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Top-Rated Medicare Plans Boost Benefits for 2023

**VNS Health MA Plans Earn 4.5 of 5 Stars;
Highest-Rated in NYC and LI**

Medicare Open Enrollment Closes December 7

Every year the Centers for Medicare and Medicaid Services rates health plans based on a 5-star rating system. For the second year in a row, VNS Health Medicare (formerly VNSNY CHOICE Medicare) scored 4.5 out of 5 stars for 2023. This makes our family of Medicare plans **the highest-rated Medicare**

Advantage (MA) plans overall in New York City and Long Island.

That's something for your patients who are interested in enrolling in or switching to a new MA plan to consider during the current annual enrollment period, which ends on December 7.

Our high rating is in large part thanks to the **consistent high quality of care provided by you, our excellent network providers**. So thank you — and congratulations!

Our Medicare family of health plans includes:

- **VNS Health EasyCare (HMO)**, our MA plan for people with just Medicare, has extras and benefits to make living healthy easier.
- **VNS Health EasyCare Plus (HMO D-SNP)** brings Medicare and Medicaid together into one easy-to-use health plan.
- **VNS Health Total (HMO D-SNP)**, a plan that integrates MA with Medicaid Managed Long Term Care, is for people who need ongoing help with activities of daily living to stay safe in their homes.

All of our Medicare plans offer extra benefits that address Social Determinants of Health (SDOH) and help people be as healthy as possible:

- **All plans include dental, vision, hearing, and prescription drugs**, which are not included with regular Medicare.
- To help people access medical care, our plans cover from seven to an unlimited number of **round trips to qualifying health care facilities** during the year.
- EasyCare offers an **OTC card** with extra dollars each quarter to help pay for over-the-counter items. Our two plans for people who also have Medicaid offer an **OTC and Grocery card** loaded with **up to \$232 a month** for **OTC items, groceries, and special healthy meals for home delivery**.
- All of our MA plans include membership in **SilverSneakers**, which offers **in-person and online exercise classes** that help keep the body active.
- All of our plans cover **acupuncture visits**.
- And they all include **much more!**

Now is a great time for patients to look at our Medicare plans on [our website](#). They can register there to talk to an advisor and see if one of our plans is right for them.

If you have patients who might benefit from our Medicare plans, please suggest they call [1-866-414-6715 \(TTY: 711\)](tel:1-866-414-6715) 7 days a week, 8 am to 8 pm.

[Learn more about VNS Health Medicare plans.](#)

[Download a brochure about our Medicare plans.](#)

Mandatory Training for SelectHealth Providers

The New York State Department of Health (DOH) requires providers from HIV Special Needs plans, including **SelectHealth from VNS Health**, to take an annual cultural competency training. This training is online, free, and offers several provider-specific programs to choose from.

The deadline for SelectHealth providers is noon on Friday, November 18.

When you've finished the training, please use the form on our website to attest that you have completed it. You may also use the form to attest on behalf of a provider group. **Please note that you must attest to completing the training for SelectHealth, even if you have already attested to it for another plan.**

Please complete this training and sign the attestation form by November 18 at noon.

[Click here to complete the required training.](#)

[Click here to sign the attestation form.](#)

New Community Centers for Brooklyn and Queens

VNS Health is pleased to announce the opening of a new Community Center in

Sunset Park, Brooklyn, which will be followed soon by the opening of another in Flushing, Queens. They join our Mott St. Community Center in Manhattan as a resource for everyone in the community, whether or not they're members or patients of VNS Health.

Dedicated team members at our community centers will work with people in the community and their family members — at no cost — to see where they might qualify for these VNS Health programs or services:

- Health plans
- Home care
- Personal care
- Hospice care
- Behavioral health

Our community centers also offer free, public events where visitors can connect with their neighbors, build trusted relationships, participate in wellness activities, and learn about health and wellness topics.

Please let your patients know about all of our centers. **To learn more, visit vnshealth.org/communitycenters or email communitycenters@vnshealth.org.**

Sunset Park, Brooklyn

5521 8th Avenue, Sunset Park, NY 11220

Phone: 1-718-477-4733

Flushing, Queens

136-52 39th Avenue, Flushing, NY 11354

Phone: 1-718-321-7695 (coming soon)

Chinatown, Manhattan

7 Mott Street, New York, NY 10013

Phone: 1-212-619-3072

Our community center in Chinatown is also home to the **VNS Health Chinatown NNORC (Neighborhood Naturally Occurring Retirement Community)**, a 24-block community initiative that helps retirement-age residents of Chinatown successfully age in place by linking them to important health and community resources. Inquire at the community center for more information.

All VNS Health Community Centers are open 7 days a week, 9 am – 5 pm, except for holidays.

SelectHealth Represented on Mayor's HIV Planning Council

New York City Mayor Eric Adams has appointed Dr. Bill LaRock, ETE (End the Epidemic) Clinical Director for SelectHealth from VNS Health, to the HIV Health and Human Services Planning Council of New York.

The Planning Council, which includes health care service providers, people living with HIV, and government representatives, works to identify the care needs of people living with HIV and determine funding allocations for high-priority services. The Council's stated mission is "to ensure that people living with HIV have access to and maintain appropriate, quality services across the continuum of care, resulting in the best possible health and quality of life."

Dr. LaRock will join the Council's Needs Assessment Subcommittee, which focuses on addressing gaps in HIV care and treatment, efforts to achieve viral load suppression, and health equity concerns.

Dr. LaRock will also be presenting at the 2022 Virtual World AIDS Day and Ending the Epidemic Summit on November 30. To register for this free three-day event that starts on November 29, [go here](#).

Congratulations, Dr. LaRock!

Our Email Addresses Have Changed

Please note: We have changed our email addresses from @vnsny.org to [@vnshealth.org](#). To avoid interruptions in service, emails sent to our old addresses will continue to be delivered.

To make sure emails from [@vnshealth.org](#) are not caught in your spam trap, please update your contacts to include our new email address.

Use Z Codes to Help Us Track At-Risk Patients

[ICD 10 Z codes](#) are a potentially powerful tool for identifying the **Social Determinants of Health (SDOH)** — the material and social circumstances in which people are born, live, learn, work, and age — that can impact your patients' lifelong health and their ability to manage chronic conditions. SDOH include:

- Housing security
- Safety
- Food insecurity
- Social isolation
- Financial insecurity

When you use Z codes, you can help us track trends and improve our data analysis, quality outcomes, care coordination, and patient experience of care.

Here's more information about assessing patients' risk for socially determined health issues:

- [CMS: ICD 10 Z-Code Infographic](#)
- [CMS: The Accountable Health Communities Health-Related Social Needs screening tool](#)
- [National Association of Community Health Centers: PRAPARE screening tool](#)
- [Oregon Primary Care Association \(OPCA\) Empathetic Inquiry tool](#)

Comfort Care Information on Our Website

VNS Health Medicare patients in need of hospice services no longer need to disenroll from their plan and enroll in regular Medicare to receive this end-of-life care. Now all of our Medicare plans offer hospice as a benefit, and as part of the benefit, all of our members with serious or terminal illnesses have access to and may be eligible through their plans for palliative care. as well.

If you have a patient with a serious or end-of-life health condition, you can find

information about palliative and hospice care benefits for members of VNS Health Medicare plans on our website.

Some of the information you'll find:

- The criteria for determining which patients may benefit from palliative or hospice care
- The differences between palliative and hospice care goals and treatments, including whether patients can continue receiving curative care
- The types of programs and services covered by our VNS Health Medicare plans for patients in comfort care
- The important role the patient's primary care physician plays throughout both levels of care
- Resources available to inform yourself and your patients about these kinds of care

Click on the button below to learn more.

Learn more about comfort care options from VNS Health Medicare.


Is Your Demographic Information Up to Date?

Out-of-date or inaccurate information about you in our system may mean you won't get paid on time. Our members may also not be able to find you in our provider directory.

Please confirm that your information is accurate and up to date.

- Is your name and your business's name spelled correctly?
- Do we have all of your [NPI codes](#)? Do they accurately reflect the health care services you offer patients?
- Do we have your correct address, phone numbers, fax numbers, and email address?

Click on the buttons below to check your information in our directory and update it if necessary.



[Check your demographic information](#)

[Update your demographic information](#)

Questions?

Contact Provider Services
Call toll free: 1-866-783-0222
TTY for the hearing impaired: 711
Monday – Friday, 9 am – 5 pm

 [Forward this email](#)

[Use our Provider Portal](#)

[Visit our Health Professionals pages at vnshealthplans.org](#)

Thank you for being part of our Provider network!

We want to make this publication useful to you. Please let us know what you think! Write to us at ProviderNews@vnshealth.org.

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