



## A Message from our Chief Medical Officer

Open enrollment for 2020 is well underway and there is no better time to share the wonderful news that Care N' Care's PPO products have received 4-STAR rating from CMS. You will find later in this newsletter our press release announcing this great achievement.

As you know, the Star Rating system provides an overall snapshot of a plan's quality and performance as it pertains to medical care, member experience and plan administration. Medical care reflects how well a plan's network providers – YOU-- manage member health, including providing regular screenings, vaccines and other basic health services as well as how well we together manage chronic care conditions of our members. We thank you for your incredible work in these areas and for your ongoing passion for keeping members healthy. It inspires us to continue to provide great care and outstanding customer service in 2020 and beyond.

Also thanks to your staff, our employees, our great products and our commitment to service, Care N' Care continues to grow. As we look ahead to 2020 we are happy to announce that we will be expanding into four new counties in North Texas: Cooke, Erath, Palo Pinto and Somervell. Currently Care N' Care serves members in Collin, Dallas, Denton, Hood, Johnson, Parker, Rockwall, Tarrant and Wise counties and we will continue to do so in 2020.

In this newsletter you will find two articles of particular interest. One concerns National Diabetes Awareness for the month of November. A good time to reinforce a healthy lifestyle to your Care N' Care patients and to remind them they have the SilverSneakers fitness benefit to help stay active and healthy. Also, be sure to read about our new provider web portal which will make it easier for you and your staff to verify eligibility, benefits and view claims status for your Care N' Care patients.

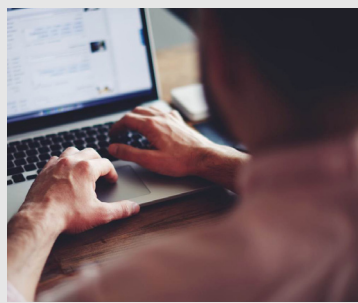
I want to personally wish you and your families a wonderful Thanksgiving holiday. In the rush of a busy day it is sometimes easy to forget just how much we have to be thankful for: the love of others, the warmth of family, the sense of community. The care and compassion that you provide to your patients makes them, and us, most thankful to you.

David Sand, MD MBA FACS  
Chief Medical Officer



### Care N' Care PPO Health Plan Earn Prestigious Four-Star Rating From Medicare

Care N' Care (HMO/PPO) Health Plan is proud to announce that its PPO products have received a four-star rating by the Centers for Medicare & Medicaid Services (CMS)...[Read More](#)



### Announcing New Provider Portal

Care N' Care now has a web portal available to providers. The new portal makes it easier for providers and their staff to work with Care N' Care 24/7. [Learn More](#)



### Partner Spotlight-AdhereHealth

Care N' Care has partnered with AdhereHealth (formerly PharmMD), a leader in medication management, to provide members with a no-cost, medication review...[Read More](#)



### November, National Diabetes Month

SilverSneakers offers tips on how to help your senior patients focus on fitness to prevent or manage Type 2 Diabetes... [Read More](#)



### Welcome to the Care N' Care Family!

We are excited to announce these providers have joined our growing network...[Read More](#)



### At Your Service! Your Provider Concierge Team.

As a Care N' Care in-network provider, you have a personal Provider Concierge who is local and will work closely with you each time you or your office staff needs assistance....[Learn More](#)

## Tools You can Use



Catch up on  
Provider Alerts



Need Forms?



How to submit claims



Need to update your  
information?



### Have Questions? Contact your Provider Concierge:

817-687-4004 | [providerconcierge@cnhealthplan.com](mailto:providerconcierge@cnhealthplan.com)  
Monday- Friday, 8 am to 5 pm





Insurance Company, Inc.

## Care N' Care PPO Health Plan Earn Prestigious Four-Star Rating From Medicare



FOUR OUT OF FIVE STARS

(FORT WORTH, Texas – Oct. 17, 2019) — Care N' Care (HMO/PPO) Health Plan announced today that its PPO products have received a four-star rating by the Centers for Medicare & Medicaid Services (CMS). The star rating system provides an overall snapshot of a plan's quality and performance and was established by CMS to measure the experiences Medicare beneficiaries have with their health plan.

"The Star Rating System is a valuable tool to help educate consumers on quality and to make quality data more transparent and comparable between plans," said Care N' Care CEO Wendy Karsten. "Providing Care N' Care members with access to quality care, meaningful health benefits and exceptional customer service has always been our top priority; and we are incredibly gratified that our commitment to these goals has been recognized by Medicare with this high rating."

The overall star rating is based on three categories: medical care, member experience and plan administration. Medical care reflects how well the plan's network providers manage member health, including providing regular screenings, vaccines and other basic health services as well as how well a plan manages chronic care conditions (such as diabetes or arthritis) of its members. Member experience is based on member satisfaction, changes in a health plan's year-to-year performance, customer service and information gleaned from member surveys. Plans can earn a rating between one and five stars with the stars rating recalculated each year.

By receiving a four-star rating, Care N' Care will receive additional funding from CMS, which Karsten says the plan will apply directly into "even better benefits for our members." Care N' Care, along with all Medicare Advantage plans, announced its 2020 benefits on Oct. 1.

"Stars achievement is truly a team effort, and our high rating is a great testament to the combined efforts of our employees, our provider partners and our members themselves who are diligent in their attention to their own good health," said Karsten. "This achievement underscores our passion and ongoing commitment for keeping seniors healthy and inspires us to continue to provide great care and outstanding customer service in 2020 and beyond."

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Of particular note, Karsten cited Care N' Care's Part D prescription drug program that showed an improvement factor of .750 over the prior year, resulting in the plan's Part D receiving a score of 4.5. "Director of Pharmacy Services Shane Greene and his entire team worked tirelessly throughout the year to monitor and improve the care our members were receiving," said Karsten. "They made sure all our data was submitted, worked on closing gaps in care, and continuously looked for ways to connect with our providers and members in an effort to improve care. It was wonderful to see their efforts rewarded with such a high score."

Care N' Care is a Medicare Advantage health plan providing North Texas Medicare beneficiaries in Tarrant, Johnson, Dallas, Collin, Denton, Rockwall, Hood, Wise and Parker counties affordable alternatives that improve and simplify Medicare coverage. With both PPO and HMO health plans, Care N' Care offers all of the traditional benefits included in original Medicare plus additional benefits and services, including a personal Healthcare Concierge to serve as the single point of contact and trusted partner throughout the member's healthcare experience. For more information about Care N' Care and its Medicare Advantage health plans, visit [cnhealthplan.com](http://cnhealthplan.com).

Care N' Care Insurance is an HMO and PPO plan with a Medicare contract. Enrollment in Care N' Care depends on contract renewal. Every year Medicare evaluates plans based on a five-star rating system. Y0107\_20\_086\_M

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## Announcing New Provider Portal



Care N' Care now has a new web portal available to providers. The new provider portal makes it easier for providers and their staff to work with Care N' Care 24/7.

Offering self-help tools and information to save time and money in a secure environment. This new online resource allows access to Care N' Care member eligibility and benefits, claim status and copayment/deductibles.

**Portal Features Include:**

- Real-time patient eligibility
- Claim status with details and payment information including claim processing and real time claim payment information

Ready to get started? Register online today at:  
[cncproviderportal.tmghealth.com/registration](http://cncproviderportal.tmghealth.com/registration)

Once access is granted the provider portal can be accessed at:  
[www.cnchealthplan.com/providers/provider-portal/](http://www.cnchealthplan.com/providers/provider-portal/)

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## Partner Spotlight-AdhereHealth



Care N' Care has partnered with AdhereHealth (formerly PharmMD), a leader in medication management, to provide members with a no-cost, medication review.

Members may receive a call from one of AdhereHealth's licensed clinicians. We urge members to speak candidly with the AdhereHealth clinician. All information will be kept private and strictly confidential and in full compliance with HIPAA privacy laws.

We hope that members find this medication management call of value. It is a part of our continued focus of looking for new ways to positively impact members health and well-being and to remind them of the importance of consistent self-care, so they can live life to its fullest.

To read the full message received by Care N' Care members: [Click Here](#)

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## Help Your Senior Patients Focus On Fitness To Prevent Or Manage Type 2 Diabetes

Some of your Care N' Care patients are likely among the 12 million Americans over age 65 who have type 2 diabetes<sup>1</sup>. Some may have prediabetes, and without lifestyle changes to improve their health, 15 to 30 percent of those patients will develop type 2 diabetes within five years.<sup>2</sup> Having prediabetes or type 2 diabetes places them at risk for other health problems associated with the conditions. A healthy diet and the right amount of exercise can help reduce the risk.

Your Care N' Care patients can get the activity they need with SilverSneakers®, their fitness benefit provided at no additional cost.

### SilverSneakers includes:



Memberships to thousands of fitness locations<sup>2</sup> – visit as many as you wish!



Fun activities held outside the gym<sup>2</sup>



Group exercise classes<sup>3</sup> designed for all abilities



Social connections through events such as shared meals, holiday celebrations, and class socials



SilverSneakers On-Demand™ online workout videos that feature tips on fitness and nutrition



SilverSneakers GO™ mobile app with workout programs, location finder and more

Regular exercise through SilverSneakers may help your patients prevent or manage type 2 diabetes, and lose weight, lower blood glucose and improve heart health.

November, National Diabetes Month, is a good time to talk with your Care N' Care patients about reducing their risk for prediabetes, type 2 diabetes and attendant health issues through a healthy lifestyle that includes eating right and getting enough physical activity. Remind them they have the SilverSneakers benefit to help them get the activity they need for a healthy lifestyle.



For more information on SilverSneakers, including how your patients can find participating locations, visit [SilverSneakers.com](http://SilverSneakers.com).

<sup>1</sup> <http://www.diabetes.org/diabetes-basics/statistics/>

<sup>2</sup> <http://www.cdc.gov/features/diabetesprevention/>

<sup>3</sup> Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

<sup>4</sup> Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer Members additional classes. Classes vary by location.

SilverSneakers is a registered trademark of Tivity Health, Inc. SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc. © 2019 Tivity Health, Inc. All rights reserved. CNC9039PRVNLARTDIAB0919

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# Welcome to the Care N' Care Network!

**Aguirre, Eduardo**  
Family Practice

**Phuah, Elaine**  
Internal Medicine

**Co, Jacqueline**  
Ophthalmology

**Kaur, Rominder**  
Internal Medicine

**Castillo, Michael**  
Family Medicine

**Richardson, John**  
Family Practice

**Cornelius, Kathryn**  
Family Medicine

**Pace, Christopher**  
Urology

**Cornelius, Kathryn**  
Family Medicine

**Shaffer, Michael**  
Family Practice

**Aulds, Meria**  
Internal Medicine

**Collini, Michael**  
Urology

**Curubo, Mario**  
Family Practice

**Sharp, Kathleen**  
Family Practice

**Nati, Carol**  
Psychiatry

**Bevan, Thomas  
Richard**  
Urology

**Elsaadi, Bachar**  
Family Practice

**Sheta, Vidhi**  
Family Practice

**Graff, Jeremiah**  
Podiatry

**Vestal, James**  
Urology

**Ganzon, Mauro**  
Family Practice

**Stafford, Stephanie**  
Family Practice

**Egbuchunam, Christie**  
Family Medicine

**West, Diane**  
Urology

**Haak, Lee**  
Family Practice

**Lee, Justin**  
Urology

**Azam, Muhammad**  
Nephrology

**Holland, Christine**  
Family Practice

**Mammen, Tony**  
Urology

**Williams, Benecia**  
Physical Medicine and  
Rehabilitation

**Kolhe, Snehal**  
Internal Medicine

**Abrahams, Harrison**  
Urology

**Cannon Smith, Tracy**  
Urology

**Martin, Steven**  
Family Practice

**Shafiq, Moiz**  
Cardiology

**Bloom, Keith**  
Urology

**Matthiesen, Ryan**  
Family Practice

**Lorenz, Landon**  
Obstetrics & Gynecology

**Tchetgen, Marie Blanche**  
Urology

**Okpagu, Gabriel**  
Family Practice

**Xavier, Keith**  
Urology

**Frey, Patrick**  
Urology

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## AT YOUR SERVICE!



### Personal assistance from your Care N' Care Provider Concierge.

As a Care N' Care in-network provider, you have a personal Provider Concierge who is local and will work closely with you each time you or your office staff needs assistance.

Your dedicated Provider Concierge is your partner to assist with:



Inquiries on the health plan



Accessing the authorization portal



Educational material and resources



Quality & Stars programs



Office orientations/Site visits



We work hard to give our physicians and their staff excellent customer service. Whenever you have a question, we are here for you!

**Email:** [providerconcierge@cnchealthplan.com](mailto:providerconcierge@cnchealthplan.com) **Phone:** 817-687-4004

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