



VIVA *VOICE*

PROVIDER NEWSLETTER | FALL 2023

Important VIVA HEALTH
provider information.

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 VIVA HEALTH[®]

SNP MOC Training Available *Online*

The Centers for Medicare & Medicaid Services (CMS) requires that Medicare Advantage Organizations (MAO) provide Special Needs Plan (SNP) Model of Care (MOC) training to all participating Medicare providers that care for Medicare/Medicaid dual eligible members. An attestation can be completed one time for all providers within a group by an individual given authority to sign on behalf of the practice. In efforts to simplify this process, we have created an online submission option through our website. You may view and submit the training online at vivahealth.com/provider.



Provider Portal Powered by VIVA HEALTH

Manage your practice, access claims, view your members and more. Access is free, easy, and secure!

Don't have an account? [Sign up now!](#)

Email

Password

[Sign In](#)

New Provider Portal

VIVA HEALTH is proud to announce our new Provider Portal that includes a user-friendly design, the ability to request some prior authorizations with automatic approvals, access to claims payment information, eligibility, benefits, and enhanced security features. **Effective 11/1/2023, the current provider portal will no longer be accessible.** We are asking all current portal account administrators to transition to the new Provider Portal by self-registering at <https://staging.vivaproviders.com>. **This transition will require new username and password login credentials.** Click on “sign up now” to get started!

Questions? Email vivaproviderportal@uabmc.edu or contact Provider Customer Service directly at **205-558-7474**.

Advanced Practice Providers Primary Care Panel Eligibility

In an effort to enhance access to care for our members across the state, VIVA HEALTH is taking steps to further remove barriers for member choice of quality care close to home. Beginning **October 2023**, Advanced Practice Providers will be eligible to maintain a primary care panel with VIVA HEALTH. This includes the potential to directly participate in the Connect for Quality Program for assigned members. Alabama state requirements for physician supervision still apply. For more information or to ensure that your practice is listed as accepting new patients for Annual Enrollment, please contact the Provider Services mailbox at vivaproviderservices@uabmc.edu.



Medicare's Annual Enrollment Period (AEP) *Starts Soon*

All Medicare members have the chance to enroll in a new Medicare plan from **October 15 through December 7**.

If patients request additional information about VIVA MEDICARE plans available in their county, please direct them to

1-888-830-8482 (toll-free) | TTY: 711

8am - 8pm, Monday - Friday

(Oct 1 - Dec 31: 8am - 8pm, 7 days a week)

Or visit us online at www.VivaHealth.com/Medicare

Value Based Insurance Design *Model*

As part of VIVA HEALTH's commitment to achieving more equitable outcomes for our members, we are participating in a CMS program called Value Based Insurance Design (VBID) Model.

Through this program, VIVA HEALTH has funded enhanced benefits for members in our Special Needs Plans (SNPs) including VIVA MEDICARE *Extra Value* (HMO SNP) and VIVA MEDICARE *Extra Care* (HMO SNP). For 2023, VBID benefits for SNP members include \$0 copays on all Part D covered drugs and a \$30/month (\$90/quarter) grocery benefit.

Please keep these extra benefits in mind as you work with VIVA MEDICARE insured patients enrolled in our SNPs.

We appreciate your assistance in helping to identify social needs and other frailty conditions that may place our members at higher risk of negative health outcomes. You can view diagnosis code ranges that can assist in communicating these conditions in the “**Diagnosis Code Ranges**” section below.

Diagnosis Code Ranges

Select diagnosis associated with frailty:	
R26.2	Difficulty in walking, not elsewhere classified
R26.89	Other abnormalities of gait and mobility
R26.9	Unspecified abnormalities of gait and mobility
R41.81	Age-related cognitive decline
R53.1	Weakness
R53.81	Other malaise
R53.83	Other fatigue
R54	Age-related physical debility
R62.7	Adult failure to thrive
R63.4	Abnormal weight loss
R63.6	Underweight
R64	Cachexia

Diagnosis code ranges that designate social determinants of health:	
Z55	Problems related to education and literacy
Z56	Problems related to employment and unemployment
Z57	Occupational exposure to risk factors
Z58	Problems related to physical environment
Z59	Problems related to housing and economic circumstances
Z60	Problems related to social environment
Z62	Problems related to upbringing
Z63	Other problems related to primary support group, including family circumstances
Z64	Problems related to certain psychosocial circumstances
Z65	Problems related to other psychosocial circumstances

VIVA MEDICARE's Medication Therapy Management Program

Part D sponsors, like VIVA MEDICARE, are required to enroll beneficiaries into a medication therapy management (MTM) program if the beneficiary meets certain criteria. Details of this criteria and program can be found at tinyurl.com/vivamtm.

Beneficiaries enrolled in the program will be offered an annual Comprehensive Medication Review (CMR) and quarterly Targeted Medication Reviews (TMR) as a part of the MTM program. Your office may receive a summary of the CMR and clinical recommendations from a TMR. We encourage you to read through the documentation provided from these reviews and respond accordingly.

More information regarding the MTM program is available on the Centers for Medicare & Medicaid Services (CMS) website at: tinyurl.com/cms-mtm-info



Pharmacy Formulary Reference Guide for Medicare Providers

The following link provides a quick 2023 drug list reference guide for top drug categories when prescribing medications for VIVA MEDICARE members: tinyurl.com/vh-2023-frg

View the drug list in its entirety at: tinyurl.com/vh-2023-fil

Medical Preferred Drug Program with Step Therapy

The VIVA HEALTH Medical Preferred Drug program has been developed to encourage the use of Preferred Drugs.

3rd Quarter additions includes Intravenous Immune Globulins (IVIG) Bivigam and Asceniv and Subcutaneous Immune Globulins (SCIG) Cutaquig and Hizentra.

Visit our website for a complete list of Medical Preferred Drugs with Step Therapy at: tinyurl.com/vh-2023-mpd

