



NETWORK BULLETIN

OCTOBER 2020 - ISSUE 8



Get ready FOR MORE!

MMM ELITE (HMO)



UP TO \$2,000 annually for dental implants.

MMM EXTRA (HMO)

\$144.60 MONTHLY GIVEBACK (\$1,735.20 a year)

The Annual Enrollment Period (AEP) has started and MMM Medicare and Much More is making sure that all Medicare beneficiaries learn about the many extraordinary benefits that will become effective on January 1, 2021. The keyword is **MORE**:

- **More for eyewear**
- **More for OTC (with free delivery)**
- **More for dental services**
- **More drugs**
- **More Providers**



Remember these plan names: **MMM Elite (HMO); MMM Extra (HMO) and MMM Platinum (HMO D-SNP).**

MMM members will love to hear that they will be paying:

- **\$0 copay for generic drugs and even insulin!**
- **\$0 for visiting their primary care physicians**
- **\$0 copay for crowns**
- **Up to \$700 annually per year for eyewear**, including free selection of frames
- **Up to \$1,080 annually for OTC**, at the comfort (and safety) of their homes, including COVID-19 prevention items, because these items can be easily ordered and delivered right at their door.

Dual Eligible members can enjoy the multiple benefits included in our **MMM Platinum** plan, which embraces the Medicare and Medicaid Programs.

*Benefit varies by coverage.





THE IMPORTANCE OF GETTING THE FLU VACCINE

During the COVID-19 pandemic, most of our members have been encouraged to stay at home, which could have decreased the number of members using preventive services. We encourage our providers to communicate to our members the importance of getting the flu vaccine to protect them and their families specially during this period. Therefore, we have developed multiple options for members' convenience. **We have partnered with Publix Supermarket Pharmacies and will provide a \$10.00 Publix Gift Card upon vaccination.** Also, you may contact us in order to coordinate a clinic at your office for our shared members; this would be at no charge to members and they will receive the gift card as well. Pharmacies within our network will also provide the vaccine at no cost to the patient. You may consult your Provider Network Directory for more information.



Now, more than ever, our patients **need our care.**

ENCOUNTER DATA



Encounter data is information submitted by health care providers, such as doctors and hospitals, that documents both the clinical conditions they diagnose as well as the services and items delivered to beneficiaries to treat these conditions. In other words: Encounter Data is the primary source of information about the delivery of services provided by healthcare providers to plan Members.

Contracted Providers are responsible for gathering, processing, and submitting Encounter Data for the services provided to all members of MMM Medicare and Much More.

Why is encounter data important?

Complete, accurate and timely Encounter Data is key for determining needed changes and improvements in health-related programs. MMM Medicare and Much More also uses Encounter Data for monitoring and oversight functions including HEDIS reporting, Capitation Rate development, and for meeting various regulatory requirements.

Within thirty (30) days of rendering authorized Health Care Services to a Member or sooner if required by HMO or by laws, rules and regulations applicable to HMO, providers shall remit encounter data for such authorized Health Care Services rendered to the Member by submitting a clean claim to the HMO.

This data helps establish the following as it relates to rates, access and important trends.

- Accountability: utilization, access, and quality analysis.
- Rate setting and risk adjustment.
- Studies of small, high-policy-interest populations.
- Community-wide studies.
- Other research and evaluation studies.



REFERRAL PROCESS

Update

Thank you for your continuous support and the unwavering commitment to excellent care for our members. Please keep in mind that all MMM Medicare and Much More member referrals must be entered into the InnovaMD portal by each provider office.



If you do not currently have access to the InnovaMD portal, please contact Provider Services at 1-888-722-7559 Monday through Friday, 8:30am – 5:00pm. You may also call your assigned Contract Executive directly.

MMM Medicare and Much More Provider Portal InnovaMD is your one-stop shop for many functions including:

-  Eligibility verification
-  Prior Authorization Submission and Status. System allows you to upload clinicals. No need to fax anymore!
-  Referral Submission and Status
-  Inpatient Census, Clinical Notes, Discharge Summaries and ER visit notifications
-  Quality HEDIS/Stars Interactive Reports

And much, much more!!!

We look forward to receiving all your feedback regarding this great provider tool.



KEEPING UP WITH MY DOCTOR MEDICAL APPOINTMENTS

For the past several months, the COVID-19 pandemic has affected the frequency of medical appointments with PCPs and / or specialists. MMM encourages all providers to contact our members and work together to re-establish a routine. Please advise them of the strict sanitary measures implemented in your office for their safety and tell if you offer telemedicine services.



Please, take the opportunity to complete the Annual Health Assessments (AHA) for 2020, close HEDIS Gaps and complete preventive tests and blood work that are missing for this year. Please, do not forget the influenza (flu) vaccine campaign.

Finally, if your MMM member is still feeling unease about leaving the home due to COVID-19, MMM offers at-home medical services through our network provider known as My Home Doctor, LLC (MHD). They can complete the AHA as well as other preventive exams like the retinal (eye) exam at no cost for the patient. All medical notes are shared with the PCP. Feel free to contact MHD directly at 888-696-4322. This service is designed to supplement the care at home and not to substitute you as the member's PCP.

***At MMM we want to give you and our members
much more options!***

