



2024 Year In Review Newsletter

Inside this issue:

- Model of Care Training.....1
- Member Surveys2
- Provider Questions3
- CPG Review: Osteoporosis4

Special Points of Interest:

- Demographic Change
- PBM & Formulary Changes
- HEDIS Medical Record Review

Important Announcements:

To Our Provider Partners

As our plan continues to grow, serving nearly 10,000 members going into plan year 2025, we would like to thank you for your continued collaboration and communication as we work together to ensure delivery of timely, accessible, high quality healthcare for Alterwood members. We look forward to continued partnership in caring for and contributing to the wellbeing of our members and the community at large.

Required 2025 Model of Care Training Due

As a reminder, providers are required to review and attest to the Alterwood Advantage Model of Care Training each year. If you have not yet completed the 2025 Model of Care, please locate the training and attestation on the Providers section of our website. If you prefer to receive a copy of the Model of Care by email, contact your Provider Relations team at providers@alterwoodhealth.com. The 2025 Model of Care training is now posted on the website at www.AlterwoodAdvantage.com/for-providers. After reviewing the training, be sure to complete the 2025 Provider Attestation!

Demographic Change Notification

It is important that you notify Alterwood Advantage of any organizational demographic changes, to include changes in location, phone/fax numbers, providers, practice name, etc. Please send written notice to providers@alterwoodhealth.com as soon as possible, including any applicable documentation to notify us of any changes.

Provider Resources

Please review the “For Providers” tab at www.alterwoodadvantage.com for the most current authorization grids and other helpful resources for providers. You can also reach the Alterwood Provider Relations team anytime at providers@alterwoodhealth.com

Upcoming Member Surveys & How You Can Help!

Annually, CMS administers two member surveys that impact the Star Rating of Medicare Advantage Plans. These two surveys are the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and the Health Outcome Survey (HOS). Both surveys include questions about the quality of care and service provided by our network of providers.

Below is a graph detailing our CAHPS scores for the provider-related questions compared to national averages among Medicare Advantage plans. As you can see, Alterwood Advantage and its provider network have opportunities for improvement to reach the national average scores for many of the categories of questions.

Composite Measure	Alterwood 2023 Score	2023 National Average	Comparison to National Average
Rating of Personal Doctor	90.97	91.63	-0.66
Rating of All Health Care	85.25	86.53	-1.29
Doctors Who Communicate Well	90.51	91.69	-1.18
Coordination of Care	84.61	86.24	-1.63

We hope to work together to improve these scores! Alterwood Advantage is grateful for the quality care you provide our members! If you would like to learn more about how to help us improve our scores, please email healthandquality@alterwoodhealth.com.

Below we have listed the questions that your patients are asked about the care and service(s) that they have received from you over the past six months. The questions are divided into different categories for which Alterwood Advantage receives a composite score.

It's Not too Late to Help Protect Patients Against the Flu!

Please help Alterwood Advantage by reminding all patients to schedule their annual flu shot. Alterwood Advantage promotes the importance of annual flu vaccination to members through postcards, phone calls, newsletters, and our website. However, we know you are our members' most trusted source for health care information, and we ask that you help us spread the message to your patients.

How you can help:

- Remind patients by phone, text, mail, and/or email to get vaccinated
- Emphasize the vaccine is needed every year, free for all Alterwood Advantage members, and very important to protect children, seniors, and high-risk patients
- Remind patients about vaccinations as soon as possible. Vaccines are available throughout the flu season.
- Telehealth visits are opportunities to promote the availability of flu vaccination at local pharmacies.

If your patients need help scheduling a flu shot, please direct them to call our Member Services line at 866-675-3944.

2025 Changes to Our PBM & Formulary

Alterwood Advantage's pharmacy benefit manager (PBM) has changed its name from Elixir to MedImpact. Nothing is required of you or your patients as part of this change.

Annually Alterwood Advantage updates its formulary. Based on these changes some members will be impacted by drugs moving off formulary or switching cost-sharing tiers. Alterwood Advantage has sent letters to all members who are affected by these changes. Prescribers have been copied on these letters. We ask that you work with impacted members to identify formulary alternatives or, if necessary, file a formulary exception request. To request an exception, please use the contact information below. Please be ready to provide clinical documentation showing your patient's adverse reactions or treatment failures for a covered formulary alternative.

- **Phone:** 667-261-8050 or 1-866-267-3144
- **Fax:** 1-877-503-7231
- **Website:** <https://elixirsolutions.promptpa.com/>
- **Write:**
MedImpact
Attn: Coverage Determinations
10181 Scripps Gateway Ct.
San Diego, CA 92131

CAHPS Provider-Related Questions

Getting Needed Care

- How often did you get an appointment with a doctor as soon as you needed?
- How often was it easy to get the care, tests, or treatment you needed?

How Well Doctors Communicate

- How often did your personal doctor show respect for what you had to say?
- How often did your personal doctor listen carefully to you?
- How often did your personal doctor explain things in a way that was easy to understand?
- How often did your personal doctor spend enough time with you?

Coordination of Care

- When you talked with your personal doctor during a scheduled appointment, how often did he or she have your medical records or other information about your care?
- 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?
- Did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
- How often did your personal doctor seem informed and up to-date about the care you got from specialists?

HOS Provider-Related Questions

Urinary Incontinence

- Have you ever talked with a doctor, nurse, or other health care provider about leaking of urine?
- There are many ways to control or manage the leaking of urine, including bladder training exercises, medication, and surgery. Have you ever talked with a doctor, nurse, or other health care provider about any of these approaches?

Physical Activity

- In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.

Fall Risk

- A fall is when your body goes to the ground without being pushed. In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?
- Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include:
 - Suggest that you use a cane or walker.
 - Suggest that you do an exercise or physical therapy program.
 - Suggest a vision or hearing test
- Have you ever had a bone density test to check for osteoporosis, sometimes thought of as "brittle bones"? This test would have been done to your back or hip

Clinical Practice Guideline (CPG) Review: Osteoporosis

In 2025 Alterwood Advantage will focus on improving services and care for members with osteoporosis. We are asking our network providers for help in this process. Please review our osteoporosis CPG and ensure members have access to both prevention strategies and pharmaceutical treatment options.

Please remember to talk to patients about prevention techniques:

- Ensure a diet high in calcium and Vitamin D
- Frequent exercise
- Bone density testing

After a broken bone, prescribe medication as appropriate. Osteoporosis medications covered by Alterwood include:

- Bisphosphonates (Alendronate, Risedronate, Ibandronate, Zoledronic acid)
- Denosumab
- Raloxifene
- Romosozumab
- Teriparatide
- Abaloparatide

If you have questions about Alterwood Advantage's osteoporosis guidelines, please email healthandquality@alterwoodhealth.com. Alterwood regularly reviews and updates its CPGs through its Provider Advisory Committee (PAC). A full list of our CPGs can be found on our website: <https://www.alterwoodadvantage.com/for-providers/>.

Contact Alterwood's Provider Relations Team:

Manager of Provider Relations - Jessica Berstler

Email: jberstler@alterwoodhealth.com

Phone: 443-945-1645

General Provider Relations Email: providers@alterwoodhealth.com

HEDIS Medical Record Review Season is Upon Us!

Alterwood Advantage has partnered with Virtix Health to perform HEDIS medical record abstraction.* This process will begin in February and run through May 2025. You may receive notice from Virtix Health to schedule an onsite or remote medical record review. We ask that you work with Virtix Health to schedule the onsite review or send medical records as quickly as possible. Please call Alterwood Advantage if you have any questions about this process. The easiest way to complete this process is by providing electronic medical record (EMR) access to Alterwood Advantage. If you are interested in setting up EMR access for Alterwood, please email us at HealthandQuality@alterwoodhealth.com.

**Virtix Health serves Alterwood Advantage in a role that is defined and covered by the Health Insurance Portability and Accountability Act (HIPAA). As defined by HIPAA, Virtix Health's role is as a "Business Associate" of "Covered Entities," and as such, Virtix Health is ethically and legally bound to protect, preserve, and maintain the confidentiality of any Protected Health Information (PHI) it gleans from clinical records provided by medical practice locations pursuant to its contractual obligations to Alterwood Advantage.*