



Office Visit

News for health care providers

May 2021 - In This Issue

[Raising mental health awareness](#)

[Celebrating the nursing profession](#)

[Bridge Program to expand to non-ASO members](#)

[New provider portal – what to expect next](#)

[Triannual recredentialing: CAQH accuracy is key](#)

[June is Men's Health Month](#)

[June is Alzheimer's and Brain Awareness Month](#)

[Do not bill-dual eligible and QMB members with full Medicare benefits](#)

[Recent Provider News](#)

Raising mental health awareness

It has been a difficult year. Depression, anxiety disorders, the opioid crisis, and the role telehealth plays in the treatment of mental health and substance abuse issues have come to the forefront. The pandemic has affected the mental health of many of our members, and their overall well-being is very important to us.

Please let your patients struggling with stress, anxiety, and depression know that help is available to them through our partner, Optum Behavioral Health. Optum also has many resources available to our providers. Their staff is ready to assist you in connecting your ConnectiCare patients with professionals who can help them:

- Optum Behavioral Health: [888-946-4658](tel:888-946-4658)
- Optum's Substance Use Disorder Helpline: [855-780-5955](tel:855-780-5955)
- liveandworkwell.com

For ConnectiCare members who are under age 65 – and are in our employer and individual plans – we offer Sanvello, a mobile app at no extra cost. Members can use the app for daily mood tracking, guided meditations, personalized progress, and community support.

Celebrating the nursing profession

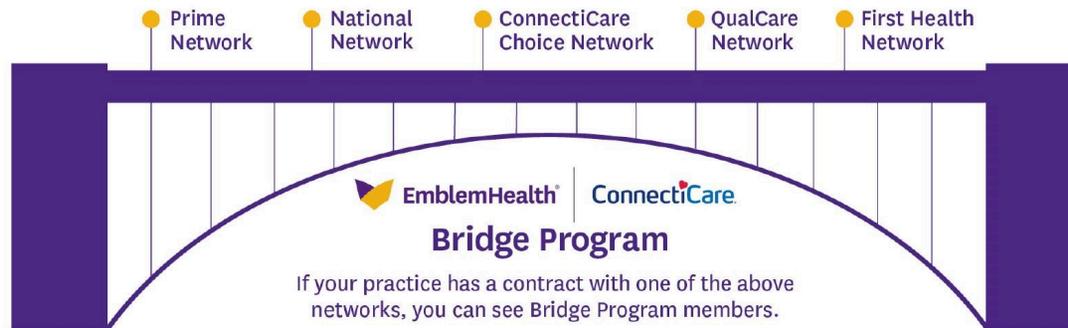
This month, we're also celebrating the nursing profession. **National Nurses Week** has been expanded to a month-long celebration. We thank all nurses for the lives they've touched and the impact they've had on our communities.

Bridge Program to expand to non-ASO members

EmblemHealth Plan, Inc., EmblemHealth Insurance Company, and ConnectiCare, Inc. are collaborating to offer the Bridge Program's combination of five networks to large groups that like our current Benefit Plan designs but want access to more providers. The pairing of Bridge with existing plans will give our clients the ability to offer the same benefits at different price points to their employees, depending on their network size needs. If you are participating in any of the networks listed below, you will be able to see these new members.

- ConnectiCare Choice Network

- EmblemHealth Insurance Company Prime Network (formerly HIPIC)
- EmblemHealth Plan, Inc. National Network (formerly GHI)
- QualCare Network
- First Health Network



New provider portal – what to expect next

ConnectiCare has been working hard to develop and deliver a new provider portal in the next few months. We expect it will make it easier for you to do business with us. We'll continue to give you updates on our progress and share training information once available on the topics below. Here are some important changes you need to be aware of:

- **All users will need their own unique email address.** To help improve security of our members' protected health information (PHI), you will no longer be able to share an email ID for multiple portal accounts. You will, however, be able to consolidate your existing accounts under your own unique email address that will work for both emblemhealth.com and connecticare.com. You will also be able to: Submit preauthorizations within the system.
- Submit (for Medical) attachments/clinicals to a preauthorization or ER Notification at the time of submission or later.
- Request an update of any demographic, location, license, education, and specialty information

You'll also be able to submit attachments with supporting clinical information for a preauthorization request or ER Admission Notification at the time of submission or later. And, you'll be able to search for Explanations of Payment (EOPs).

Throughout the next few months, we will share training materials to guide you through the transition to the new portal including, but not limited to:

- The sign-in process
- Navigation of the portal
- Downloading a bulk eligibility report to Excel
- Setting different user roles
- And much more

Stay tuned for more updates.

Triannual recredentialing: CAQH accuracy is key

To limit the paperwork you need to fill out, we rely on the information you have in your Council for Affordable Quality Healthcare, Inc. (CAQH) application to conduct our triannual recredentialing review. Contact information and hospital admitting arrangements are two items we have noticed providers forget to update. Please make sure yours are current.

To avoid the risk of being terminated from our provider network during the recredentialing process, keep your CAQH application current and accurate. CAQH asks providers to review their information every 120 days. Please ensure you have authorized EmblemHealth, ConnectiCare's parent company, as an eligible plan to access your CAQH information.

June is Men's Health Month

As Men's Health Month approaches in June, we encourage you to talk to your male patients about the importance of regular checkups and screenings including colonoscopy, prostate exam/PSA test, blood pressure check, and cholesterol, just

to name a few important tests to help put your male patients on the path to a longer, healthier life.

June is Alzheimer's and Brain Awareness Month

According to the Alzheimer's Association, 50 million people worldwide are living with Alzheimer's disease and other dementias. Join the association in going purple in June to raise awareness. The symbolism of the color purple is that it's the most recognizable color out of the color wheel and tends to be the last color that Alzheimer's patients forget. Learn more about [Alzheimer's disease and other dementias](#).

Do not bill dual-eligible and QMB members with full Medicare benefits

If Medicare-Medicaid dual eligible individuals have their Part A and Part B cost-share fully covered by their Medicaid plan, or are Qualified Medicare Beneficiaries (QMBs), they are not responsible for their Medicare Advantage cost-share for covered services. Please do not balance bill these members for any other costs. If you received Medicare and Medicaid payments for services given to these members, it must be accepted as payment in full.

Recent Provider Headlines

Check out recent [provider news](#):

- [It's Coming! A New Provider Portal](#)
- [Bridge Program Access: Now Includes Our Own ConnectiCare and EmblemHealth Employees](#)
- [ConnectiCare and EmblemHealth Team Up for Tristate Access](#)
- [Sign Up for Free EFT/ERA for Fast and Convenient Transactions](#)

Keep in Touch



ConnectiCare is a brand name used for products and services provided by ConnectiCare Insurance Company Inc. and its affiliates, members of the EmblemHealth family of companies.

JP54669