



JUNE 2026 NEWSLETTER

Partners in Compassionate Care:

We collaborate with many different providers to deliver personalized, high-quality healthcare seamlessly for our Medicare residents.



Partner News!

Need to Know

CCA Website:

<https://communicare-advantage.com/>

Provider Services:

ISNP/CSNP
(866) 225-8501

Submit Claims to:

EDI: #70022
Clearinghouse: SDS

Provider Portal Access

Request Form:

ppmanagement@accesshealthservices.com

Provider Portal:

<https://portal.claims.aproposystems.com>

Required Annual Model of Care Training:

<https://communicare-advantage.com/resources/#provider-resources>

Medicare:

<https://www.medicare.gov/>

Hello, Healthcare Partners!

Key Words are “FCL Dental” and “NationsBenefits”!

When contacting **dental providers** on behalf of CCA members:

- Please identify the member’s insurance as **“FCL Dental.”**
- Some offices may recognize **FCL** under the name **Dentemax**, so you may mention that, if helpful.
- Please do **not** state that the member’s dental coverage is through CommuniCare Advantage.

When contacting **vision providers**:

- Please identify the member’s insurance as **“NationsBenefits.”**
- Please do **not** state that the member’s vision coverage is through CommuniCare Advantage.

Using the correct benefit administrator names—**FCL Dental** and **NationsBenefits**—helps ensure providers recognize the coverage and prevents members from being turned away by mistake.

Finally, please use the member's ID card to verify their benefits with Nations and FCL.

Thank you for keeping this in mind and for your continued support of our members.

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*CommuniCare Advantage is the DBA for the legal entity OH CHS SNP, Inc.

EDs and BOMs, 1st Mid-Year Survey

Thanks, again, Executive Directors and Business Office Managers, for taking the annual survey at the end of 2025! This year, we've introduced our first mid-year survey that was emailed to you, recently. We look forward to receiving your valuable feedback. So, please take this quick two-minute survey.



Ride Health is for CCA Members Only!

To help avoid a variety of issues, please do not create Ride Health accounts for residents who are not CommuniCare Advantage members. Only CCA members are eligible to receive this benefit of 36 one-way trips through Ride Health each year.

Also, to assure that CCA members receive the appropriate Ride Health transportation for their needs, whoever is scheduling the rides must choose under **Mobility**:

- Vehicle Type
- Assistance

Then, click **Update**.

The Ride Health portal <https://communicare-advantage.ridehealth.com/login/ridehealth> has live chat support and telephonic assistance, 8:00 a.m.—8:00 p.m., Mon—Fri, EST.

Did You Know?

New hires in our SNF facilities are invited! Get an overview about CCA and how we work with you. Attend one of the weekly orientations on Tuesdays at 10:30 a.m. Get the Microsoft Teams link from your E.D. Ask questions and be informed in less than 20 minutes. We look forward to meeting you!

There are no limitations for rehabilitation therapy for our members when using our internal rehab therapy service and when medically necessary. Plus, there are no limitations as to how many minutes each therapy session can last when medically necessary.

Rendering providers submit prior authorization forms! It is important that they include clinical documents, any pertinent comments, their name and phone number, along with face sheets. [Case Managers can assist with information and questions regarding prior auths, but they do not complete the forms.](#) If you have questions, contact Nicole Werner, Director of Care Coordination, niwerner@communicare-advantage.com.



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Hello and Welcome, Elizabeth Hayes, VP, Sales & Marketing

Elizabeth Hayes is a healthcare leader with more than 20 years of experience in the healthcare industry and over 12 years in leadership, business development, and sales management. Throughout her career, she has dedicated herself to improving the lives of seniors and helping individuals navigate complex healthcare systems with compassion, integrity, and excellence. Elizabeth has extensive experience working within skilled nursing facilities, hospice, home health, and post-acute care settings.

Outside of her professional career, Elizabeth is a devoted mother who values family, personal growth, and making a positive impact on the lives of others. She enjoys spending time outdoors, cheering on Ohio State football, and continually investing in self-improvement and leadership development.



Important Enrollment/Disenrollment Info

To remain on our plan, members must reside within a participating facility.

When a resident discharges to a home in the community or to a nonparticipating facility, it is important to communicate the discharge to the plan as soon as possible. This helps ensure timely removal of the resident from your membership roster.

Best Practice: As soon as possible upon discharge, complete and submit the Disenrollment/Discharge form to ISNPDisenrollment@chs-corp.com.

Why is it important to notify the health plan timely?

If the plan isn't notified timely, the member remains on the health plan, while they reside outside of the facility, which causes a delay in the member obtaining other health plan coverage. Plus, the member would have to see the health plan providers and follow Our health plan's benefits. **Note:** Disenrollment dates are determined based on the date the plan submits the disenrollment form and NOT on the date the individual discharged from the facility.

Please note: Disenrollments/Discharges should be communicated to the Health Plan using the Disenrollment/Discharge form. Any other form of communication will result in a follow-up email requesting the official Disenrollment/Discharge form to be completed and submitted.



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Reminders!

—It's halfway through the year—

Have you taken the CMS-required annual Model of Care training?

The Centers for Medicare & Medicaid Services (CMS) requires health plans to provide annual education and training on Model of Care to providers who treat Special Needs Plan (SNP) recipients. This applies to our Institutional Special Needs Plan (ISNP) and Chronic Condition Special Needs Plan (CSNP) members.

As stated in the Provider Manual, all providers who treat SNP members must complete CommuniCare Advantage's Model of Care training and submit an attestation annually.

- If you are our **partners in our skilled nursing facilities**, you will take the training online through Relias.
- If you are our **community partners**, you may take it on our website: <https://communicare-advantage.com/resources/#provider-resources> → scroll down to NOTICES & TRAINING. When you finish the training, a pop up will ask for your First Name, Last Name, Organization Name, NPI, and signature (to electronically draw your signature).

Update Provider Data

Providers must give CommuniCare Advantage adequate notice of changes to provider practice following the terms of their participating agreement with our health plan.



Would you know it if you saw it or heard it?

(The following is from https://oig.hhs.gov/reports-and-publications/featured-topics/ihs/training/fraud-waste-and-abuse-for-health-care-providers/content/#/lessons/Q_LqIRct1c1EKs6p7TnS8VmuldHlizi6)

Fraud is an intentional or deliberate act to deprive another of property or money by deception or other unfair means. The ways in which fraud occurs are as unique as the individual perpetrators, their motives, and the situations they exploit. Fraud is intentionally submitting false information to the Government (including situations in which you should have known the information was false) to get money or a benefit.

Waste includes practices that, directly or indirectly, result in unnecessary costs to federally-funded programs, such as overusing services. Waste is generally not considered to be caused by criminally negligent actions but rather by the misuse of resources.

Abuse includes actions that may, directly or indirectly, result in unnecessary costs to federally-funded programs. Abuse involves paying for items or services when there is no legal entitlement to that payment.

To report Health Plan-related concerns or issues, contact the Health Plan Compliance team at healthplan-compliance@chs-corp.com or the Complaint ActionLine at (800) 238-1770 anonymously and confidentially, 24/7.



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Getting to Know the ISNP/CSNP MOC

Since the October 2023 newsletter, we've been showing you parts of our Model of Care. This is not a substitute for taking the annual training and submitting an attestation, though. You will still need to do that per CMS requirements. MOC training is available online through Relias Learning for our facilities and is on our website for community providers.

What is our Model of Care and why do we have it?

An effective MOC describes the framework, processes, and systems used to coordinate care for our members and includes these four elements:

1. Description of the SNP (Special Needs Plan) population
2. **Care coordination elements:**
 - Staffing
 - Health Risk Assessment (HRA)
 - **Individualized Care Plan (ICP)**
 - **Interdisciplinary Care Team (ICT)**
 - Care Transition Protocol
3. Care provider overview
4. Quality measurement and performance goals

2. Care coordination elements: Individualized Care Plan (ICP)

In collaboration with the member, the Case Manager develops an Individualized Care Plan (ICP) to address the member's health goals, including medical, social, behavioral, and other health care needs.

The ICP includes:

- Self-management goals developed from the HRA, including interventions and outcomes
- Risk score generated by HRA
- Providers and other clinical specialists who deliver care and services for the member
- Health care directive information
- Barriers to achieving goals and timeline for goal completion
- Member-identified disability, cultural, religious, linguistic, and social determinants impacting care and services

Interdisciplinary Care Team (ICT)

The Interdisciplinary Care Team (ICT) works collaboratively to develop and implement care plans to meet the member's needs.

The ICT members: member, case manager, PCP, specialists as applicable, other participants as indicated.

The ICT works to empower the member in self-management efforts.

The CSNP case manager and the ISNP PHP NP are responsible for scheduling ICT meetings, informing ICT members of meeting logistics and updating Care Plan changes.



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Member Information

- **Dental** (submit claims to):
FCL Dental
101 Parklane Blvd.
Sugar Land, TX 77478
Customer Service: (866) 791-5550
Find a dentist at <https://search.fcl dental.com>
- **Hearing:**
NationsBenefits/NationsHearing
(866) 951-4327, (TTY/TDD: 711)
- **Podiatry:**
No vendor; submit as medical claim
- **Transportation** (non-emergent):
Ride Health
<https://communicare-advantage.ridehealth.com/login/ridehealth>
- **Vision** (new provider in 2026):
NationsBenefits/NationsVision
(866) 951-4327, (TTY/TDD: 711)
<https://communicareadvantage.nationsbenefits.com/vision>
- **Pharmacy** (submit claims to):
MedImpact
10181 Scripps Gateway Ct.
San Diego, CA 92131
Customer Service: (833) 697-8516
- **Comfort Care Catalog:**
CommuniCare Advantage
comfortcare@communicare-advantage.com
Fax order form to number on form:
(513) 605-6845
- **Member Portal** (to login to portal):
myamethyst.com
- **Access Health Services (AHS)**
(new third-party administrator for 2026):
Member Services: (866) 212-4582

Provider Information

- **Prior Authorization Form:**
Form is on CCA website:
<https://communicare-advantage.com/resources/#provider-resources>
- **Access Health Services (AHS):**
PO Box 3630
Little Rock, AR 72202
Provider Services: (866) 225-8501
- **Provider Portal:**
<https://portal.claims.aproposystems.com>
- **Provider Portal Access Request Form:**
Send email to
ppmanagement@accesshealthservices.com
- **Submit Claims to:**
EDI: #70022
Clearinghouse: SDS



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Your Partners at CommuniCare Advantage

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- **Lisa Henry** (Indiana)
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Operations

- **Amy Acker**, Chief Operating Officer
amy.acker@communicare-advantage.com (703) 789-1929

Email Support

- **Sales Team:** SNPsales@chs-corp.com
 - > Enrollment applications
 - > SNF to SNF transfer requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
 - > Hospice notification
- **ISNP Disenrollment:** SNPdisenrollment@chs-corp.com
 - > Disenrollment requests
 - > General enrollment-related questions/concerns, i.e., questions about members' enrollment status, enrollment effective date, disenrollment status and/or date, etc.
- **ISNP Referral:** SNPReferral@chs-corp.com
 - > For facilities to send referrals to the health plan
- **Compliance:**
healthplan-compliance@chs-corp.com
- **Utilization Management Team:**
um@communicare-advantage.com

Phone Support

- **Provider Services:** (866) 225-8501
- **Appeals/Grievances:** (866) 225-8501

