

# Elderplan: Frequently Asked Questions

## What type of arrangement does HealthCare Partners (HCP) have with Elderplan?

Elderplan has partnered with HCP to enhance value-based care performance. HCP's relationships with PCPs and expertise in population health make us an ideal partner to support Elderplan's Medicare and dual-eligible members.

Your practice will receive a monthly PMPM payment from HCP for attributed Elderplan patients instead of fee-for-service reimbursement, also known as a capitation arrangement. **Effective 1/01/2026**, HCP Primary Care Providers (PCPs) must submit claims/encounters directly to HCP rather than to Elderplan. These claims are necessary for risk adjustment and HEDIS data capture. *Claims will not be reimbursed separately; rather, the PMPM payment from HCP serves as your compensation under this arrangement.* Elderplan HCP-Contracted Specialists will continue to submit claims directly to Elderplan for services rendered and will receive Fee-For-Service reimbursement.

Providers are expected to deliver proactive care (AWVs, quality gap closures, transitions of care), while continuing to submit claims for risk adjustment, and quality reporting purposes. This partnership ensures consistent payments, improved patient outcomes, and enhanced provider support.

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## What can you tell me about Elderplan?

Elderplan is a not-for-profit Medicare Advantage plan that has been serving Medicare and dual-eligible (Medicare and Medicaid) patients at every level of health for 40 years. Their longstanding commitment to quality is exemplified by their top rating in the 2024 annual CMS CAHPS Survey, where they received 5 Stars on both Health Care Quality and Rating of Health Plan from their members. They are part of MJHS Health System, which provides a range of healthcare services such as:

- Home Care
- Hospice
- Rehabilitation
- Specialized services in healthcare coverage for seniors and individuals with chronic conditions, to help patients access medical care, prescription drug coverage, and other benefits tailored to their needs.

## What is Elderplan's coverage area?

Their coverage area primarily covers most of the New York City metropolitan area and surrounding counties, such as New York (Manhattan), Queens, Nassau, Kings (Brooklyn), Richmond (Staten Island), Orange, Putnam, Dutchess, Rockland, and Westchester.

## What plans are included under Elderplan?

- **Elderplan for Medicaid Beneficiaries (HMO-POS SNP):** For Medicare individuals who also qualify for Medicaid, and who seek medical, hospital, and prescription drug coverage all under one umbrella. Individuals receive support from a dedicated care manager to coordinate their benefits.
- **Elderplan Flex (HMO-POS):** For Medicare eligible individuals; offers members the flexibility to choose between over-the-counter (OTC) benefits or transportation services to medical appointments; combines medical, hospital, and prescription drug coverage into a single plan.
- **Elderplan Plus Long-Term Care (HMO-POS D-SNP):** Dual-eligible for Medicare and Medicaid members who require help with daily activities; integrates medical, hospital, prescription drug, and long-term care services; individuals receive support from a Care Management team to coordinate their benefits.
- **Elderplan Extra Help (HMO-POS):** For Medicare individuals receiving Extra Help (Low-Income Subsidy); provides comprehensive coverage, including medical, hospital, and prescription drug services, often with low or no premiums and copayments; additional benefits may include gym memberships and wellness incentives.
- **Elderplan Advantage for Nursing Home Residents (HMO-POS I-SNP):** Dual-eligible for Medicare and Medicaid members residing in contracted nursing homes; offers enhanced care with support from Nurse Practitioners or Physician Assistants who collaborate with physicians to develop personalized care plans.

**Note:** Enrollment periods and eligibility criteria vary by plan.

## What is the Claims Submissions Process?

All Elderplan products are Point of Service. If you are a specialist not currently in the Elderplan network, this information still applies.

### **Elderplan HCP-Contracted PCPs:**

#### **Electronic Claims (Preferred):**

Submit claims via Availity, Payer ID (11328)  
HCP Customer Engagement Center: (800) 877-7587

#### **Mail paper claims to:**

HealthCare Partners, Attn: Claims  
501 Franklin Avenue, Suite 300  
Garden City, NY 11530

### **Elderplan HCP-Contracted Specialists:**

#### **Electronic Claims (Preferred):**

Submit claims via Optum iEDI or TransShuttle

#### **Payer ID (31625)**

iEDI Helpdesk for Electronic Submissions: (866) 924-4634

or TransShuttle Helpdesk: (602) 439-2525

**Sign up for Electronic Payment at [elderplan.epayment.center](https://elderplan.epayment.center)**

**Mail paper claims to:**

Elderplan Claims Department  
P.O. Box 73111  
Newnan, GA 30271-3111

**Key Claim Reminders:**

Elderplan assigned member # & D.O.B. is required

**National Provider Identifier (NPI) Number**

CMS assigned NPI# is required (must be registered w/Elderplan)

## Who should I call for questions?

- **Elderplan Provider Portal:** Access key information including member eligibility, authorizations, and more - saving your office valuable time. Visit Elderplan's provider portal at [elderplan.org](http://elderplan.org) under 'For Providers'.
- **Elderplan's Provider Customer Service:**
  - (800) 353-3765, Option 2, available Monday-Friday from 9:00am-5:00pm
- **Leidy Cenices or Raynelly Fernandez**, your dedicated Elderplan representatives:
  - Email: [lcenices@mihs.org](mailto:lcenices@mihs.org) or Phone: (917) 588-3807
  - Email: [rfernandez@mihs.org](mailto:rfernandez@mihs.org) or Phone: (347)598-2161
- **Claims and Authorization Inquiries:**
  - **Elderplan HCP-Contracted PCPs:**  
**Authorizations:** Call (800) 877-7587  
**Claims:** [claims@hcpipa.com](mailto:claims@hcpipa.com)
  - **Elderplan HCP-Contracted Specialists:**  
**Authorizations:** Call (866) 390-7526  
**Claims:** Call (800) 610-6114
- **PMPM Payment Questions:** Contact your HCP Provider Relations Specialist or HCP's Customer Engagement Center at (800) 877-7587, available 24/7.