Products we offer at ArchCare

ArchCare is the Continuing Care Community of the Archdiocese of New York, we are prepared to service the community by providing the necessary services for our members and to build a strong relationship with health care professionals.

ArchCare Advantage (AA)
Archcare Advantage (“AA”) is an HMO (Health Maintenance Organization) and it covers everything traditional Medicare covers such as dental, vision, and drugs. ISNP - Institutional Special Needs Program, members within the Nursing Home IESNP-Institutional Equivalent Special Needs Program, these are community members. The members would not be subject to deductible and coinsurance.

Network Participation:
ArchCare has directly contracted physicians and facilities but utilizes the GHI PPO Network for access to a variety of services.

GHI PPO Network- Physicians and Facilities under the GHI Medicare PPO can see any of our Medicare Advantage Members.

ArchCare Senior Life (ASL)
Archcare Senior Life ("ASL") is a PACE organization that provides a comprehensive system of health care services for members age 55 and older who are otherwise eligible for nursing home admission. Both Medicare and Medicaid pay for PACE services (on a capitated basis). PACE members are required to use PACE physicians and an interdisciplinary team develops care plans and provides on-going care management. The PACE is responsible for directly providing or arranging all primary, inpatient hospital and long-term care services required by a PACE member. The PACE is approved by the U.S. Centers for Medicare and Medicaid Services.

ArchCare Senior Life ("ASL") offers contracted physicians to service members within the PACE home. This is a dual program covering Medicare and Medicaid benefits. ArchCare Senior Life, is privileged to welcome providers to our Community to help deliver the PACE model of care for members with intellectual and developmental disabilities. It is essential for DDI members to have trusted and caring providers in their lives to help articulate their goals and desires and assist with mobility, learning, and skilled needed for independence.

ArchCare Community Life (ACL)
Archcare Community Life (“ACL”) is a Managed Long Term Care Program (MLTC) that provides services that Medicare does not cover. ACL also reimburses the SNF for Medicare 20% of coinsurance. Member must be dual eligible, Medicare & Medicaid, age 21 or older and need community based long-term services for more than 120 days. Maximus, will normally assign a community participant to a MLTC Plan after a UAS is done on the community participant. Or the provider can self-refer the community participant to a MLTC Plan.
WAGE PARITY COLLECTION:
To ensure we are all in compliance with the NYSDOH, ArchCare is responsible for quarterly collection of the Wage Parity Attestation for all of our participating License Home Care Agency (LHCSA) and Certified Home Health Agency (CHHA). All agencies will receive a friendly reminder thirty days prior to the NYSDOH due date. Please be on the lookout for these reminders.

Social Adult Daycare (SADC) Site Visits: Site visits are required upon a request to participate and during recredentialing. OMIG Attestation must be accompanied with each application, as well as adherence to Title 9 NYCRR Section 6654.20

Community Based Physician Waiver Program (CBPWP): ArchCare Senior Life is designed to manage the care of member’s 55 or older who are living in the community with physical and Or cognitive disabilities through a PACE program. This program provides community based care and services that allow these Participant to keep their own physicians in the community and still be a part of the PACE Centers. Community based primary care physicians play a key role as a member of PACE’s interdisciplinary care team (IDT), to help formulate an integrated care plan for their patients. The care plan is designed to insure their patients receive non-medical services that are necessary to resolve problems related to activities of daily living so they can remain in the community as long as possible; and help them to participate in their physician’s medical treatment plan to the highest degree possible. Specialists play a more traditional role as consultants to the primary care physician to assess patients referred to them and treat these patients when necessary. Non-physician Providers also play a role in working with the primary care physician and the other IDT members to manage patients enrolled in the PACE program, who require services such as transportation, meals, home health care, assistive technology and social and environmental services. The Community Based Physician Waiver Program, also accept members who are self-pay, Medicare only or both Medicare and Medicaid. That need to be complied with and internal processes and procedures that need to be followed to insure high quality care for their members and high quality service for its Providers.

Fraud Waste and Abuse Attestation
You are required to complete the 2015 Annual Compliance Attestation in connection with your contract with ArchCare Advantage and provide it to us by January 19, 2016. You must provide us with this information regardless of whether you have provided this information to another ArchCare plan or nursing home. Please be on the lookout for the letter containing the information on how to submit your Fraud Waste and Abuse Attestation.

Save the Date: January 1, 2017:
- MLTC Provider Manual
- ArchCare Advantage Benefit Summary
- ArchCare Advantage Physician Report Cards
- ArchCare Advantage Access & Availability

Credentialing
by: Denise McLachlan

Provider Credentialing is more than just another form to fill out, it is an important step in becoming part of the ArchCare network. It’s a way for you to show ArchCare that you have the credentials to make a difference in a member’s care.
One of the ways that you can help speed the process is to print clearly on your application, send all of the documents requested that are applicable to you, and make sure that all of the copies are clear and readable and current. An expired professional liability document or license will hold up the process while we wait for an updated copy.
We do our best to get all of your verifications completed in a timely manner. One question that I always get is “What is taking so long, I sent in all of my documents?” Having your documents is only one part of credentialing. The other part is verifying the information. “Primary source verifications”. This means that we contact the schools or hospitals where you have done your training and get verification that the information that you provided on your application is correct. If your school or the hospital where you work doesn’t respond we follow-up to see if we can obtain the information. It takes time to get all of the information back from the primary source and at certain times of the year the wait is longer, mostly when school first starts and during the holidays.
Patient safety is one of the main goals of credentialing and credentialing helps to ensure our member’s protection through access to quality healthcare services. By completing your credentialing application so it is readable and including all of your documentation you are showing that you are a quality healthcare provider and someone that we want to partner with to care for our members.
SPOTLIGHT DEPARTMENT at ArchCare: TIMEBANK

ArchCare Network Development Department would like to “SPOTLIGHT” one of our departments at ArchCare.

Dr. Babinski, a neurologist contracted with ArchCare Advantage Plan, commented on the value of the TimeBank for her patient. “I had a patient that was recently hospitalized and needed a follow-up appointment and the patient did not have anyone to come to the appointment with her. A member of the TimeBank came with the patient in a taxi and help the patient during the appointment. I have never seen this with any other Plan.”

Do you have any ArchCare members who could benefit from making a connection over the phone? Perhaps they would like to have someone to pray with or share their interest in music, language, sports or other areas.

The ArchCare TimeBank, a free volunteer-based initiative, may be able to help! TimeBank members speak English, Spanish and Chinese and can be matched with an ArchCare member who shares their interest and could benefit from support. TimeBank members may also assist with shopping, escort to the doctor or friendly visits in certain neighborhoods.

Contact the TimeBank at 844-880-4480 or archcaretimebank@archcare.org to find out more.

Humerus Look At Health Care

The other side of health care
Claim Reconsiderations:

Claims reconsideration is 60 days from the EOP (835)

Claims reconsideration form can be found on our website at www.archcare.org

*Please note that Participating providers have no appeal rights*

**Ask Sarah…….**

Question:

Hi, I am Dr. Steve from NYC.I have been an ArchCare Community Life Podiatrist for over 2 years now and my contract states that I am to be reimbursed 100% Medicaid Fee Schedule. I have noticed that I have been either getting denied or receiving an EOP that states to submit the claim to Medicare. Why is this and how do I get paid?

Answer: Dr. Steve, because you are providing services to the ACL members and from your scenario that you described above. ACL member has Medicare FFS as Primary and podiatry is covered under Medicare for certain diagnosis. Therefore, the claims must be submitted to Medicare first, if Medicare denies the claim then ACL will reimburse the claim at 100% Medicaid fee schedule. Also please note that if Medicare only pay a portion of the claim, then ACL will reimburse up to the Medicaid allowable for services. For instance if:

Medicare allowed $117 for the visit but the member had a coinsurance of $83. Medicare paid only $34; Medicaid only allows $45 for the visit then the provider will be reimbursed $11 by ACL; Which would equal the Medicaid allowable of $45 ($11+$34)

**Provider Testimonials:**

Why do you participate with Archcare?

"It has only been a pleasure being a part of the Archcare family and we are excited to be your valued partner with the members being our primary focus!"

Joe Zicherman,
CEO Valmar Surgical Supplies

**WANTED**

- Physicians in Onondaga County (All Specialties)
- Plastic Surgeons and Rheumatologist in Staten Island
- Podiatry, Physical Therapy, and Social Workers in Putnam County
- Nurse Practitioners in Onondaga and Dutchess County

For more information contact: PROVIDERRELATIONS@archcare.org
Spotlight Providers:

Every Month the Network Development Department Spotlights one of our Providers for the following:

- Quality Care to our members
- Adherence to the Plan of Care
- Participation in our Surveys

We would like to thank the following Providers:

**August**
*Primary Care Nurse Practitioners of New York, PLLC*

**September**
*Essen Medical Associates*

**October**
*Island Nephrology Services, P.C*

**November**
*Valmar Surgical Supplies*

Will YOU be the next Spotlight Provider?...

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"Together, We Can"...
ArchCare would like to Thank all of our Veterans

FROM ALL OF US AT ARCHCARE