Medicare Advantage Provider Newsletter

Q3 2023 Provider Newsletter

Aspirus Health Plan Medicare Advantage Provider Manual Updated

Aspirus Health Plan has updated the following chapters of the [Medicare Advantage Provider Manual](#): Introduction to Aspirus Health Plan, Member Enrollment and Eligibility, Authorization and Notification Standards, Medical Necessity Criteria for Services Requiring Authorization and Hospital Services.

Over-the-Counter Benefit Through Healthy Savings

Aspirus Health Plan members receive an over-the-counter (OTC) allowance twice a year to purchase cough drops, first aid supplies, pain relief, sinus medications, toothpaste and much more. Members can purchase eligible OTC items at participating locations in-store, online or over the phone (URL and phone number are on the back of the member's Healthy Savings card.)

Members also have access to grocery discounts with their Healthy Savings card. Members can save on healthy food such as milk, eggs, fruits and vegetables through grocery discounts that change weekly at participating grocery stores. Visit healthysavings.com/aspirus to learn about the Healthy Savings program and find participating locations.

Disease Management Programs and Referrals

Aspirus Health Plan offers disease management programs to our members living with diabetes and heart failure. These programs reinforce and complement the provider-patient relationship, increase the patient's level of self-care and improve health outcomes. The member's primary care provider is notified of member enrollment into the disease management program.

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Aspirus Health Plan's Provider Website
https://medicare.aspirushealthplan.com/providers

Aspirus Health Plan's Provider Assistance Center
715-631-7412 or 1-855-931-4851 toll free

Contact Provider News
providernewsMA@aspirushealthplan.com

Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.

Candidates for our programs include those who:

- Are not checking their blood sugars as directed or weighing themselves daily.
- Are experiencing challenges with management of their chronic condition.
- Are not adhering to their chronic condition medication.
- Do not understand their diagnosis and could benefit from education/coaching on their condition.
- Are looking to improve their health through learning how to manage their chronic condition.

Diabetes

Health Coaching: Adult members in our diabetes program receive regularly scheduled health coaching calls with an Aspirus Health Plan health coach. Our team of coaches partner with members to discover their barriers and vision for the future, establish short and long-term behavior change goals and empower members to achieve their goals. Health coaches use active listening, motivational interviewing and behavior change techniques. Diabetes management tools such as a pedometer, diabetic bracelet, cookbook and wrist blood pressure cuff are provided to participating members.

Heart Failure

Healthy Hearts: Adult members in our Healthy Hearts Heart Failure program receive regularly scheduled health coaching calls with an Aspirus Health Plan health coach. Our team of coaches partner with members to discover their barriers and vision for the future, establish short and long-term behavior change goals and empower members to achieve their goals. Health coaches use active listening, motivational interviewing and behavior change techniques. Heart failure management tools such as a bathroom scale, wrist blood pressure cuff and cookbook are provided to participating members.

Referrals

To submit a referral to our team, complete the Disease Management Referral Form found on the Prior Authorization & Notification Requirements and Referrals page for your patient with their information and the program for referral.

Fax the form to 715-787-7320 or email to diseasemanagementMA@aspirushealthplan.com. If you would like follow-up on the referral, please select this option in the Referral Source section.

For more information about the disease management programs, visit the Disease Management Program & Referrals section on the Prior Authorization & Notification Requirements and Referrals page.

Providers Asked to Verify That They are Using Correct Payer ID for Medicare Advantage Claims

The Aspirus Health Plan Medicare Advantage Payer ID is 36483 for claims submissions. Providers are responsible for confirming with their clearinghouse that the correct Payer ID is being used to submit Medicare Advantage claims to Aspirus Health Plan. If you have questions about Electronic Data Interchange (EDI) transactions, please email EDIsupportMA@aspirushealthplan.com.

Ensuring Accurate Member ID Information

Accurate member information is key to smoother claim submissions. Providers should ask for a current member insurance card each time a member presents for services. This lets you update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing. The Aspirus Health Plan member ID number should be submitted on the claim exactly as provided. No digits should be added or excluded.

Please note that all Aspirus Health Plan Medicare Advantage members have their own unique member ID numbers (9-digit number beginning with a 4). Maintaining current insurance information for members is imperative to successful and timely claims processing. Wrong member information can cause suspected fraudulent claims investigations and HIPAA violations, so please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID#, birth date, address, etc.).