reach the primary care provider or another provider designated by the primary care provider.** Someone must be available to answer the designated provider's phone; another recording is not acceptable.
- **Office phone transferred to another location where someone will answer the phone.** The person answering calls must be able to contact the primary care provider or a designated network medical practitioner.

Please be aware that the following phone answering procedures are **not acceptable**:

- Answer the phone only during office hours.
- Answer the phone after-hours by a recording that directs the members to go to an ER for any services.
- Answer the phone after-hours by a recording that tells members to leave a message.

Be sure your staff is informed so your patients get excellent care and service! Download our Access and Availability Standards Guide by clicking the button below.

[Download the Access and Availability Guide](#)

Is Your Demographic Information Up to Date?

Out-of-date or inaccurate information about you in our system may mean you won't get paid on time. Our members may also not be able to find you in our provider directory.

Please confirm that your information is accurate and up to date.

- Is your name and your business's name spelled correctly?
- Do we have all of your [NPI codes](#)? Do they accurately reflect the health care services you offer clients?
- Do we have your correct address, phone numbers, fax numbers, and email address?

Click on the buttons below to check your information in our directory and update it if necessary.

[Check your demographic information](#)

[Update your demographic information](#)

Have you heard about VNSNY CHOICE Virtual Fitness Classes?

[Check out our class schedule online.](#) Classes include:

- Zumba
- Yoga
- Chair Exercises
- Tai Chi

All classes are open to the public and free to join. Please let your patients know about them!

Tip Sheets for Improving Quality Performance and Patient Satisfaction

Please be aware that this summer, some **VNSNY CHOICE Total (HMO D-SNP)** members may receive the **Health Outcomes Survey (HOS)**, which asks them to evaluate their physical and mental health over the previous two years.

From October through December, some members of **SelectHealth** may also be getting the **Consumer Assessment of Health Providers and Systems (CAHPS)** survey, which asks about the care and services patients receive from providers like you.

Members' answers on these surveys affect our quality scores and reputation, which can drive enrollment and lead to more patients for you.

VNSNY CHOICE has created **two useful tip sheets** that you can share with your staff to help them understand the kinds of questions patients are asked about provider services and how your practice can improve customer satisfaction generally:

- [Improving Patient Experience and Quality of Care](#) highlights CAHPS survey questions and gives tips on actions to meet quality standards.
- [CAHPS and Health Outcomes Survey Checklist](#) helps you track the annual quality measures and how to discuss them with patients.

Download, print, and share these handy tools with your staff.

Medicare Provider Webinar Series 2022

Save the date for this upcoming Provider Webinar.

Surveys and the Provider Role

The CMS Health Outcomes Survey (HOS) and what it means for providers.

Wednesday, October 26, 12 noon

Who should attend? Providers and office staff working with members of VNSNY CHOICE Medicare, including:

- Primary care physicians and specialists
- Health information management and quality professionals
- Billers and office managers

[Register at this link](#) up to close-of-business on October 25 to attend.

For additional questions please contact: Provider_Education@vnsny.org

[Learn More and Register for Our Medicare Provider Webinars](#)

Helping Patients Tend to Oral Health

You don't have to be a dentist to check in with your patients about their oral health. Here are some ways any clinician can help patients take care of their teeth and gums:

- **Ask your patients if they've had their annual dental examinations and cleanings.** You can provide dental referrals if they haven't. VNSNY

CHOICE members can reach out to their Care Team to schedule dental exams and cleanings, or they can use the [Find a Doctor](#) search tool for their plan to schedule one for themselves.

- **Encourage practicing good oral hygiene at home for all your patients. Remind them to:**
 - Brush their teeth twice a day with a fluoride toothpaste.
 - Clean between their teeth daily with floss or an interdental brush.
 - Limit sugary drinks and snacks.
 - Eat nutritious, balanced meals.
 - Drink plenty of water throughout the day to keep the mouth clean.
- **Examine the mouth for signs of early oral cancers or diseases. Early detection can improve prognosis.**
 - [Here](#) are some best practices for assessing and analyzing a patient's oral health status during a visit.
- **Remind patients with diabetes that they are at higher for risk oral infections, dry mouth and tooth decay**, and encourage them to complete their annual dental examinations and cleanings.
- **Remind patients who wear dentures that routine dental check-ups ensure proper fit and help keep dentures clean.**

Check out the New York City Department of Health and Mental Hygiene's (NYCDOHMH) [Guide to Promoting Oral Health](#) for more resources and information on how to bridge the gap between general care and dental care.

Comfort Care Information on Our Website

If you have a patient with a serious or end-of-life health condition, you can find information about palliative and hospice care benefits for members of VNSNY CHOICE Medicare Plans on our website.

Some of the information you'll find:

- The criteria for determining which patients may benefit from palliative or hospice care
- The differences between palliative and hospice care goals and treatments, including whether patients can continue receiving curative care
- The types of programs and services covered by our VNSNY CHOICE Medicare plans for patients in comfort care

- The important role the patient's primary care physician plays throughout both kinds of care
- Resources available to inform yourself and your patients about these kinds of care

Click on the button below to learn more.

Learn more about comfort care options from VNSNY CHOICE Medicare

Questions?

Contact VNSNY CHOICE Provider Services

Call toll free: 1-866-783-0222

TTY for the hearing impaired: 711

Monday – Friday, 9 am – 5 pm

 Forward this email

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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