



**CHOICE**<sup>SM</sup>  
Health Plans

# Provider News

## We're Working to Improve Your Experience

COVID-19 has taken a lot of our attention this year—but not all of it! During these difficult months, CHOICE staff have continued focusing on ways to make our valued providers' lives easier. Read about some of these exciting developments below.

### In this issue:

- Enjoying Provider News? Take Our Reader Survey
- We Overhauled Our Provider Manual
- COVID-19 Information, All in One Place
- An Easy Way to Report Data
- We Simplified Communicating About Claims
- Encourage In-Office Visits When Needed
- We're Surveying Our Members About Their Care

### How Can We Improve?

How can we make this communication more useful to you? Please let us know by taking this quick, six-question Reader Survey.

[Take our survey](#)

### Introducing Our Shorter, More User-Friendly Provider Manual!

We are pleased to announce the publication of our freshly revised VNSNY CHOICE Provider Manual, [now available on the CHOICE website](#).

We think you will like the improved features of the new edition:

- A leaner, more easily digestible length, with half the pages of the previous version
- Easy-to-access forms from our new [Helpful Links page](#)
- Hyperlinked table of contents in the [PDF version](#) for fast navigation

Take a look and [let us know what you think!](#)

[Read the VNSNY CHOICE Provider Manual](#)

## COVID-19 Information, All in One Place

As New York State slowly returns to a new normal from COVID-19, VNSNY CHOICE applauds, honks our horns and bangs our pots in grateful appreciation of the health professionals—physicians, nurses, therapists, home health aides, and office support staff—we work with to care for our members. Thank you for all you do, all the time, but especially during this difficult time

We also know that this novel virus is tricky to predict. Until further notice, we are maintaining COVID-19 information resources for members and for health professionals on our website. When important COVID-19 news breaks affecting providers, we will also send out eblasts to keep you informed. You can find our library of guidance from NYS Department of Health and Centers for Medicare and Medicaid Services by clicking the link below.

[Visit our COVID-19 Information Resource](#)

## An Easy Way to Report Data

Here's an opportunity to reduce your office staff's administrative burden.

If you use a secure Electronic Medical Record (EMR), VNSNY CHOICE would like to establish an automated quarterly EMR file feed that allows CHOICE staff to securely access our members' medical record data during the Healthcare Effectiveness Data and Information Set (HEDIS) audit reporting season and beyond.

Establishing a Secure File Transfer Protocol (SFTP) and robust quality reporting will position you well to take advantage of value-based purchasing agreements (VBP) and other quality incentives, not only with CHOICE but with all payers.

For more information on data sharing or assistance setting up a an SFTP, please contact [ChoiceProviderRelations@vnsny.org](mailto:ChoiceProviderRelations@vnsny.org).

[See the Quality Measures EMR Data-Sharing Supports](#)

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## Reminder: We Simplified Communicating about Claims

We streamlined our processes for handling provider claims issues, creating two separate streams for efficient processing.

- Claims disputes (for issues like coding denials, under- or overpayment of claims, invalid procedure or diagnosis codes) should be submitted using our convenient online [Claim Dispute Form](#).
- If you would like to appeal a denial of a claim, you must [submit it in writing](#) to the VNSNY CHOICE Grievance and Appeals department.

To make it easy for you, we put this information [all in one place](#) on our website, so please keep the link handy!

[See more information about Claim Disputes and Appeals](#)

[Use our SECURE online Claims Dispute Form](#)

## Encourage In-Office Visits with Patients When Needed

Now that COVID-19 is trending down in New York City and statewide, CHOICE is encouraging our members to work with their doctors to determine how to best complete visits and needed tests, screenings, and inoculations. Please reach out to your CHOICE patients to discuss their options and to provide reassurance about the safety of an in-office visit, if needed.

Months of isolation and inactivity may have taken a toll on many of

our members' health. No matter the reason for the visit, we think our members will appreciate being asked about how they feel both physically and emotionally.

And after months of constant exposure to information about the COVID-19 pandemic, they may also be more open to **reminders to get their flu shots**. Please encourage them to come in to the office as soon as they can when the vaccine becomes available in September.

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## We Are Surveying Our Members About Their Care

From now through December, some VNSNY CHOICE enrollees will be surveyed by phone about the healthcare they receive from their plan and providers.

The survey is commissioned by CHOICE to gauge member satisfaction between periods when the state or federal government conduct their own surveys of health plan members. The results will give us insight into which areas of member care require special focus as we gear up for the next round of government surveys.

Some areas members may be asked about include:

- Satisfaction with their home health aide
- Length of waiting time before they are seen by doctors
- Discussions with their doctor about test results
- Discussions with their doctor about their medications

If you receive any member inquiries concerning the survey, you can refer them to the CHOICE Member Services number on their member ID card.

## Questions?

Call toll free: **1-866-783-0222**  
TTY for the hearing impaired: **711**  
Monday – Friday, 9 am – 5 pm

[Use the VNSNY CHOICE Provider Portal](#)

[Click here for our Provider Quick Reference Guides](#)

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Thank you for being part of the  
VNSNY CHOICE Provider network!

We want to make this publication useful to you. Please let us know what you think! Write to us at [CHOICEProviderNews@vnsny.org](mailto:CHOICEProviderNews@vnsny.org). Or take this [quick survey](#).

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