

## MESSAGE FROM OUR LEADERSHIP!



### Chandra Lingisetty

MD, MBA, MHCM  
Chief Medical Officer

Dear colleague, Seasons Greetings!

Thank you for being a critical part of eternalHealth's ever-growing Provider Network and we appreciate the value you bring as a high-quality physician.

Collaboration and clear communication helped me build great relationship, not just with the patients I used to treat, but also with the professional colleagues I had the pleasure of working with.

At eternalHealth, our goal is to be able to remove barriers to care through our technology and data driven approaches, all while actively working to remove the administrative burden faced by our provider partners. We believe that together, we can deliver high-quality healthcare, with improved outcomes to your patients, all while ensuring that we are aligning our incentives with your interests. I hope that you can use eternalHealth as your forever partner in bringing positive change to the healthcare services we have pledged to deliver to the communities we all collectively live in.

Again, thank you for the care you provide to your patients, and our members, and for what you do on a daily basis. You are the glue that holds the healthcare continuum together.



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# PROVIDER BEST PRACTICES



## Provider Portals are Useful

Effective, intuitive, and efficient provider portals are proven to help add value to the providers workflows. With eternalHealth's Provider Portal, everything is all in one place, making it easy to use. It enables providers to view claims history, payment information, and submit prior authorizations with all the necessary documentation, without needing to get on the phone. This improves the efficiencies and satisfaction for providers and can help ensure more timely authorizations.

As you know, the Provider Portal can also be a helpful tool to monitor the status of submitted claims. As an in network Provider, you will be able to access our Provider Portal in the "For Providers" section of our website at [www.eternalhealth.com](http://www.eternalhealth.com).

## Care Gaps

As you are familiar with, care gaps occur when there is a disconnect between the care that is being provided to the patients and the care that is needed to address that patient's health profile.

Due to the recent pandemic, recurring appointments for health and wellness have been frequently postponed or canceled. eternalHealth's Care Management Department is available to assist the Providers and our Members in identifying and closing gaps in care.

Annual Wellness Visits (AWV) often offer a great opportunity to update members' personalized prevention plans and they are covered by Medicare every 12 months. Inability to close the gap not only negatively impacts the member's health, but also the providers ability to maximize the value of their risk-based contracts, if engaged in one with eternalHealth or another Payer.

## Quality Metrics

At eternalHealth, we believe in collaborative partnerships with our Provider Network so that we can help deliver high-quality healthcare to the beneficiaries in Massachusetts.

Our data-driven approach helps us collect data from different avenues and pass it along to our Providers in an actionable format. Value-based care delivery that is backed by quality metrics isn't just good governance, but good medicine too.



# SOME OF OUR SUPPLEMENTAL BENEFITS TO YOUR PATIENTS



## Transportation



We believe that the access to high quality medical care often involves access to safe and reliable transportation. Our vendor SafeRide will facilitate unlimited transportation to the Doctor's and Pharmacy at no cost to your patients. Patients need to call **1-888-617-0350** or contact eternalHealth's Member Services department to access this benefit anytime they need.

Solving the transportation barriers has been proven to be beneficial in improving compliance with medical appointments, medication adherence, and reduce same day cancellations in clinics.

## Healthy Groceries Benefits

Eligible Members can spend up to \$480/year on healthy groceries. This benefit is made available to our members as a part of the Special Supplemental Benefits for the Chronically Ill (SSBCI) to encourage eternalHealth members to eat healthy and manage their chronic diseases such as uncontrolled Diabetes.



## Papa Pals

Papa Pals companionship benefit is proven to improve patients physical and mental health outcomes, improve the quality of care, patient satisfaction, and access to preventive care.

Accessing Papa Pals service is simple and easy. Your patients just need to call our care management department or call **1-855-485-8835** directly to access their 60 hours per year of companionship services.



## One Pass Fitness



Members have access to in-person gyms, digital fitness content, brain training, social activities, and home gym kits for free to keep them healthy physically and mentally. For more information or to set up their membership they can call **1-877-504-6830** or visit [www.eternalHealth.com/fitnessbenefit](http://www.eternalHealth.com/fitnessbenefit).



# PHARMACY CORNER

*We Look Forward to Working Together to Help your Patients, and Our Members Achieve Optimal Health Outcomes!*

Managing drugs costs and promoting medication adherence are top of mind for us at eternalHealth. We would like to highlight some of our benefits for 2023 that offer members convenient and affordable medication access. eternalHealth members can fill up to a 100-day supply of eligible maintenance medications by home delivery and at our network pharmacy locations.

Please consider writing prescriptions for 100 days' supply for maintenance medications such as antihyperlipidemic, antihypertensive and antihyperglycemic agents.

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## **\$0 preferred generic (tier 1) medications**

**There is no cost to members for One Touch brand glucose monitors and test strips**

**We are always here as a Part D resource to serve our members and your patients.**

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## **IMPORTANT UPDATE!** *The Inflation Reduction Act*

There are many implications from the Inflation Reduction Act (IRA) of 2022 which impacts Medicare and are aimed at improving access to affordable treatments. There are 2 important take-aways effective January 1, 2023:

- The cost of a month's supply of insulin is capped at \$35 for all covered insulins and Part D deductibles won't apply to covered insulin products.
- Adult vaccines recommended by the Advisory Committee on Immunization Practices (ACIP), including the shingles vaccine, will be available to your Medicare patients at no cost.

For a list of covered insulin and Part D vaccines please refer to the eternalHealth 2023 formulary available at [www.eternalHealth.com/ProviderTools](http://www.eternalHealth.com/ProviderTools).

For more information about IRA Medicare impacts are available at <https://www.cms.gov/newsroom/fact-sheets/inflation-reduction-act-lowers-health-care-costs-millions-americans>.



# OUR PARTNERS



## KEY CONTACT INFO

**PROVIDER SERVICES:** 1 (800) 680-9255

\*For payments, billing, and claims related questions.

**PROVIDER RELATIONS:** 1 (617) 546-5733

\*For Network and contracting related questions.

**MEMBER SERVICES:** 1 (800) 680-4568

**BEHAVIORAL HEALTH:** 1 (800) 892-1361

**DENTAL (DENTAQUEST):** 1 (833) 615-0199

**VISION (EYEMED):** 1 (866) 944-0347

**PHARMACY SERVICES:** 1 (800) 891-6989

**HEARING (AMPLIFON):** 1 (866) 559-0158

To ensure we have your most accurate and up-to-date information please visit us online at [www.eternalHealth.com](http://www.eternalHealth.com) or write to us at: [ProviderRelations@eternalHealth.com](mailto:ProviderRelations@eternalHealth.com)



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