



CHOICESM
Health Plans

Provider News

Time for Some Positive Change

2020 has been... interesting. Looking ahead to a new year, we spruced up our website, created a separate website for SelectHealth, and are adding exciting benefits for our members. Read about some of these developments below!

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Flu Vaccines Are More Urgent in 2020

The COVID-19 pandemic could be complicated by an overlapping flu outbreak this winter. Please talk to your patients about getting their flu shots as soon as possible.

Visit Our New and Improved Website!

We've given VNSNYCHOICE.org a fresh new look and reorganized it to make it easier for you and your patients and clients to quickly find what you're looking for.

Here are just some of our enhanced features:

- Improved internal search engine for fast and accurate results
- [Megamenu](#) for quick navigation inside our Health Professionals section
- Expanding/collapsing accordion menus for convenient topic organization on main pages
- Clickable phone numbers for instant connection on mobile phones

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

[Visit VNSNYCHOICE.org/Health-Professionals](https://VNSNYCHOICE.org/Health-Professionals)

SelectHealth Debuts New Website of Its Own

SelectHealth, a specialized Medicaid plan from VNSNY CHOICE, has an exciting new look this year, distinguishing the plan and its younger, media savvy membership from CHOICE's more traditional long-term care plans. As part of this update to the SelectHealth brand, the plan now has its own member website, SelectHealthNY.org. Features include benefit and enrollment information, access to online forms and member materials, a provider search tool, news and notifications, a calendar and links to online events, and much more.

If you're a SelectHealth provider, you'll find all the information you need to serve your SelectHealth patients and clients on the [new CHOICE website](#). But please send current members and others who might be interested in the plan to the new SelectHealth website.

[Visit SelectHealthNY.org](https://SelectHealthNY.org)

New CHOICE Total Grocery Benefit

Addresses Food Insecurity

With the increase of food insecurity among vulnerable populations during the pandemic, one enhanced benefit from **VNSNY CHOICE Total (HMO D-SNP)** for 2021 is especially timely.

Combining Medicare Advantage and Medicaid Managed Long Term Care, Total is a health plan for people who need help with daily activities like walking, dressing and bathing to be able to stay safely in their homes. The plan offers valuable benefits not covered by Original Medicare, including an **Over-the-Counter (OTC) card** loaded each month to pay for non-prescription health items.

In 2021, the monthly benefit for this card—which will now be called the **OTC and Grocery card**—will increase to \$132 from the current \$100 and will now cover grocery items, as well. Members can choose from a list of covered products available from network retailers, which will now include grocery stores and bodegas in addition to pharmacies.

More Enhanced Benefits for Total Members in 2021

Total is adding other new benefits to help members live safely in the comfort of their own home. Beginning in January, CHOICE Total members will be automatically enrolled in the **Healthy CHOICE Healthy You** program, which will reward them with a gift card for healthy behaviors like going for a wellness visit, getting a flu shot or undergoing a cancer screening.

Other enhanced benefits include:

- **Acupuncture:** \$0 for up to 30 visits/year & more (up from 10 visits in 2020)*
- **Eye exam/Eyeglasses:** \$0 for routine eye exam, \$300/year for eyeglasses (frames and lens) or contacts (increased from \$200 this year)
- **Telehealth service**

*Additional acupuncture visits for chronic low back pain covered by Medicare.

Read more about these and other 2021 benefits on [the VNSNY CHOICE website](#) by clicking the green button below.

CHOICE Total Update: Using Telehealth for HEDIS Measures

In response to the COVID-19 pandemic, the National Committee for Quality Assurance (NCQA) has recently updated its [HEDIS](#) specifications on the use of telehealth, a qualified modality for providing health services in measurement years 2020 and 2021.

[See NCQA's Complete Summary of These Changes.](#)

To drive quality improvement for our **VNSNY CHOICE Total** members, we are promoting the use of telehealth for four of our focus measures for the Medicare Star program based on the NCQA HEDIS Volume 2 Technical Specifications:

- **Care for Older Adults: Medication Review**
- **Care for Older Adults: Pain Assessment**
- **Controlling Blood Pressure**
- **Medication Reconciliation post Discharge**

We have made available on the VNSNY CHOICE website an informative document explaining NCQA HEDIS technical specifications for these four focus measures.

If you have questions, please contact the VNSNY CHOICE Quality Management team at QualityManagement@vnsny.org.

[Read the CHOICE Total HEDIS Telehealth Update](#)

New Multilanguage Consumer Health Fact Sheets

New from the New York State Department of Health for members of plans like VNSNY CHOICE MLTC: Fact sheets for Medicaid consumers on **self-managing diabetes and hypertension** in English, Spanish, Russian, Chinese, Haitian Creole, Korean and Bengali.

You can find [printable PDFs](#) of all on the NYSDOH website.

Preview the English versions by clicking on the buttons below.

What You Should Know About: Diabetes, Prevention, and You

What You Should Know About: High Blood Pressure, Prevention, and You

Results of Our Reader Survey

We're pleased to report that you approve of what we're doing.

- More than 70% find VNSNY CHOICE Provider News relevant to your work.
- Strong majorities (roughly 60%) are satisfied with the content, design and overall quality of this newsletter.
- You are most interested in news about regulatory updates, CHOICE Health Plans and links to useful information.

Please know that we take your suggestions to heart. Thank you for taking the time to tell us what you think.

If you didn't take the survey and want to share your thoughts with us, click on the button below.

Write to CHOICE Provider News

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

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.

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