

October 30, 2020



**This notification is available for historical reference only. It contains information that was accurate when it was originally released and may not reflect current information.**

**Re: 2021 PLAN AND BENEFIT UPDATES**

Dear Prevea360 Health Plan In-Network Provider,

To keep you informed of changes that affect your patients, we have compiled this informational packet summarizing Prevea360 Health Plan's plan and benefit updates for the upcoming year.

If you need to confirm a member's coverage eligibility, you may use one of the following methods:

- The HIPAA-compliant 270/271 Health Care Eligibility & Benefit Inquiry and Response transaction set
- The Eligibility application in the Prevea360 Health Plan Provider Portal at [providerauth.prevea360.com](http://providerauth.prevea360.com)
- Prevea360 Health Plan's Customer Care Center at 877-230-7555

If you have questions about the 2021 information, please contact your designated Provider Network Consultant, listed below.

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We look forward to continuing our work together to provide Prevea360 Health Plan members excellent quality of care and customer service in 2021.

Sincerely,

Katie Luther

Director – Provider Network Administration, Prevea360 Health Plan

# 2021 PLAN AND BENEFIT UPDATES

## Prevea360 Medicare Advantage Expands into Door County

Effective January 1, 2021, Prevea360 Health Plan Medicare Advantage products will become effective in Door County. To request an electronic packet of information with more details, please send an email to [Providerrelations@Prevea360.com](mailto:Providerrelations@Prevea360.com). We will also continue to offer Prevea360 Medicare Advantage Plans in Brown, Kewaunee, Oconto, and Sheboygan counties.

## Prevea360 Medicare Advantage Plans for 2021

Prevea360 Health Plan is adding market-leading benefits to its 2021 Medicare Advantage plans that will offer expanded value to seniors. These expanded benefits include transportation to medical appointments, insulin savings for patients with diabetes, in-home and virtual support and companionship, post-discharge meals, and comprehensive dental benefits through Delta Dental. Prevea360 Medicare Advantage Plans, underwritten and administered by Dean Health Plan, will also help members address challenges surrounding COVID-19 and social isolation by offering dedicated companionship and transportation options, as well as support with technology and connectivity so that members will have convenient access to their health care providers in-person or virtually. If a provider offers telehealth services, the health plan will cover these at the same member copayment amount as in-person visits.

Additionally, Prevea360 Health Plan is offering a new Medicare Advantage-only plan — Prevea360 Advantage Harmony. The Prevea360 Advantage Harmony plan does not offer Part D Prescription Drug coverage. This is an excellent plan choice for those who already have prescription drug coverage through Wisconsin's Senior Care Prescription Drug Assistance Program, TRICARE for Life, the VA, or an employer health plan.

Member enrollment for the 2021 Medicare Advantage Plans is open from October 15 through December 7, 2020.

The Medicare Advantage Provider Manual and [Prevea 360 Medicare Advantage Medical Management](#) web page are updated for 2021 plan offerings.

## COVID-19 Information

As a community health plan, Prevea360 Health Plan is working to limit the spread of the Coronavirus and promote access to screening, testing, and medically necessary treatment for members. The [Coronavirus \(COVID-19\) web page](#) offers members COVID-19 testing and treatment information as well as guidance on accessing important health care during the public health emergency.

For current COVID-19 health plan information for providers, continue to refer to our [COVID-19 provider information](#) web page, linked from the [Provider Resources](#) web page.

## Physical Therapy and Occupational Therapy Prior Authorizations End Dated

Authorizations for physical therapy and occupational therapy will be end-dated on December 31, 2020. A new authorization request will need to be submitted to National Imaging Associates (NIA)/Magellan if continued services are needed on and after January 1, 2021.

## Finding Member Benefit Information

Providers can access documentation related to a member's Prevea360 Health Plan benefits, including certificate of coverage, member policy or certificate, and member handbook, at [memberbenefits.prevea360.com](http://memberbenefits.prevea360.com). From this web page, providers can Enter the Group Number or Member ID to retrieve information for a particular member. Providers are encouraged to check their entered information to ensure accurate information for the member is returned.

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## Member Cost Share Waiver

Effective for dates of service October 15, 2020, through December 31, 2020, Prevea360 Health Plan is waiving member cost share for office visits for ACA Individual, ACA Small Group, and Medicare Advantage member populations. We recognize that some members may be postponing care due to the current COVID-19 public health emergency and are offering the \$0 cost share to encourage members to seek the care they need. Additionally, Prevea360 Health Plan sent letters to eligible members reminding them to keep up to date with their wellness visits, preventive screenings, and immunizations.

## Zipongo is Now Foodsmart

Zipongo, the digital nutrition platform offered by Prevea360 Health Plan to make it easier for our members to eat well and improve their health, is changing its company name to “Foodsmart.” Nothing else is changing for Prevea360 Health Plan members.

The Foodsmart mobile app and website sync with a database of nutrition data offering more than one million recipes and smart suggestion software to create personalized nutrition recommendations for each user. Digital tools offered to our members include recipes, meal planning, grocery lists, nutriquiz, online groceries, and savings deals. For more information, refer to the Prevea360 Health Plan web page at [prevea360.com/For-Members/Health-Wellness/Wellness-Discounts/Grocery-and-delivery-discounts.aspx](https://prevea360.com/For-Members/Health-Wellness/Wellness-Discounts/Grocery-and-delivery-discounts.aspx).

## Legacy Provider Portal Will No Longer Be Available in 2021

Prevea360 Health Plan will retire the Legacy Portal at the end of this year. Originally, we had intended to retire the Legacy Portal earlier this year but recognize that providers may have postponed transitioning to the new Prevea360 Health Plan Provider Portal due to the public health emergency. Providers who have not yet transitioned to the new Provider Portal should do so immediately and start taking advantage of the upgraded applications and new features for a more modern user experience. To assist providers in transitioning to the new Provider Portal, please refer to our self-service resources on the [Account Login](#) web page including a short video introduction to key features, easy-to-read account setup options and recommendations, and Registration User Guide. Please contact your Provider Network Consultant if you have questions.

## Prevea360 Health Plan Provider News

The quarterly *Prevea360 Provider News* is written to keep Prevea360 Health Plan providers, clinic administrators, and professional staff informed of changes in health plan policy and benefits that can affect members, including the following:

- Medical Policy updates and Clinical Guidelines available on our website
- Formulary updates and Pharmacy Management Procedures
- Quality Improvement Program updates
- How to refer members to Case Management Programs
- Member Rights and Responsibilities
- Availability of Utilization Management criteria
- Affirmative Statement about Incentives
- Other policy updates from Prevea360 Health Plan

*Prevea360 Provider News* is published on the Prevea360 website at [prevea360.com/For-Providers/Provider-Newsletter.aspx](https://prevea360.com/For-Providers/Provider-Newsletter.aspx) (or accessible from [prevea360.com](https://prevea360.com), by clicking **For Providers** and selecting **Provider Newsletter** at the bottom of the dropdown menu).

Please contact our Customer Care Center at 877.230.7555 if you have questions.

Additionally, Prevea360 Health Plan emails the newsletter. If you are not receiving the newsletter via email and would like to, please select the Opt In option during your Provider Portal registration or through your Provider Portal Account Settings, once your account is established. If you have questions, please send an email to [Providerrelations@Prevea360.com](mailto:Providerrelations@Prevea360.com).