



The Provider PARTNER

The quarterly PROVIDER newsletter of eternalHealth

Message from Leadership

As Director of Medical Management, I have the important job of making sure all of our members are taken care of and receive the services they need to live their best lives. I have been a nurse for almost 30 years and have been focused on managed care for the last decade. I am part of Sigma Theta Tau, the International Honor Society of Nursing, and Phi Alpha Delta, a professional law fraternity.

I have worked in busy, but exciting emergency rooms, and was a healthcare provider for the Tennessee Department of Corrections. Originally from Kentucky, I moved 1,200 miles to Boston because I fell in love with eternalHealth's vision, creating positive change for Medicare recipients and shaking up the insurance industry.

The care management department at eternalHealth works tirelessly to assist members in ensuring their preventive services are completed so that they can lead healthier lives. Our team consists of registered nurses and licensed social workers who are always ready to help when needed and want to be a friendly and easy-to-access resource when any problems may arise. We want you to consider us a partner in helping your patients be the healthiest they can be and want you to be able to lean on us as an important part of their medical journey. The care management team and I are looking forward to continuing our partnership with you in bringing quality healthcare to our most vulnerable populations.

We appreciate you and look forward to continuing our relationship together.

Christi Baker



Christi Baker, RN, MA, BSN
Director of Medical Management

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PROVIDER BEST PRACTICES

eternalHealth is dedicated to the promotion of the health and well-being of our community. As a result, all CMS approved Prevention Services are provided by eternalHealth at no cost to our members! We have identified a list below of all approved Preventive Services covered by Medicare.

We encourage our providers to take advantage of these services as we work together to improve the quality of care of our membership! If your office staff have questions about prevention, please do not hesitate to reach out to the Provider Services Department at eternalHealth.

**Provider Services: 1 (800) 680-9255 / providerrelations@eternalHealth.com
(Monday - Friday 9am - 6 pm)**

- Alcohol Misuse Screening & Counseling
- Annual Wellness Visit (AWV)
- Bone Mass Measurement (Bone Density Studies)
- Cardiovascular Disease Screening Test
- Cervical Cancer Screening with (HPV) Test - (Females aged 30-65 only)
- Colorectal Cancer Screening Tests
- Counseling to Prevent Tobacco Use (8 sessions max per year)
- Depression Screening
- Diabetes Screening (1 every 6 months for members with pre-diabetes, annually for all others)
- Diabetes Self-Management Training
- Flu Shot & Administration
- Glaucoma Screening
- Hepatitis B Screening
- Hepatitis B Shot & Administration
- Hepatitis C Screening
- HIV Screening
- Intensive Behavioral Therapy (IBT) for Cardiovascular Disease (CVD)
- Intensive Behavioral Therapy (IBT) for Obesity
- Initial Preventive Physical Exam (IPPE)
- Lung Cancer Screening with Low Dose Computed Tomography (LDCT)
- Mammography Screening
- Medical Nutrition Therapy (MNT)
- Diabetes Prevention Program
- Pneumococcal Shot & Administration
- Prolonged Preventive Services
- Prostate Cancer Screening
- Screening Pap Test
- Screening Pelvic Exam
- Sexually Transmitted Infection (STI) Screening and High Intensity Behavioral Counseling (HIBC) to Prevent STI's
- Ultrasound Abdominal Aortic Aneurysm (AAA) Screening

SUPPLEMENTAL BENEFITS SPOTLIGHTS

Personal Emergency Response System PERS / Over-the-Counter (OTC) Benefit

Personal Emergency Response System (PERS)

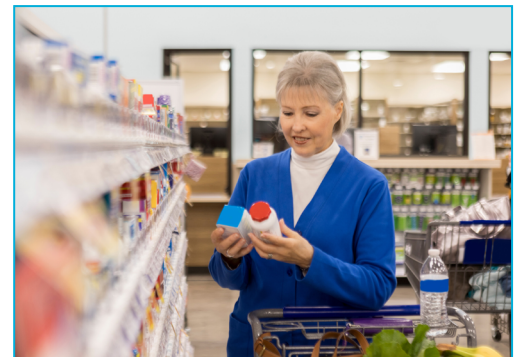
eternalHealth will provide all members who request a Personal Emergency Response System (PERS device), through our vendor Connect America. This device includes GPS technology, fall detection services, and access to Response Center accessible 24/7, 365 days a year. This lightweight, discreet, water-resistant device connects members right to a call center that will coordinate any assistance needed, including immediate dispatch in an emergency scenario. Members, their families and/or caregivers will also have access to a phone application that provides real-time updates, so that everyone is connected!



Members can get started with their PERS device by calling (877) 909-4606

Over-the-Counter (OTC) Benefit

eternalHealth members enjoy an Over-the-Counter (OTC) Benefit allowance included with their plan. These allowances are distributed quarterly through a reloadable card and can be spent on products such as cold and flu medicine, vitamins, first aid, sun protection, and more! Members can use their OTC allowance at their favorite local pharmacies, including CVS, Walgreens, Wal-Mart and more! Members can browse our online catalog and have their goods shipped right to their door. Remember these benefits don't rollover, so make sure to get your favorite products before the quarter is over!



Members can find their OTC catalog at www.eternalHealth.com/OTCcatalog

**eternalHealth Freedom
eternalHealth Forever
eternalHealth Forevermore
= \$50 per quarter**

**eternalHealth Give Back
= \$30 per quarter**

PHARMACY CORNER

Our Provider Partners

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

On Belay Health Solutions
Encompass Health
Boston Medical Center
Signature Healthcare
Emerson Hospital

Medication adherence is a critical component of patient care that impacts clinical outcomes. As they say, medications do not work if you do not take them! The Centers for Disease Control and Prevention (CDC) estimates 30-50% of patients not taking medication correctly (or at all) has resulted in treatment failures and up to 125,000 deaths per year. For medications prescribed for chronic diseases, most patients take less than prescribed or stop taking their medication after six months!

Medication non-adherence is complex and there is not a one size fits all solution. We need to work together to promote patient engagement in their health goals and improve the quality of care.



MEDICATION ADHERENCE STRATEGIES

Here are some ways we can partner to promote medication adherence in our mutual patients:

SUGGESTED STRATEGIES		How eternalHealth can help
Prescribe 90 to 100 day supply	Extended days' supply can help reduce missed refills.	eternalHealth offers up to a 100-day supply for eligible maintenance medications.
Prescribe refills	Sufficient refills help minimize delay in waiting for approval authorizations.	eternalHealth care managers or pharmacy representatives will reach out when we identify patients in need of refills.
Home delivery	OptumRX mail order is available for our members who have transportation challenges or prefer delivery.	Please access information about eternalHealth mail order, such as placing and refilling an order at: www.eternalHealth.com/for-members/mail-order-information .
Prescribe generic medications when possible	Generic prescriptions may reduce or remove financial barriers.	Tier 1 generic medications are free to eternalHealth members. Please access our formulary at: www.eternalHealth.com/for-members/prescription-drugs/ .
Update dose changes	The pharmacy must submit days' supply on claims, update prescriptions, and note any dosage changes to maintain accurate claims data.	eternalHealth care managers or pharmacy representatives may reach out to providers to confirm dose discrepancies, including dose change or supply.
Promote/help creation of a medication list	Encourage patients to keep an up-to-date list of medications to help with care coordination.	An example of a medication list can be found at: www.eternalHealth.com/for-members/medication-therapy-management-mtm/ .
Promote tools such as pill boxes, smartphone applications and alerts.	Help patients remember to take medications as prescribed.	Contact eternalHealth care managers or pharmacy representatives for help with available resources. Including care managers; social workers and registered nurses. MTM counseling for qualifying members.

HOW YOU CAN HELP FIGHT HEALTHCARE FRAUD

eternalHealth is committed to preventing fraud, waste, and abuse in Medicare benefit programs and we're asking for your help. If you think you've seen or been a victim of fraud, please report it to us immediately. Not sure if what you've seen is fraud? We can help you with that, too.

If you think you are a victim of fraud or identity theft related to your health information or Medicare coverage, we would like to talk to you. Please call **eternalHealth customer service at 1-800-680-4568**.

To report a potential case of fraud or abuse, you can also call the **eternalHealth Compliance Hotline at 1-833-203-6447** or via the internet at www.lighthouse-services.com/eternalhealth. You can use the Compliance hotline to report cases anonymously. Any information you provide about yourself will remain confidential.

Examples of potential Medicare fraud:

- **A HEALTH CARE PROVIDER**—such as a physician, pharmacy, or medical device company billing for services that you never received.
- **A SUPPLIER**—for example, a medical device company—billing for equipment that you did not want or receive, or billing for an item that has been returned.



COVID-19 FRAUD SCHEMES

A more recent scheme on the rise is where fraudsters send out at-home COVID-19 test kits and bill Medicare for reimbursement. Make sure you get FDA-approved test kits from trusted sources. If you receive COVID-19 test kits that did you not order, please call the eternalHealth Compliance Hotline at 1-833-203-6447 or report it via the internet at www.lighthouse-services.com/eternalHealth.

For more information about Medicare program fraud, visit: <https://oig.hhs.gov/fraud/>

COMMUNITY EVENTS

July 27th, 2023 (11 am -12:30 pm)

Seminar on After Effects of COVID-19 at Spencer Senior Center

[68 Maple St, Spencer, MA](#)

The COVID-19 pandemic had a profound effect on communities worldwide. As we gradually emerge from the immediate crisis, it is important to understand the long-term effects COVID-19 can have on our health. Join eternalHealth's Chief Medical Officer Dr. Chandra Lingisetty as he teaches you about the lasting effects of the COVID-19 virus and how to best protect yourself and your loved ones.

August 7th, 2023 (11 am -12 pm)

Seminar on Diabetes at Templeton Senior Center

[16 Senior Dr, Baldwinville, MA](#)

Diabetes among adults in Massachusetts is increasing at an alarming rate, with almost 9% of adults in the state diagnosed with diabetes and about 150,000 more with undiagnosed diabetes. Join eternalHealth's Chief Medical Officer Dr. Chandra Lingisetty at the Templeton Senior Center to learn more about diabetes, its management, and learn the skills to thrive with diabetes!

August 10th, 2023 (6 pm - 8 pm)

Sales Seminar at Hampton Inn Suites

[65 Prescott St. Worcester, MA 01605](#)

When it comes to Medicare, you have options!

Join the eternalHealth team and get all the information you need to better understand your healthcare options for 2023. Licensed experts will be available to answer any questions you may have, because when it comes to your health, nothing should be uncertain. Join us to learn more about the basics of Medicare versus Medicare Advantage, your coverage options with eternalHealth, how to take steps to enroll, and much more!

August 15th, 2023 (10:30 am -11:30 am)

Presentation on Podiatry

[128 Providence St., Worcester, MA 01604](#)

Did you know that each of your feet is made up of a complex network of over 100 tendons, ligaments, and muscles? Join our Chief Medical Officer Dr. Chandra Lingisetty as he teaches you all you need to know about your feet and how to reduce pain and keep them healthy from your ankles to your toes!

eternalHealth Day at Fenway 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.

Please take the time to nominate a Community Champion in your practice today at www.eternalHealth.com/CommunityChampion

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



COMMUNITY CHAMPIONS

Leadership. Commitment. Service.



eternalHealth: Proud Sponsor of the Walk to End Alzheimer's

eternalHealth is proud to be once again sponsoring the Walk to End Alzheimer's event in Boston! Come on down to the DCR North Point Park in Cambridge to say hello to the eternalHealth team and support such an important cause!

**DCR North Point Park 6 Museum Way, Cambridge, MA
October 15 @ 8:30 am - 3:00 pm**

WALK TO END ALZHEIMER'S
ALZHEIMER'S ASSOCIATION



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.

To ensure we have your most accurate and up-to-date information, please share demographic changes with us by phone 1 (800) 680-9255 or email ProviderRelations@eternalHealth.com