

Provider UPDATE

MERCYONESM

Health Plan

MediGold

How the MercyOne Health Plan benefits your patients and your practice

Our shared mission calls us to be a transforming healing presence in the communities we serve. To help realize this mission and achieve the best possible outcomes, we believe we must also work to transform the health care experience itself. As part of this commitment, in 2021, MercyOne launched its own not-for-profit Medicare Advantage (MA) plan: **MercyOne Health Plan**. We continue to enhance and refine the plan each year.

Our MA plan helps simplify Medicare for your patients and your staff. It requires only a fraction of the prior authorizations that other MA plans do, and working side by side with our own payer helps promote the best possible coordination of care.

Other ways the MercyOne Health Plan helps simplify Medicare:

- No referrals needed for in-network providers.

- 99.7% of claims paid under 30 days.
- No site of service requirement.
- No step therapy.
- No third-party vendor requesting medical records to data mine or retract previously paid claims.

This approach brings significant value to patients, your practice, and MercyOne — and it's why in the upcoming year, growing MercyOne Health Plan membership is one of our strategic initiatives.

Why MercyOne Health Plan is a win-win for you and your patients

Unlike other MA plans, MercyOne Health Plan was carefully designed from the ground up **by doctors** who know firsthand the needs of both patients and providers. Your patients can count on a high-quality plan that puts their well-being, savings, and peace of mind first.

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WE'RE HERE TO SERVE YOU.

MediGold.com/For-Providers

Provider Service Center
1-800-991-9907 (TTY 711)

MercyOne Health Plan is a Medicare Advantage plan, fully owned by Trinity Health. It's designed to provide our members with a more seamless health care experience, while also making it easier for health care teams coordinate and deliver the best possible care.

Provider Service Center closed for holiday

Our call center will be closed Thursday, November 23 and Friday, November 24 in observance of the Thanksgiving holiday. Leave us a message at 800-991-9907.

How the MercyOne Health Plan benefits your patients and practice (continued)

And you can count on a plan that helps streamline the health care journey — and gives you financial incentives when you care for your patients.

We invite you to help champion the MercyOne Health Plan

Your patients may not be aware of the MercyOne Health Plan or of all the advantages it brings them. To help them make informed choices this Annual Enrollment Period (AEP), and to help successfully grow MercyOne Health Plan membership, you're encouraged to:

- Bring the plan to your MA patients' attention.
- Provide your endorsement.
- Direct them to flyers for more information.

MercyOne is not asking you to sell the MercyOne Health Plan. Only licensed agents can sell the plan. But you're empowered to make sure your patients know about it and to recommend it to them. You can freely and proactively advocate for this plan without violating any compliance regulations.

As an example of how you can talk about it with your patients, you could say, "MercyOne

Health has its own Medicare Advantage plan you may want to consider. It has great benefits, and I'm confident in its value. If you're interested, there's a flyer that my team can give you."

Your endorsement is pivotal in building patients' trust in the plan and increasing the likelihood they select it during the AEP, which runs from October 15 to December 7, 2023.

Thank you for helping us grow the Health Plan and promote its value

Through our very own MA plan, we have the opportunity to drive transformative changes that bring value to patients, doctors, and MercyOne alike. By endorsing this plan to your patients, you actively contribute to:

- Our plan achieving its membership goals for this pivotal strategic initiative.
- You receiving financial incentives.
- Your patients benefitting from outstanding coverage and a more seamless health care experience.

Thank you for your partnership and support — your involvement is invaluable as we work to deliver on our shared vision to be an innovative, trusted health partner for life.

Helping patients with breast cancer

Breast cancer occurs when cells within the breast tissue grow out of control. These overgrown cells usually form a tumor, which may be felt as a lump or seen on an x-ray. Breast cancer occurs in women, and although less common, can also occur in men. There are various treatment options, including surgery, chemotherapy, hormonal therapy, and radiation therapy.

Important Coding Information

Active breast cancer for both male and female are under ICD-10 code category C50. According to the ICD-10-CM Coding Guidelines, "When a primary malignancy has been previously excised or eradicated from its site, there is no further treatment of the malignancy directed to that site, and there is no evidence of any existing primary malignancy, a code from category Z85 Personal history of malignant neoplasm, should be used to indicate that former site of the malignancy."

Personal history of breast cancer should be coded as Z85.3.

Code Selection

C50.- Malignant Neoplasm of Breast:

C50.0 – Nipple and areola

- C50.1 – Central portion
- C50.2 – Upper-inner quadrant
- C50.3 – Lower-inner quadrant
- C50.4 – Upper-outer quadrant
- C50.5 – Lower-outer quadrant
- C50.6 – Axillary tail of breast
- C50.8 – Overlapping sites
- C50.9 – Unspecified site

These codes require 5th and 6th digits:

- 5th digit specifies gender: 1 – Female; 2 – Male
- 6th digit specifies laterality: 1 – Rights; 2 – left; 9 - Unspecified

Diabetic testing supplies – changes for 2024!

Effective January 1, 2024, MercyOne Health Plan members must obtain their diabetic testing supplies, as well continuous glucose monitors, at any of our 66,000 in-network retail pharmacies nationwide or through our mail order pharmacy, CVS Caremark.

Beginning January 1, 2024, the following preferred blood glucose monitors and test strips will be covered:

- LifeScan: OneTouch Ultra Blue or OneTouch Verio
- Roche: Accu-Chek Plus, Accu-Chek Aviva, Accu-Chek Smart View or Accu-Chek Guide

For Continuous Glucose Monitoring system (CGM), the following preferred CGM supplies will be covered:

- DexCom
- FreeStyle Libre

Only these brands of preferred monitors, test strips or continuous glucose monitoring system and supplies will be covered by the plan effective January 1, 2024. In order for your patients to obtain new blood glucose monitors and test strips or CGM and supplies, please submit a new prescription with refills for a full year to their pharmacy on file with your office.

If you need more information regarding this change, please contact Provider Services at 1-800-991-9907 (TTY 711).

2024 Medicare Star Ratings stay strong

Each year, the Centers for Medicare and Medicaid Services (CMS) compiles information from nearly 40 measures to rate Medicare Advantage plans, like MercyOne Health Plan. The overall rating is based on a scale of one to five stars, with five being the highest.

Ratings are determined in part by participation and feedback from members. Members can help our plans earn high ratings by:

- Scheduling and completing free preventive screenings each year.
- Seeing their providers – like you – as necessary to treat and monitor chronic conditions.
- Exercising regularly (and taking advantage of their free SilverSneakers® membership).
- Caring for their mental health and seeking help as needed.

CMS distributes the Consumer Assessment of Health-care Providers and Systems (CAHPS) survey to a percentage of members across the country who are asked to provide a thorough understanding of the quality of care they have received. Some of your patients may receive this survey in the mail. Ask them about it and encourage them to participate as it will help improve service to members and providers. Remind your patients it only takes a few minutes to complete the CAHPS survey and all the information collected determines how MercyOne Health Plan is rated on the measures mentioned above. The results are then published in the annual Medicare & You handbook distributed by CMS.

The results of the CAHPS survey are used to help determine our Star Ratings.

(At right is sample Star Ratings performance metrics taken from the official Medicare Star Ratings document.)

Why Star Ratings are important

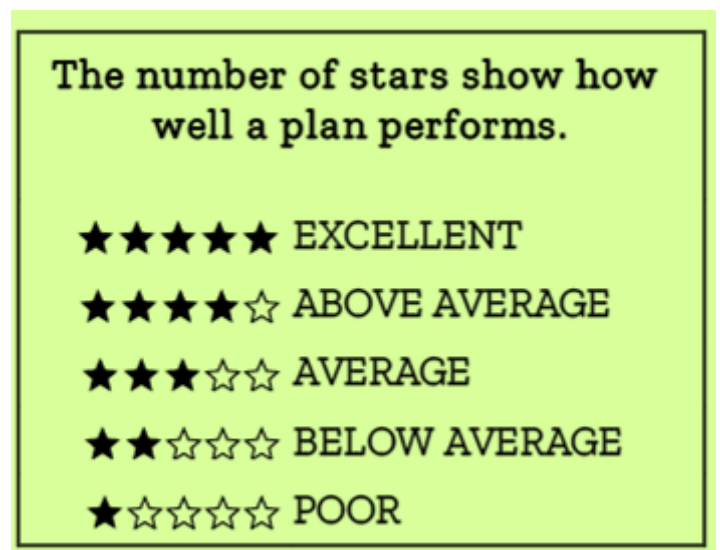
Medicare rates plans on their health and drug services, determined in part from results garnered from the CAHPS survey. The ratings allow members to easily compare plans based on quality and performance.

In addition to feedback from members, Star ratings are also based on the number of members who have left or stayed with the plan; the number of complaints Medicare received about the plan; and data from providers and hospitals that work with the plan, like you!

More stars mean a better plan – for example, members may get better care and better, faster customer service.

For 2024, Medicare determined that MercyOne Health Plan HMO plans earned an overall 4.5 out of 5 stars. Our PPO plans earned an overall 4 out of 5 stars.

We're pleased with these strong ratings and will continue to strive to provide the best possible service to members and providers. Thank you for being a part of MercyOne Health Plan!



Sign up for provider portal for updates

Have you signed up for the provider portal? Take the time to sign up and get benefits updates and claims information at <https://www.medigold.com/for-providers/provider-portal>.

CMS Medicare Advantage reimbursement model v28 changes for Neoplasms

In 2024 CMS will begin to shift from V24 Risk Adjustment model to the new V28 model for Medicare Advantage reimbursement. This will influence Hierarchical Classification of Conditions (HCCs) codes related to patients.

The Neoplasm Group had the following changes:

- V24 HCC 8 (Metastatic Cancer and Leukemia) was split into 3 V28 HCCs
 - V28 HCC 17 (Cancer Metastatic to Lung, Liver, Brain, and Other Organs; Acute Myeloid Leukemia Except Promyelocytic)
 - V28 HCC 18 (Cancer Metastatic to Bone, Other and Unspecified Metastatic Cancer; Acute Leukemia Except Myeloid)
 - V28 HCC 22 (Bladder, Colorectal, and Other Cancers)
- V24 HCC 9 (Lung and Other Severe Cancers) was split into 4 V28 HCCs
 - V28 HCC 17
 - V28 HCC 19 (Myelodysplastic Syndromes, Multiple Myeloma, and Other Cancers)
 - V28 HCC 20 (Lung and Other Severe Cancers)
 - V28 HCC 22
- V24 HCC 10 (Lymphoma and Other Cancers) was split into 7 V28 HCCs
 - V28 HCC 17
 - V28 HCC 18
 - V28 HCC 20
 - V28 HCC 21 (Lymphoma and Other Cancers)
 - V28 HCC 22
 - V28 HCC 23 (Prostate, Breast, and Other Cancers and Tumors)
- V24 HCC 11 (Colorectal, Bladder, and Other Cancers) was split into 3 V28 HCCs
 - V28 HCC 20
 - V28 HCC 21
 - V28 HCC 22
- V24 HCC 12 (Breast, Prostate, and Other Cancers and Tumors) was split into 2 V28 HCCs
 - V28 HCC 21
 - V28 HCC 23

MercyOne Health Plan (HMO/PPO) is a Medicare Advantage organization with a Medicare contract. Enrollment in MercyOne Health Plan depends on contract renewal. Benefits vary by county.