



**CHOICE**<sup>SM</sup>  
Health Plans

**Provider News**

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## Use Availity Portal for All EDI Transactions

As of January, VNSNY CHOICE Providers must use the Availity Portal for **all electronic digital interface (EDI) transactions**, including the following:

- Benefit eligibility checks
- Electronic claim submission
- Claim status checks
- Electronic Remittance Advice (ERA) viewing

**Please note that the TMG Portal has ceased operating.** If you need to refer to transactions made using the TMG Portal, you can find them at Availity if they occurred after February 21, 2021. **To access your TMG transactions made before February 21, 2021, please go to [Change Healthcare](#).**

Make sure you have registered with Availity for your CHOICE EDI transactions. If you have not, please go to [Availity Registration](#).

If you have questions about or need assistance with EDI transactions, call

Availity Client Services at 1-800-Availity (1-800-282-4548) Monday through Friday, 8:00 am to 8:00 pm Eastern Time.

For information about our other provider services, please contact a Provider Services Representative at 1-866-783-0222 or [contact us online](#).

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## Making Sure Your Patients Get Their Supplies on Time

Sometimes patients who are members of VNSNY CHOICE MLTC or VNSNY CHOICE Total (HMO D-SNP) long-term care plans experience delayed orders for certain medical supplies and durable medical equipment (DME)—diapers, disposable underpads, glucometers and similar items—because the prescription is missing important information required for payment by Medicare and Medicaid.

You can help your patients get their supplies when they need them and save yourself extra steps down the road by making sure the prescriptions you write are complete when the patient leaves your office.

When writing prescriptions for any of these items, please be sure to include the following information:

- Relevant patient information (including height and weight)
- Diagnosis and related ICD-10 Codes
- Product (type, size, description and/or accessories)
- Quantity
- Refills
- Length of Need (for DME must state “Lifetime, or 99”)
- Your NPI
- Chart Notes (DME)
- Your signature and the date

Remember that incomplete prescriptions will delay your patient’s getting them filled. If you forget to include some information, you won’t be able to send missing info in piecemeal. You’ll need to send in another prescription with all the information included. And to make sure your prescriptions are legible, it’s a good idea to use BLOCK CAPS.

**Fax prescriptions and any supporting documents to:**

- 1-212-897-9448 for VNSNY CHOICE MLTC patients
- 1-866-791-2214 for VNSNY CHOICE Total patients

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## **Medicare Provider Webinar Series 2022**

**Save the dates for these upcoming Provider Webinars.**

### **Documentation**

Addressing quality and risk gaps in care during Medicare patient encounters.

**Wednesday, July 27, 12 noon**

### **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 Total (HMO D-SNP), VNSNY CHOICE EasyCare Plus (HMO D-SNP), and VNSNY CHOICE EasyCare (HMO), including:

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

You can register up until 11am on the day of the webinar. If you miss it, a recording will be available in our [Provider Toolkit](#) shortly afterwards.

To learn more, contact: [Provider\\_Education@vnsny.org](mailto:Provider_Education@vnsny.org)

**Register for the 2022 Medicare Provider Webinars**

## **Quick Reference on Comfort Care Options**

If you have a VNSNY CHOICE Medicare patient with an advanced or end-stage illness, you can download this quick reference highlighting

comparing palliative and hospice care.

All CHOICE Medicare patients may be eligible, depending on their diagnosis, to take advantage of the plan's hospice benefit, which is designed to provide patients end-stage care at home from a coordinated, specialized team. They may also be eligible, whether or not they are in hospice, for coordinated care from a palliative care team.

**Understanding Comfort Care Options for VNSNY CHOICE Medicare Patients** answers basic questions about these two kinds of care. [You can download the document here.](#)

To learn more about palliative and hospice care services available to your VNSNY CHOICE Medicare patients, click on the black button below.

[See our Hospice Benefit FAQs on the CHOICE Website](#)

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## CAHPS Survey Underway

Just a reminder: Some VNSNY CHOICE Total patients may be receiving a consumer satisfaction survey from the Centers for Medicare and Medicaid Services (CMS) now through June.

The **Consumer Assessment of Health Providers and Systems (CAHPS)** survey asks about the care and services patients receive from providers like you through their VNSNY CHOICE Total healthcare plan. Their answers affect our quality scores and reputation, which can drive enrollment and lead to more patients for you.

If your patient tells or asks you about a survey they have received, please tell them it is very important that they fill it out. Their answers will help us improve the services CHOICE provides to all of our members.

**How would your patients answer these questions about the last six months of your service?**

- How often did you see the person you came to see within 15 minutes of your appointment time?
- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor show respect for what you had to say?
- When your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?
- How often did you and your personal doctor talk about all the prescription medicines you were taking?

## Questions?

Contact VNSNY CHOICE Provider Relations

Call toll free: 1-866-783-0222

TTY for the hearing impaired: 711

Monday – Friday, 9 am – 5 pm

 Forward this email

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Use the VNSNY CHOICE Provider Portal

Click here for our Provider Quick Reference Guides

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**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](mailto:CHOICEProviderNews@vnsny.org).

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