

HCP Partners in Care

WELCOME TO A
**A NEW ERA
AT HCP**










**PREFERRED
SPECIALIST
NETWORK**






Details inside













NEW:
**REAL TIME
RESOLUTION™
(RTR) CENTER**





HCP NAMED
**2019 TOP
WORKPLACE**






Important Contacts		
	Corporate Telephone Number (888) 746-2200 <i>Available Monday through Friday from 8:30 a.m. to 5:30 p.m.</i>	 Customer Engagement Center (800) 877-7587 <i>Available 24/7</i>  provrel@hcpipa.com
		 Real Time Resolution™ (RTR) Center (866) 925-0199 <i>Urgent clinical, time-sensitive patient care needs. Available 24/7</i>

Authorizations	
Authorization Submission Information on how to submit a request for services.	
	EZ-Net
	(888) 746-6433
Authorization Status To check the status of previously submitted services. (Please allow at least two business days for processing of non-urgent requests).	
	EZ-Net
	EmblemHealth HCP DIRECT patients: (800) 877-7587
	EmblemHealth Cohort 2 patients: (844) 346-1499
	Empire: (844) 638-0404
Fast Track Referrals Immediate referral authorization needs.	
	(855) 324-9400
Peer-to-Peer Review Speak with an HCP Medical Director to discuss an authorization denial or for a consultation about a patient's medical condition.	
	(516) 394-5790
Notification of Hospital Admissions Notify HCP of unscheduled hospital admission. Form on HealthcarePartnersNY.com	
	(516) 515-8808

Icon Legend			
	Phone		Physical Mail
	Fax		Web
	Email		

Claims	
Claims Submission Information on how to submit claims electronically or by mail.	
EmblemHealth HCP DIRECT:	
	via Change Healthcare Payer ID: 11328
	All other claims: HealthCare Partners 501 Franklin Avenue, Suite 300 Garden City, NY 11530
EmblemHealth Cohort 2:	
	via Change Healthcare Payer ID: 55247
	EmblemHealth P.O. Box 2845 New York, NY 10116
EmblemHealth Behavioral Health:	
	EmblemHealth Behavioral Health Claim Services P.O. Box 1850 Hicksville, NY 11802-1850
Empire HCP DIRECT Medicare Advantage	
	via Change Healthcare Payer ID: 11328
	HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530
Claims Status To check claim status and receive explanation of processing for previously submitted claims. (Please allow 30 days from the date of submission for processing.)	
	EZ-Net
	EmblemHealth HCP DIRECT: (800) 877-7587
	EmblemHealth Cohort 2: (866) 447-9717
	Empire: (844) 638-0404
	claims@hcpipa.com

Member Eligibility	
Member Eligibility To verify the eligibility of a member, including effective dates and the assigned PCP.	
	EZ-Net
	EmblemHealth HCP DIRECT: (800) 877-7587
	EmblemHealth Cohort 2: (866) 447-9717
	Empire: (844) 638-0404

Managing Patient Care	
Real Time Resolution™ (RTR) Center Assistance with urgent, time-sensitive clinical needs.	
	(866) 685-8996; available 24/7
Case Management Connect with a nurse case manager to receive timely assistance in managing patients with a higher than normal risk for developing a particular disease defined by a measurable parameter.	
	(888) 258-0309
Hospice and Palliative Care Information about referring patients for a Hospice or Palliative Care evaluation.	
	(516) 515-8847
Quality Team Inquiries & support for physicians and members related to achieving quality measures.	
	(833) 989-1358
Risk Adjustment Hotline Connect with a dedicated team of specialists, analysts, clinicians, and other personnel committed to ensuring that risk scores for HCP members appropriately represent their acuity.	
	(516) 394-5660

A message from our IPA Executive Vice President

Dear Providers,

Happy New Year from all of us at HealthCare Partners! Heartfelt thanks go out to each and every one of you as we welcome in a New Year and a New Era.

We have listened to your thoughts and ideas about how we can meaningfully enhance the value we bring to your practices, and have embarked on a full-on investment into our Primary Care Physician partnerships.

Our commitment to you remains strong as we continue to:

1. Help you deliver great care

Our Real-Time-Resolution™ Center is responding to your patient care needs as they happen; calls go directly to our clinical staff to resolve those time-sensitive issues to avoid hospitalizations and find better suited alternatives, delivering exceptional health outcomes.

Our Quality Program will soon launch its online presence, giving you real-time access to your quality and risk adjustment data by patient, ensuring your success.

2. Support your financial success

Beginning January 1, 2020, all directly contracted PCPs are seeing **significant fee schedule increases** in the claims we pay. Combined with our performance incentive programs, HCPs investment in primary care delivers market-leading support of your independence.

We have introduced a new PCP management stipend to support your quality initiatives.

3. Ease administrative burden

Our Preferred Specialist Network of over 6,000 doctors who no longer require referrals or Prior Authorizations for most in-office services has alleviated the administrative burdens of the past.

Our new responsive website HealthCarePartnersNY.com has the tools and resources you need to access all of our clinical and administrative supports.

HealthCare Partners continues to solidify its position as the premier provider organization in New York. We welcome those interested in becoming a directly contracted PCP to take full advantage of our tools and support that help keep you independent.

In closing, I encourage your feedback and I look forward to hearing from you. Please feel free to reach out to me anytime.



Robert LoNigro, MD, MS, Board Certified, Internal Medicine
President, HealthCare Partners, MSO
EVP, HealthCare Partners IPA
rlonigro@hcpipa.com | 516-941-2195

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Welcome to a New Era



We're here
to help you
deliver great
care

We give you the support
needed to help keep
patients healthier and
improve care.



We're here
to support
your financial
success

We've got the tools you
need to stay independent
and successful.



We're here
to ease your
administrative
burden

We've simplified our
processes so you
can streamline your
administrative workflow.

We provide you with services that help you deliver great patient care



Helping you manage the most complex patients

Our comprehensive Population Health and Case Management programs assist providers in managing even their most complex patients.



Providing Care for Your Patients

- ✓ Interdisciplinary Care Teams¹ that help improve patient outcomes
- ✓ Care Coordination Programs integrate patients' care among multiple providers
- ✓ 24/7 Nurse Care Support
- ✓ Integrated Clinical, Behavioral and Physical Health management
- ✓ Preferred specialty network of over 6,000 specialists



On-the-Ground Infrastructure

- ✓ East and West Campus teams with experienced Clinical and Administrative leadership
- ✓ 14 Regional & Quality Provider Representatives
- ✓ Home visits by Clinicians and Member Advocates¹ to manage patient needs



Additional Support Services

- ✓ Real Time Resolution™ Center for time-sensitive needs requiring immediate assistance
- ✓ Teams to connect patients with Community Organizations for transportation, living assistance, and meal options
- ✓ Hospice and Palliative Care
- ✓ Pharmacy staff for medication management and reconciliation



Comprehensive Quality Program

Helping providers meet and exceed practice standards that keep patients in an optimal state of health



Healthix RHIO Access Program

Stay connected with other providers and hospitals. Actionable, real-time data is delivered at point-of-care so that providers and care coordinators from different organizations can easily and securely collaborate

¹Member Advocates are non-clinical

We equip you with the tools you need to enjoy successful independence



Focus on what matters most—helping patients

We negotiate with health plans for the entire IPA, leveraging our size to deliver Value Based contracts. This allows you to focus on what's important, and rest assured you're getting the best contracts.



A Compensation Model to Fit Every Practice

- ✓ A purposeful investment in our PCPs
- ✓ Robust Fee Schedule beginning January 1, 2020
- ✓ Ensures credit for all encounters, optimizing accuracy of patient risk calculation
- ✓ Closely aligned with annual incentive opportunities
- ✓ Market-leading compensation package



Save Money with These Great Programs

- ✓ Group medical malpractice insurance
- ✓ Discounts on office & medical supplies
- ✓ Merck Vaccine Brand Choice program offering contract pricing
- ✓ Implementation cost waivers for Healthix of up to \$13,000 per practice



Participate in HCP Health Plans

HCP-contracted providers can participate in all of the health plans we have to offer, including:

- ✓ Emblem Health (Commercial, Medicare and Medicaid)
- ✓ Empire Medicare
- ✓ Empire Medicaid (Health Plus)
- ✓ Empire BCBS Commercial
- ✓ Fidelis Medicaid

Quality Enhancements

Optimize your performance

The QIP will offer real-time on-line support and reporting



HCP's Medical Advisory Committee dinner meetings

Join colleagues and HCP leadership to discuss new program updates and offer feedback. Plus, you'll receive a stipend for your time and contribution.

We're easing the administrative burdens on physicians' practices



Less paperwork, more transparency, faster results

We're introducing HCP's new Preferred Specialty Network, which gives you access to over 6,000 specialists with no PCP referrals required, no prior authorizations for most in-office services, and quicker access to specialty care.



The HCP Preferred Specialty Network (PSN)

- ✓ Access to over 6,000 vetted specialists
- ✓ No referrals needed for specialists in the PSN
- ✓ Eliminates confusion between specialists and PCP
- ✓ Prompt access to these specialists (often the same day)
- ✓ Better care transitions, reduced hospitalization and duplication of efforts



Prior Authorization Freedom

- ✓ Most services performed in a specialist office no longer require prior authorizations
- ✓ Freedom to allow you to decide what care is appropriate at time of visit
- ✓ When prior authorization is required, process is quick and efficient
- ✓ Fewer prior authorizations speed up claim process



We Support Your Entire Practice

More than **250** skilled staff members make up our Management Services Organization. The services they provide include:

- ✓ Provider relations representatives
- ✓ Customer service
- ✓ Quality resources & tools
- ✓ Credentialing & Contracting
- ✓ Compliance



Centers of Excellence

HCP Centers of Excellence physicians are a subset of the Preferred Specialty Network. These physicians work closely with providers and staff to ensure great patient outcomes.



24/7 Access for Providers

State-of-the-art Website and Real Time Resolution™ Center to support your needs any time of day

Announcing HCP's Preferred Specialist Network (PSN)



What is the PSN?

- ✓ Network of 6,000+ specialists ranging across the 5 boroughs of NYC, Long Island, and Westchester.
- ✓ Using high-level data analytics, HCP has identified the highest quality specialists that provide care to their patients in their office and outpatient settings, to serve as the core of our PSN.
- ✓ With the PSN, our PCPs have qualified, trusted specialists with whom they can feel confident in referring their patients.
- ✓ With easier access to specialty care, patient satisfaction and health outcomes are improved.



High Quality Care

- ✓ Engaging with these 6,000+ specialists will allow you and other HCP providers to provide the highest quality outpatient care to your patients without delay.
- ✓ Referrals are not required for specialists in the PSN.
- ✓ Most services performed in the office setting no longer require prior authorization. Prior authorizations, when required, are quickly and efficiently completed when submitted through the HCP website.

Reminder: EmblemHealth Cohort 2 patients require a Notification in order to ensure accurate payment by EmblemHealth.



Cost Savings

- ✓ HCP believes that high quality, cost-effective patient care can be provided to patients in provider offices and outpatient settings.
- ✓ For this reason, we have prioritized providers who are committed to offering care in those settings.



To find a PSN specialist:

Visit [HealthCarePartnersNY.com](https://www.healthcarepartnersny.com) >
Providers tab > Tools >
Preferred Specialist Network Search



For a list of services where no prior authorization is needed:

Visit [HealthCarePartnersNY.com](https://www.healthcarepartnersny.com) > Provider > Provider Resources > Referrals and Prior Authorizations

Questions about the new PSN?

Contact the HCP Customer Engagement Center at **(800) 877-7587**

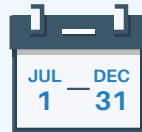
Preferred Specialty Network: Referral Incentive

Incentive Effective Dates: January 1 — December 31, 2020

Two Measurement Periods:



Payout: Approximately
August 15, 2020



Payout: Approximately
February 15, 2021

To Qualify:

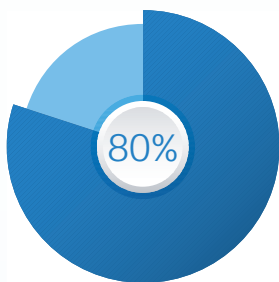
Provider must be contracted with HCP throughout the entire Measurement Period.

Eligible Members:

All members in HCP contracted health plans for which HCP performs referral management services. Currently, EmblemHealth and Empire Medicare are included.

Incentive:

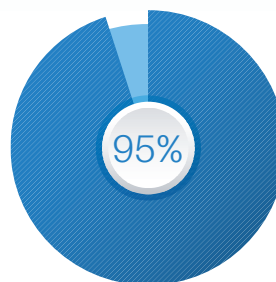
Refer your patients within our PSN during the Measurement Period to earn one of the two tier incentives. (Inpatient claims are not included in the calculation.)



Tier 1:

Earn \$2.00 per Member per Month

When 80% or more of your total member specialist visits are with PSN providers



Tier 2:

Earn \$5.00 per Member per Month

When 95% or more of your total member specialist visits are with PSN providers

PSN Referral Incentive Example:

Provider has 100 eligible HCP members in January, February and March, and 105 members in April, May and June (total count of 615).

Provider has achieved a Referral Rate of 83% earning a payment of \$2.00 per Member per Month.

Payment Calculation: 615 x \$2.00 = \$1,230 for the first Measurement Period

If the Provider had a Referral Rate of 95% or more, she would have earned a Referral Incentive payment of \$3,075 (\$5.00 x 615 Member Months) for the first Measurement Period.



Newsday Names HealthCare Partners a Winner of the Long Island Top Workplaces 2019 Award

HealthCare Partners has been awarded a Top Workplaces 2019 honor by Newsday. The list is based solely on employee feedback gathered through a third-party survey administered by research partner Energage, LLC, a leading provider of technology-based employee engagement tools. The anonymous survey measures several aspects of workplace culture, including alignment, execution, and connection, just to name a few.

“The Top Workplaces award is about much more than recognition and celebration,” said Eric Rubino, CEO of Energage. “Our research also shows that these organizations achieve higher referral rates, lower employee turnover, and double the employee engagement levels. It just goes to show that being intentional about culture delivers bottom-line results.”

HealthCare Partners is a physician-led organization, empowering its providers to deliver unsurpassed excellence in healthcare to the people of New York. “We are proud and honored to be named as a Top Workplace by Newsday,” said Robert LoNigro, M.D., Executive Vice President of HealthCare Partners. “As an organization, we care about our providers, our patients, our community and each other. At every level, employees are offered the opportunity to succeed — competitive salary and benefits, collaborative team approach and professional development.”



 *HealthCare Partners, mso*

Our employees make HCP a great place to work

As an organization, we care about our providers, our patients, our community and each other. At every level, employees are offered the opportunity to succeed —competitive salary and benefits, collaborative team approach and professional development.

And it makes receiving the honor of Top Long Island Workplaces that much sweeter — knowing that our employees are as happy to work here as we are to have them here.

Thank you—and here's to another great year together!

*Ad as appeared in Newsday



Coding Updates

According to the HEDIS® 2020 Technical Specifications, two HEDIS submeasures in the Comprehensive Diabetes Care (CDC) measure have been updated in agreement with the American Medical Association (AMA) 2020 Current Procedural Terminology (CPT®) code set.

Reminder: Use the most updated codes below for the CDC Diabetic Retinal Exam and CDC HbA1c Control submeasures. Watch for the updated HEDIS Code Grid coming soon!

Visit [HealthCarePartnersNY.com](https://www.healthcarepartnersny.com) for more quality resources and tools.

DIABETES (CDC)

Diabetic Retinal Exam	3072F	Prior year (negative retinopathy finding)
<ul style="list-style-type: none"> • When documenting eye exams performed for diabetic patients, include the following information: <ul style="list-style-type: none"> - Name of the eye care professional - Date of service - Results of retinopathy findings • Encourage diabetic patients to follow up with their eye care professionals on a regular basis. <p>Note: Eye screening tests can uncover issues prior to affecting patients' sight.</p>	2022F	CPT II: Dilated retinal eye exam with interpretation by ophthalmologist or optometrist with positive retinopathy findings
	2023F	CPT II: Dilated retinal eye exam with interpretation by ophthalmologist or optometrist without evidence of retinopathy
	2024F	CPT II: 7 standard field stereoscopic photos with interpretation by ophthalmologist or optometrist with positive retinopathy findings
	2025F	CPT II: Eye imaging validated to match diagnosis from 7 standard field stereoscopic photo results without evidence of retinopathy
	2026F	CPT II: Eye imaging validated to match diagnosis from 7 standard field stereoscopic photo results with positive retinopathy findings
	2033F	CPT II: Eye imaging validated to match diagnosis from 7 standard field stereoscopic photo results without evidence of retinopathy
HbA1c Control	3044F	Most recent A1c level less than 7.0%
	3046F	Most recent A1c level greater than 9.0%
	3051F	CPT II: Most recent hemoglobin A1c (HbA1c) level greater than or equal to 7.0% and less than 8.0% (DM)
	3052F	CPT II: Most recent hemoglobin A1c (HbA1c) level greater than or equal to 8.0% and less than or equal to 9.0% (DM)
New Codes are highlighted in green font Existing codes with new descriptions are highlighted in blue font		




HEDIS® is a registered trademark of the National Committee for Quality Assurance
CPT® is a registered trademark of the American Medical Association

Educating Patients on Appropriate Health Care Service Access

There are many situations when Urgent Care provides a better option than ER. Approximately 30% of ER visits are not only unnecessary, but end up costing 2-3 times more than services provided in Urgent Care.*

Before facing urgent or emergent medical issues, patients should be guided on the appropriate place of service to best meet their healthcare needs. The following table can be used as a guide when conducting these patient discussions.

When to visit PCP, Urgent Care, or ER:

 <p>Primary Care (for scheduled appointments and select urgent needs)</p>	<ul style="list-style-type: none">• Routine wellness visits• Monitoring chronic conditions• Follow-up after hospital admissions• Non-urgent symptoms requiring a work-up to determine a cause <p>Conditions treated by PCP include but are not limited to:</p> <ul style="list-style-type: none">• High blood pressure• Diabetes• Asthma• COPD
 <p>Urgent Care (if PCP is unavailable and problem is NOT life-threatening)</p>	<ul style="list-style-type: none">• No appointment required; extended hours• Specialized equipment and highly trained health care professionals to respond to every kind of medical emergency <p>Conditions treated in an Urgent Care include but are not limited to:</p> <ul style="list-style-type: none">• High blood pressure• Nausea• Rashes• Nausea• Common illnesses such as flu, strep throat, earache
 <p>Emergency Care (for life-threatening emergencies requiring immediate care) <i>Call 911 or go to nearest ER</i></p>	<ul style="list-style-type: none">• ER is open 24 hours a day, 365 days a year• Causing severe impairment in one or more bodily function(s)• Causing severe dysfunction of one or more body organ(s) or part(s) <p>Conditions requiring treatment in the ER include but are not limited to:</p> <ul style="list-style-type: none">• Symptoms of a possible heart attack or stroke• Serious injuries; heavy bleeding



 **HealthCare Partners, IPA**



*Congratulations
to the 2019
HealthCare Partners
Quality Physicians of the Year*



2019 Annual Quality Physicians of the Year

HealthCare Partners (HCP) announced the recipients of its 2019 Annual Quality Physicians of the Year Award at a black-tie celebration held Thursday, September 19th at the Museum of the Moving Image in Queens.

Of the over 2,000 PCPs associated with HCP, 13 doctors and 2 office managers from the boroughs of NYC and Long Island were honored based upon their performance on Medicare Advantage Stars and Medicaid Managed Care QARR measures, and the excellence in quality care they provide to members of their communities.

Co-sponsoring the event with HealthCare Partners was plan partner EmblemHealth. EmblemHealth's Senior Vice President of Provider Network & Population Health, Jeff Danilo presented the keynote address.



Dutsi Behm,
M.D.
Brooklyn



Mauro Gasparini,
M.D.
Nassau



Larisa Malisova,
D.O.
Staten Island



Cynthia Myers,
M.D.
New York City



Francesco Passarelli,
M.D.
Queens



Mohammed Azaz,
M.D.
Suffolk



Sixto Caro,
M.D.
Brooklyn



Wagdy Girgis,
M.D.
Brooklyn



Nicolette Filitis,
M.D.
Staten Island



Gino Consigliere,
M.D.
Suffolk



Rita Jhaveri,
M.D.
Queens



Luis Guerrero,
M.D.
Bronx



Parmeshwar Mahabir,
M.D.
Queens



Natasha Boyce,
Office Manager
Brooklyn



Cynthia Massimo,
Office Manager
Queens

Office Manager Honorees

Make a Strong Flu Vaccine Recommendation

The CDC recommends everyone 6 months of age and older get an influenza vaccine every year. Vaccination is especially important for people 65 years and older due to their high risk of developing serious complications from the flu.

Your Vaccine Recommendation is Critical

As a health care professional, your strong recommendation is a critical factor in whether your patients get a flu vaccine. Research indicates that adults are likely to get a flu vaccine if their doctor or health care provider recommends it to them.

How to Make a Strong Flu Vaccine Recommendation

The S.H.A.R.E. method can help you make a strong vaccine recommendation and provide important information to help patients make informed decisions.

S

SHARE the reasons why the influenza vaccine is right for the patient given his or her age, health status, lifestyle, occupation, or other risk factors.

H

HIGHLIGHT positive experiences with influenza vaccines (personal or in your practice), as appropriate to reinforce the benefits and strengthen confidence in flu vaccination.

A

ADDRESS patient questions and any concerns about the influenza vaccine, including side effects, safety, and vaccine effectiveness in plain and understandable language.

R

REMIND patients that influenza vaccines protect them and their loved ones from serious flu illness and flu-related complications.

E

EXPLAIN the potential costs of getting the flu, including serious health effects, time lost (such as missing work or family obligations), and financial costs.





Spotlight on our Social Work and Behavioral Health Department

HealthCare Partners can put your patients in touch with expert resources in their community to get them the assistance and care they need — at no cost to them.

At HealthCare Partners, we do our best to make sure that our members receive care that treats both the mind and body. People with mental and substance abuse disorders often suffer from untreated but preventable long-lasting illnesses.

As a primary care physician, you have access to our licensed social workers who can:

- ✓ Screen and arrange for treatment of individuals with behavioral health and/or substance use disorders.
- ✓ Work collaboratively to foster improved care and sustainable outcomes. Our social work and behavioral health teams work with many members experiencing social determinants of health, those with limited social support or those who are homeless.

NOTE: For your patients that could benefit from our services:

- ✓ A Social Work Services Request Referral is needed to gather initial patient information, including their current situation.
- ✓ This program is open to all HCP members **at no cost to your patients.**

Our team can access community support services that can help your patients gain control of their overall wellness by addressing:

- | | |
|--------------------------|---------------------------|
| • Mental health illness | • Long-term care planning |
| • Active substance abuse | • Food insecurities |
| • Medicaid entitlements | • Housing concerns |
| • Concerns for abuse | • Transportation |
| | And more! |

To get started, please call us at **(516) 394-5650** between 8:30 am – 5:30 pm, Monday through Friday or email us at **BHref@hcpipa.com**.

You can also visit our website at HealthCarePartnersNY.com for more information on Social Work and Behavioral Health, our Community Resource Guide and to find our Social Work Services Referral Form.



Announcing the launch of our new website!

HealthCare Partners is proud to announce the launch of our new responsive website, offering access to tools and resources to our providers and office staff that will ease administrative workload and streamline workflow. Visit our new site today!

The website includes simplified menus & navigation:

- ✓ Prior authorizations and referrals
- ✓ Claims resources
- ✓ Clinical and administration support
- ✓ Quality tools
- ✓ Playing a leadership role at HCP
- ✓ Provider communication
- + Much more



Our commitment to transparency, communication and support is reflected in our new website. Our new tools, upgrades and changes will help you be more efficient.

Visit HealthCarePartnersNY.com

Real Time Resolution™ (RTR) Center

HealthCare Partners is committed to ensuring members have access to the care they need in a timely manner. Our **Real Time Resolution™ (RTR) Center** ensures you can talk with an expert staff member when access to care is time-sensitive.

For example:

- Your patient comes in to the office and you determine an urgent specialist consult is needed. **Call our RTR Center, and we will arrange that for you in real time.**
- Your patient comes to the office and has a condition you need assistance addressing, and perhaps the emergency department is an option. **Call the RTR Center and we will make arrangements to meet the patient's urgent care needs.** We will also ensure that you remain connected to the patient's care and receive care updates.
- Waiting for a time-sensitive response from HCP regarding patient care? **Call the RTR Center for assistance.**



The RTR Center is available 24 hours a day/7 days a week. Call (866) 925-0199.

After normal business hours and on weekends, you will be connected to our 24 hour Nurse on Call line who will provide the same level of expert assistance for urgent needs that you receive during the business day.

If you need an answer to any of the following questions, our RTR Center can help.

Is your HCP patient...?

- In need of integrated care coordination for multiple medical conditions?
- Unable to get to your office but needs a clinical assessment or important procedure?
- Confused about which medications to take and when?
- Skipping important appointments with you and their specialists?
- In the hands of a caregiver who feels overwhelmed but you don't have a social worker in your office?
- Going to the emergency room prior to calling your office?

We're here to help you deliver great patient care.

Available 24 hours a day/7 days a week.



Routine administrative and referral needs:

Customer Engagement Center (CEC):
(800) 877 - 7587



Immediate referral authorization needs:

Fast Track Referral Line:
(855) 324 - 9400



Urgent clinical, time-sensitive patient care needs:

Real Time Resolution™ Center (RTR):
(866) 925 - 0199

Reminder: Online compliance training and attestation was due 12/31/2019

This ensures that you remain in compliance with CMS requirements and guarantees your continued participation in HCP's provider network.

If you have not yet completed, please visit **HealthCarePartnersNY.com** > type "Compliance Program" in Search box > Scroll down to the Annual HCP Direct Provider Training Modules, followed by the Attestation.

Questions? Contact our Customer Engagement Center at **(800) 877-7587**.



Risk Adjustment Documentation and Coding Webinars

Earn 1 FREE CEU for AAPC and AHIMA certifications for each webinar.

JANUARY

New Year, New Risk Score!
Identifying Risk-Adjustable
Conditions and their Importance
to a Patient's Risk Score in 2020

**TUE
21**

**THU
23**

This course includes a deep dive of Risk Adjustment and Hierarchical Condition Categories. It will also cover ICD-10-CM Hierarchical Condition Coding for ACA Commercial, Medicare, and Medicaid Risk Adjustment models.

FEBRUARY

**Vascular Disease: Channeling
the ICD-10 Coding Guidelines**

**TUE
18**

**THU
20**

Gain insight into proper documentation and coding for:

- ✓ Peripheral Vascular Disease
- ✓ Deep Vein Thrombosis
- ✓ Pulmonary Embolisms
- ✓ Venous Ulcers
- ✓ Other Common Vascular Conditions

MARCH

**Social Determinants of
Health (SDOH): Turning the
BuZZword into Action**

**TUE
24**

**THU
26**

This course offers education on the appropriate ICD-10-CM Z-Codes to report the key determinants of your patient's health outcomes in order to improve the provider patient relationship and reduce the cost of care. It will also help you understand when to screen for SDOH and recognize which interventions meet the needs of your patient population.

Each session is available twice per day:

**Morning Session
8:30 am – 9:30 am**

**Afternoon Session
12:30 pm – 1:30 pm**

To Register:

Please visit pulse8.zoom.us