



# The Provider NEWSLETTER

Providing you with Quarterly News and Updates.

## Message from Leadership | Pooja Ika, eternalHealth CEO/Founder

My name is Pooja Ika and I am the Founder and CEO of eternalHealth. We started eternalHealth in 2019 with the simple goal of delivering high-quality, affordable healthcare to residents of Massachusetts, and eventually all over the United States. The team at eternalHealth knows that the healthcare industry can and should do better, and we want to help accomplish that mission.

At our core, eternalHealth believes in operating with trust and integrity in all our relationships. As a sustainable health insurance company, we are committed to establishing long-term, transparent, and data-driven relationships with all our Providers as we know the value you bring to our members.

We've engaged with Providers to understand their pain points and have actively worked to alleviate them. We have paid attention to common Provider concerns and struggles, and we will help reduce your administrative burden and excessive paperwork, so you can focus on what is most important, providing high-quality care to your patients.

Again, we want to thank you for your continued support with us here at eternalHealth, and the continued care you provide to your patients and our members.

A handwritten signature in black ink, appearing to be "Pooja Ika".

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## eternalHealth Day at Fenway

Tuesday, September 12<sup>TH</sup>, 2023

Boston Red Sox vs. New York Yankees

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### Recognizing our Community Champions! Nominate a Community Champion Today!

eternalHealth has created a new and exciting annual recognition program honoring our Community Champions. We will be hosting an on-field ceremony on eternalHealth Day at Fenway Park recognizing these champions, nominated by you, to thank them for all that they do for our communities!

#### Eligibility

Nominees must work in either Suffolk, Middlesex, or Worcester County.

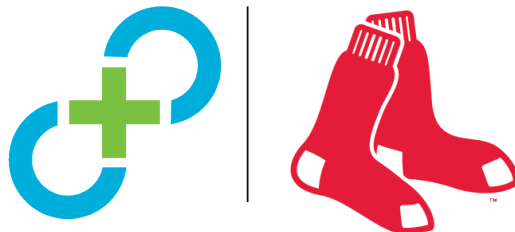
Nominations may be self-nominated or nominated by another person.

The nominee can be anyone within the health field (nurses, physicians, surgeons, physician assistants, therapists, pharmacists, administrative staff, etc).

Nominations must be submitted via the designated online form and submitted prior to Friday September 1st, 2023 at 5 PM EST.

**Please take the time to nominate a Community Champion in your practice today at [www.eternalHealth.com/CommunityChampion](http://www.eternalHealth.com/CommunityChampion)**

Your Community Champion nomination could be featured in our next newsletter!



Proud partner of the Red Sox

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# PROVIDER BEST PRACTICES

## RISK ADJUSTMENT

Clinical records and Provider documentation play a critical role in communicating the patient’s medical profile to internal and external stakeholders. Accurate, specific, and timely documented clinical information ensures high-quality care to the members. Patient’s medical records also form the basis for appropriate risk adjustment. For Medicare beneficiaries, we highly recommend that the Providers take great care in capturing accurate and relevant HCC (CMS Hierarchical Conditions Category) diagnoses in all clinical encounters. eternalHealth has many initiatives in place to help our physician partners document in a manner that most accurately captures the severity of the illness (Risk factor) and HCC opportunities for your patients. We appreciate your partnership, engagement, and assistance in re-capturing the open HCC opportunities for eternalHealth members as appropriate.



## CLAIMS MANAGEMENT

As you are very well aware, Providers are pivotal in ensuring the effective functioning of their practice claims management system. eternalHealth identifies the following best practices that might reduce the burden associated with claim denials.

- 1. Filing on time:** Timely submission and re-submission of claims is an essential first step.
- 2. Accurate member info:** Maintenance of accurate member information, especially Insurance ID, helps your practice reduce errors in filing claims.
- 3. Covered services:** Medical necessity and payer policies guide the coverage the members need. It’s a good practice to keep the clinical documentation as accurate as possible so that the care is delivered to the members promptly.
- 4. Accurate coding:** eternalHealth identifies that the Providers’ engagement is fundamental to maintaining accuracy and consistency in coding.



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## SUPPLEMENTAL BENEFITS SPOTLIGHT | Dental / Hearing / Vision

### DENTAL



Many studies confirm that there is a direct connection between oral health and overall health, so we ensure our members have dental coverage to stay on top of their oral healthcare without breaking the bank. eternalHealth has partnered with DentaQuest to offer dental coverage with no deductibles and no annual maximum on comprehensive services. eternalHealth covers 100% of diagnostic and preventive services such as oral exams, cleanings, fluoride treatments, and 50% of basic restorative services, oral surgeries, periodontics, endodontics, and prosthetic maintenance.

**Members can find an in-network dentist by visiting:**  
[www.eternalhealth.com/FindaDentist](http://www.eternalhealth.com/FindaDentist) or by calling member services.

### HEARING



By partnering with Amplifon, eternalHealth offers a network of hearing health care Providers and high-quality hearing devices at an affordable price. We want to ensure our members stay up-to-date with hearing exams, as hearing loss can come on gradually. We offer routine hearing exams at a \$0 copay for in-network Providers, and Medicare covered hearing exams are a low \$15 copay across three out of our four plans. The eternalHealth Give Back plan offers Medicare-covered hearing exams at a \$45 copay.

We know hearing aids can be costly. eternalHealth provides hearing aids as low as \$395.00 per ear, that's an average 66% retail savings! Amplifon also provides complimentary aftercare and new virtual services such as virtual screenings, personalized coaching, and on-demand virtual visits.

**Members can learn more or find an in-network Provider by visiting:**  
[www.amplifonusa.com/lp/eternalhealth](http://www.amplifonusa.com/lp/eternalhealth) or by calling member services.

### VISION

See the difference with an eternalHealth Medicare Advantage plan! eternalHealth and EyeMed have partnered to provide \$0 copays for routine eye exams through a large network of independent Providers, plus LensCrafters, Pearle Vision, and Optical. Members have access to a \$200 annual allowance for frames, lenses, and lens options with 20% off the balance over \$200.



**Members can find an in-network Provider by visiting:**  
[www.eyedoclocator.eyemedvisioncare.com/eternal/en](http://www.eyedoclocator.eyemedvisioncare.com/eternal/en) or by calling member services.

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## PHARMACY CORNER

### *Medication Therapy Management Program - MTM*

eternalHealth has partnered with OptumRx to provide members with multiple health conditions and who take multiple medications, a program to optimize their medication therapy. The program is available to patients who have:

1. Patients taking at least 8 chronic Part D medications (e.g., insulins, antihyperglycemics, heart failure agents, antihypertensives, bisphosphates, etc.

**And...**

2. Patients who are likely to incur annual costs of \$4,935 for all chronic Part D medications.

**And...**

3. **Are diagnosed with three or more of the following medical conditions:**

- High Blood Pressure
- High Cholesterol
- Congestive Heart Failure (CHF)
- Diabetes
- Depression
- Osteoporosis
- Rheumatoid Arthritis
- Asthma
- COPD
- HIV

**Or...** patient is an at-risk-beneficiary (ARB) under our Drug Management Program (DMP) for potential opioid misuse.

**There is NO EXTRA COST for the MTM PROGRAM!**



## HOW CAN WE WORK TOGETHER?

- An eternalHealth or OptumRx representative may reach out to provide a list of your patients who qualify for MTM. Your staff can help encourage members to **contact us for a complete medication review at 1-866-352-5305**, Monday – Friday, 8 AM to 8 PM CST.
- Encourage patients to participate in this free program.
- Support communication/responses with our MTM clinicians and your staff.



More information about our MTM program can be found at [www.eternalHealth.com/MTM](http://www.eternalHealth.com/MTM)

### Important Message About Benefit Changes For Part B Covered Drugs

Medicare beneficiaries have new benefits available under the Inflation Reduction Act (IRA) that apply to eternalHealth members.

Effective April 1, 2023

Coinsurance for certain Part B rebatable drugs, as determined by the Centers for Medicare and Medicaid Services (CMS), **may be subject to a lower coinsurance (less than 20%)**. CMS will identify and publish these drugs on a quarterly basis.

Effective July 1, 2023

eternalHealth members will not pay more than \$35 for a one-month supply for insulin products covered by our plan, if administered through a traditional insulin pump (Part B). Service category or plan level deductibles do not apply to covered Part B insulins. Additional information about the IRA impacts to Medicare are available at <https://www.cms.gov/inflation-reduction-act-and-medicare>.

### OUR PARTNERS

Saint Vincent Medical Group  
Steward  
MetroWest Physician Services  
UMass Memorial Healthcare  
Tenet Health

OnBelay Health Solutions  
Encompass Health  
Boston Medical Center  
Signature Healthcare  
Emerson Hospital

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## COMMUNITY EVENTS

**Thursday April 13th, 2023**

### **Educational Seminar on Hypertension at Millbury Senior Center**

11:30 am – 12:30 pm | 1 River St, Millbury MA

Hypertension is a serious medical condition that significantly increases the risk of heart, brain, kidney, and other diseases. Almost half of adults with hypertension are unaware that they have the condition and only less than half of the Hypertensive adults are diagnosed and treated appropriately. eternalHealth's Chief Medical Officer, Dr. Lingisetty, will discuss the best ways to manage this condition which is the major cause of premature mortality among adults worldwide.

Join eternalHealth's Chief Medical Officer Dr. Chandra Lingisetty to learn more about hypertension and what you can do to prevent it!

**Tuesday May 9th, 2023**

### **Educational Seminar on Mental Health Awareness at Lexington Senior Center**

1pm – 2 pm | 39 Marrett Rd, Lexington MA

Join Licensed Clinical Social Worker Emily McDonough at the Lexington Senior Center during Mental Health Awareness month to raise awareness about the importance of taking care of your mental wellbeing and tips to maintain our mental health as we age!

**Thursday May 18th, 2023**

### **Educational Seminar on Diabetes – Virtual**

11am – 12 pm

#### **Zoom link provider to RSVPs**

Diabetes among adults in Massachusetts is increasing at an alarming rate. Every other adult Massachusetts resident is impacted in some way by diabetes, whether they are diagnosed or undiagnosed or pre-diabetics! (Almost 9% of adults in Massachusetts have diabetes and about 150,000 more have undiagnosed diabetes, and about 32% of adults have Pre-Diabetes). Diabetes is the leading cause of kidney failure, non-traumatic lower-limb amputations, and blindness among adults. Those with diabetes are twice likely to have heart disease or a stroke as those without diabetes. The best way to prevent diabetes or manage diabetes is to work with a multi-disciplinary medical team.

Join eternalHealth's Chief Medical Officer Dr. Chandra Lingisetty to learn more about diabetes.

**Tuesday June 6th, 2023**

### **Educational Seminar Coping with Depression and Anxiety – Virtual**

11am – 12 pm

#### **Zoom link provider to RSVPs**

According to the Kaiser Family Foundation, as many as 1 in 4 older adults report experiencing depression and/or anxiety regularly. If this is something you or a loved one are facing you are not alone! Join Licensed Clinical Social Worker Emily McDonough for a virtual session focused on learning how to identify depression and anxiety, and healthy ways of coping. Zoom link will be emailed, so please ensure your email is included in your RSVP.

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**eternalHealth is proud to provide education to our members and communities.**

**For a full list of events visit [www.eternalHealth.com/memberevents](http://www.eternalHealth.com/memberevents)**

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31 Saint James Ave., Suite 950, Boston, MA 02116

## IMPORTANT CONTACT INFORMATION

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

**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.

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

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

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

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

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

**OTC BENEFIT (INCOMM):** 1 (800) 680-4568

**GROCERY\*\* BENEFIT (INCOMM):** 1 (800) 680-4568

**IN-HOME SUPPORT (PAPA PALS):** 1 (855) 485-8835

**TRANSPORTATION (SAFERIDE):** 1 (888) 617-0350

**PERS (CONNECT AMERICA):** 1 (877) 909-4606

Visit: [www.eternalHealth.com](http://www.eternalHealth.com)  
Or email us at: [info@eternalHealth.com](mailto:info@eternalHealth.com)

eternalHealth is an HMO plan with a Medicare Contract for HMO and PPO offerings. Enrollment in eternalHealth depends on contract renewal.

\* If this is a Behavior Health emergency, please call 911.

\*\* The benefits mentioned are part of a special supplemental program for the chronically ill. Not all members qualify.



[www.eternalHealth.com](http://www.eternalHealth.com)

