

PriorityActions

FOR PROVIDERS

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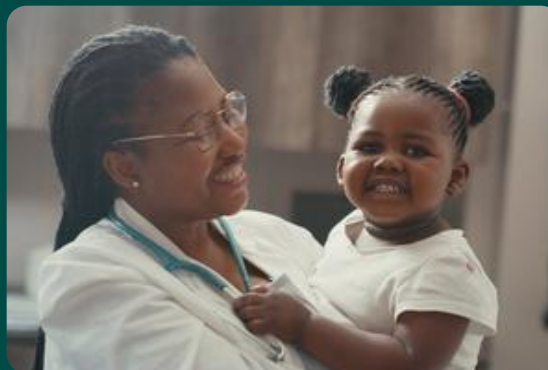
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Welcome to our biweekly PriorityActions for providers, where you'll receive important information to help you work with us and care for our members.

Oct. 19, 2023
Issue #1.1

You're receiving this email because you're a part of an Accountable Care Network (ACN) or Provider Organization (PO) with us. Please share relevant information with your provider groups and practices. Your Provider Strategy & Solutions Consultant remain your primary contact for support.

Thank you for partnering with us to help keep our members, your patients, healthy.



CLINICAL RESOURCES

Introducing Caredon Health, a new name for Aspire Health

In an effort to provide extra care at home for our members with advanced illnesses, in 2016, we started working with Aspire Health to

offer 24/7 in-home palliative care support from a team of doctors, nurse practitioners, social workers and clergy.

We wanted to let you know that Aspire will soon have a new name: Carelon Health.

Although the name will change on Jan. 1, your patients will receive the same care. This won't replace the care of primary and specialty providers. **A member's participation with Aspire (Carelon) doesn't impact their PCP-attribution.**



There's nothing you or your patients need to do. Nothing will change regarding patient referrals or your work with Aspire's clinical staff.

PLANS AND BENEFITS

Medicare annual wellness visits can be scheduled once per calendar year, starting Jan. 1

You asked, and we listened.

Effective Jan. 1, 2024, annual wellness visits (AWVs) for our Medicare members can now be scheduled once per calendar year, rather than the previous once per 12 months.

Why are we making this change?

We've been hearing requests for this change for a variety of reasons:

- The ease of tracking patients' visits on a calendar year basis rather than on a rolling 12-month basis
- Getting members in for appointments sooner, especially if they travel for part of the year
- Overall flexibility with practice scheduling

Bottom line — we want to accommodate you and our members, and this was a way for us to do both.

A couple examples of how this would work:

1. A member has an AWV on Dec. 30, 2024. They will be covered for an AWV scheduled any time in 2025, from January on.
2. A member has an AWV on Jan. 2, 2024. They would not be covered for another AWV any other time that year.

Thank you for providing excellent care for our Medicare members. As always, we appreciate your engagement and feedback.

Our 2024 product guide for providers is now available

We're excited to share several 2024 product updates for our commercial and Medicare members. Product updates were previously shared at our [October VOA](#). If you missed it, we've created a 2024 product guide for you to learn about the new benefits available to your patients and any changes to existing benefits you'll want to know about.

We hope you find our new provider product guide helpful for your organization.

[DOWNLOAD OUR 2024 PROVIDER PRODUCT GUIDE](#)

Updates on our narrow networks for 2024, including the new Southeast Michigan Network

We're pleased to continue offering our narrow network plans in 2024 to our members who want to control health care costs without compromising quality. These narrow network plans are available in select regions for members who purchase their own health plan.

Please continue to refer patients to providers within their network. Use [Find a Doctor](#) to see which providers are in your patient's network. Request authorization for instances where services are not available within their network.

Which narrow network plans will be offered in 2024?

We're offering four narrow network plans in 2024:

- **Corewell Health West Michigan Network** (known in 2023 as Spectrum Health Partners)
- **Bronson Healthcare Partners**
- **Southeast Michigan Network** (more information below)
- **Trinity Health East Network** (now available only in Washtenaw, Livingston and parts of Jackson County)

There will no longer be a narrow network product option for the Ascension health system.

What is the Southeast Michigan Network?

We're excited to introduce our newest narrow network plan, available for members who live in Wayne, Oakland and Macomb County. This plan includes coverage for Corewell Health (formerly Beaumont Health) and Trinity Health providers and facilities in Southeast Michigan.

Where can I find more information about the Southeast Michigan Network?

Visit our [Southeast Michigan Network informational landing page](#) for more information, including tips on identifying patients who are part of this plan and more detail about which facilities are included in this network.

What resources are we making available to ensure all impacted providers understand the Southeast Michigan Network and all other narrow network plan updates?

The following resources are available to any provider who needs more information:

- [News item](#)
- [A printable one-pager](#)
- [Southeast Michigan Network informational landing page](#)
- [Virtual Office Advisory webinar](#), with an introduction to our 2024 narrow network product offerings
- [2024 product guide for providers](#)
- The [narrow networks page](#) in the Provider Manual, which will be updated with 2024 information after Dec. 31, 2023

Questions? Connect with your Provider
Strategy & Solutions consultant



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