



The Provider NEWSLETTER

The quarterly PROVIDER newsletter of eternalHealth

The Next Generation of Medicare Advantage!

Welcome to the Fall 2023 edition of the eternalHealth Provider Newsletter! As the leaves change and the season transitions, so do our efforts to keep you, our valued healthcare providers, updated and informed. In this edition, we bring you the latest developments, insights, and essential updates to eternalHealth's 2024 Medicare Advantage plans that will empower you to continue delivering exceptional care to our members.

Thank you for your dedication, and we look forward to bringing in the Next Generation of Medicare Advantage with you!



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A NOTE FROM PROVIDER RELATIONS

As the Director of Network for eternalHealth, my main objective is to build and maintain a high-quality network of physicians and facilities that provide the best care to our members.

With over twenty years of experience in provider network development, I know what it takes to ensure our members have access to affordable, quality care with quality providers. My experience includes working at health plans, rental networks, and a healthcare technology company. This experience allowed me to gain valuable insight into how provider offices function and what's important to them. Understanding provider office workflows is an important part of developing solutions that help remove common administrative barriers. This, in turn, allows the provider to focus on what's most important: delivering quality care to our members.

The Network team at eternalHealth is dedicated to building affordable access to quality healthcare for your patients, and our goal is to make sure you have a great experience with eternalHealth from beginning to end.

Thank you for being a valuable part of our organization, and we appreciate you entrusting us with your healthcare needs.



Benita Abraham
Director of Network

PROVIDER RELATIONS UPDATES

New Roster Requirements

The Centers for Medicare and Medicaid Services (CMS) have implemented new roster requirements to now include languages spoken by providers and cultural/religious capabilities. This requirement ensures that Medicare patients can easily access care from healthcare providers who meet their language and cultural needs. These requirements are crucial to providing high-quality care to patients from diverse backgrounds and language preferences - it is important to update provider rosters to reflect language and cultural abilities to ensure effective communication with all patients. You will be receiving a new roster template from your eternalHealth Provider Relations team, where you can provide us with these updates. Thank you for your assistance in complying with these requirements, as they are essential to providing the best possible care to patients.

Timely Notification of Demographic Information Updates

We encourage providers to submit any updates to their demographic information to eternalHealth for inclusion in our provider directory. Our directory is an important resource for patients seeking healthcare services and allows them to easily find providers who meet their specific needs. By ensuring that your information is up-to-date and accurate, you can help patients make informed decisions about their healthcare. Examples of updates can include (but are not limited to):

- Change in address
- Change in phone number
- Change in name
- Change in panel status: Please send all changes to providerrelations@eternalhealth.com or call **Provider Services at 1-800-680-9255**.

WHAT'S COMING TO ETERNALHEALTH IN 2024!

At eternalHealth, we are always striving to ensure our members receive high-quality, affordable healthcare packed with benefits they will actually use. For 2024, eternalHealth is proud to announce new and improved benefits, along with those they have already loved! We know that behind every happy member is a care team that goes above and beyond to ensure they stay happy and healthy. We worked diligently to craft plans and benefits that will not only benefit our members but also help you help them on their journey to good health.

Below, please see a summary of benefits coming to all eternalHealth plans in 2024. For more information or if you have questions about our new benefits, please reach out to our Provider Relations department at ProviderRelations@eternalHealth.com.

\$0 Primary Care and Specialist Visits	Your patients will never have to worry about high copays again with \$0 copays for primary care & specialists! One more way eternalHealth is making healthcare affordable.
Dental	Members can receive up to \$4,500 a year for dental services on an easy to use Mastercard® Prepaid Flex Card. This allowance can be used for comprehensive and preventive services at any dentist; there are no network restrictions.
Vision	\$0 routine eye exams PLUS \$200 eyewear allowance for new frames or lenses!
Hearing	\$0 routine hearing exams and hearing aids as low as \$595 or \$895 per ear!
Transportation	At eternalHealth, we are committed to removing obstacles to accessing care, and transportation should never be a concern for your patients. Our members enjoy UNLIMITED transportation services to and from medical appointments and their preferred pharmacies, ensuring seamless access to the care they need.
In-Home Support	Up to 60 hours per year for in-home support for assistance with tech support, light house cleaning, general companionship, and more!
Fitness	Want your patients to become more active in their daily lives? With our fitness benefit, members receive access to national and local fitness facilities, at-home fitness kits, brain training games, and over 28,000 on-demand classes.
PERS	With eternalHealth, our members enjoy a fully covered monthly subscription for a Personal Emergency Response Device, allowing your patients to have independence while keeping safe! In-home, Mobile LTE, and LTE Smartwatch devices are available.
OTC Allowance	Members will receive a quarterly over-the-counter allowance to use in stores, online, or by mail order to purchase everyday items such as first aid, cough and cold medicine, or vitamins.
Grocery Allowance*	The quarterly healthy grocery allowance allows our members to purchase healthy food items and may be combined with their OTC allowance. <i>*Members must qualify to receive this benefit. Not all members will qualify.</i>

A NOTE FROM CARE MANAGEMENT

Preliminary estimates show that last season, people who were vaccinated against the flu were 40%-70% less likely to be hospitalized because of flu illness or related complications. Persons 65 and older are at higher risk of developing complications from the flu as compared to younger, healthy adults.

The Centers for Disease Control and Prevention (CDC) has updated information on vaccines for this flu season. According to the CDC, the composition of U.S. flu vaccines is reviewed annually by the U.S. Food and Drug Administration Vaccines and Related Biological Products Advisory Committee. For the 2023-2024 flu season, the vaccines are being updated to include like-virus for egg-based vaccines and like-virus for cell-based or recombinant vaccines. For persons with egg allergies, the recommendation is that the (egg-based or non-egg-based) vaccines may be administered safely if otherwise appropriate for age and health status.



At eternalHealth, we care about prevention! Please encourage your patients to get their vaccinations no later than the end of October. As a reminder, all flu vaccines are at no cost to our members! In fact, all Medicare Preventive services are provided at no cost. If you have questions about any of the benefits provided by eternalHealth, please reach out to our **Provider Services Team at 1-800-680- 9255** (Monday through Friday, 9 am - 5 pm EST).

NEW IMPACTFUL PARTNERSHIPS

At eternalHealth, we are always looking to collaborate with companies that are in line with our values and ensure our members get the best care possible. We are introducing THREE new partners for 2024:

Inovalon

eternalHealth is proud to partner with Inovalon to assist our provider partners in accurate documentation, coding, and risk adjustment. As you are aware, HCC codes need to be re-captured every year as appropriate, and the clinical documentation needs to support the coding, capture, and re-capture of HCCs. In the next several weeks, please anticipate communication from Inovalon or eternalHealth requesting additional clinical documents (charts) from your office related to your patients' clinical encounters. This activity is very important and time-sensitive in terms of ensuring the accuracy of the disease profile of your patients.



Night Nurse

Night Nurse is a Clinical and Behavioral health nurse triage/advisory service that provides after-hours assistance to our members with clinical concerns. Night Nurse's qualified and trained nurses accept calls from our members during non-business hours, including evenings, nights, weekends, and holidays. They are available to answer clinical and behavioral health-related questions and triage the member appropriately as per evidence-based decision trees to ensure great continuity of care. Please mention this service to our shared members during their next appointment with you. **1 (800) 892-1361, 24/7, 7 Days a Week.**



9amHealth

We are proud to onboard an innovative cardio-metabolic disease management vendor, 9amHealth. Our members with certain chronic diseases (Pre-Diabetes, Diabetes with Hyperlipidemia and/or Hypertension) will be able to use 9amHealth's innovative approaches for better management of their health conditions. These approaches include at-home lab testing (HbA1C and certain other labs), access to telehealth endocrinologists, and optimization of treatments/interventions in partnership with their primary care providers and specialists. We will share more information related to this very soon.



PHARMACY CORNER

It's hard to believe we have reached the last quarter of 2023! As we approach 2024, eternalHealth would like to provide some important information on Part D prescription drugs.

First, a couple of benefit reminders:

- eternalHealth will continue to offer 100-day supplies for drugs on Tiers 1-4.
- Our mail-order benefit offers additional savings to our members for 90/100 day supplies of maintenance medications on Tiers 1-3 and offers the convenience of home delivery by partnering with OptumRx. Requests can be faxed to 1-800-491-7997 or by phone at 1-800-791-7658.
- We cover blood glucose monitors and test strips made by LifeScan (OneTouch) and Roche (AccuCheck) at **no cost** from an in-network pharmacy. Other manufacturers would require an exception, and coinsurance is applied.

The 2024 eternalHealth Drug List will be available on our website by **October 15, 2023**.

While we try to minimize disruption for our members, some Drug List changes do occur. During the first 90 days of the plan year, members who experience a formulary change will be eligible for a transition fill. This is a one-month (30-day) temporary supply.

Members and providers will receive a letter to let you both know of the temporary fill and the next steps. Please review the letter and contact us at **1-800-891-6989** with any questions.

What action do I need to take?

Please check the eternalHealth 2024 Drug List for covered options. If no formulary options are clinically appropriate, an exception may be requested.

You can find the eternalHealth Drug List on our website at www.eternalHealth.com/Formulary.

If you need assistance requesting an exception, please contact us at 1-800-891-6989 or complete our coverage determination request form available at www.eternalHealth.com/Forms-Documents.



COMMUNITY EVENTS

eternalHealth
COMMUNITY CHAMPIONS
Leadership. Commitment. Service.

Fenway Park, September 12th

On September 12, eternalHealth, David Ortiz and Bobbi Gibb honored providers and healthcare workers at Fenway Park who demonstrated extraordinary leadership, commitment, and service for Medicare eligible adults in Suffolk, Worcester, Middlesex, Bristol, Plymouth and Norfolk Counties.

This special group has gone above and beyond in their profession to serve their community and enrich the care of many. eternalHealth's 2023 Inaugural Community Champions Award Program recipients all received a coveted bronze sculpture of legendary Hall of Famer David Ortiz, made by renowned artist and first woman to run the Boston Marathon, Bobbi Gibb, an award made by a champion, of a champion, for a champion. Congratulations to all our 2023 Champions!



Marisol Rosario

Chief Operating Officer
The Dimock Center

Marie Blaise-Sauvagere

Administrative Coordinator
Beth Israel Deaconess Medical Center

Arlyne Jimenez

Medical Assistant
Harvard Family Medicine

Dr. Prabhu Ram, MD

Ram Clinic P.C.

Kim Souza

Director of Medical Management
Hawthorn Medical Associates

Dr. Aniket Chakrabarti, MD

Pembroke Primary Care

To see Champions profiles, go to: eternalHealth.com/communitychampion



2023 Walk to End Alzheimer's October 15, 2023 8:30 AM- 3:00 PM 6 Museum Way, Cambridge, MA 02141

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!



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

GROCERYBENEFIT (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
Or email us at: 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.