

SECOND EDITION

Doctors Connect: Reducing Rx Costs, Improving Health Equity & Expanding Our Network

DEAR VALUED PHYSICIAN,

I would like to extend sincere thanks to each of you for your continued support as a part of the Doctors HealthCare Plans Provider Network. Your dedication to our members has been instrumental in our recent successes during the Annual Enrollment Period (AEP) and the Medicare Advantage Open Enrollment Period (MA-OEP), resulting in fantastic growth.

In regards to this continued growth — I'm delighted to share the news that Memorial Healthcare System is now officially part of our Network. This expansion not only broadens our reach but also enhances our ability to provide exceptional care to our members in Broward County throughout the Memorial system.

Additionally, we are excited to announce the launch of our new provider portal, which promises easy access and streamlined communication between the health plan and each of you as providers. This portal will enhance how we work together, providing valuable resources at your and your staff's fingertips.

Thank you for your continued partnership and dedication. Together, let's continue to make a positive impact on the lives of our members.

Warm Regards,

Brandon H. Hester

Doctors HealthCare Plans
brandon@doctorshcp.com

NETWORK UPDATE:

Memorial Healthcare System

JOINS OUR NETWORK!

We are pleased to announce that effective June 1, 2024, all Memorial locations, facilities and specialists in Broward County will join our network. This partnership enhances our commitment to providing our members with greater access to medical services and quality care.

- Memorial Hospital Miramar
- Memorial Hospital Pembroke
- Memorial Hospital West
- Memorial Regional Hospital
- Memorial Regional Hospital South Campus



Improving Health Equity Tips

Did you know that social, economic, environmental and structural disparities are the factors that contribute the most to intergroup differences in health outcomes both within and between societies? Health equity is defined as the state in which everyone has a fair and just opportunity to attain their highest level of health. To achieve health equity, systems and policies that have resulted in generational injustices that give rise to racial and ethnical health disparities must be changed. Please stay tuned for an upcoming Health Equity Provider Training through which you will be able to learn more about the root causes of health inequality and diverse ways to improve it.



➤ Resource: <https://www.cdc.gov/healthequity/whatis/healthequityinaction/index.html>

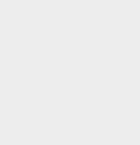


PROVIDER PORTAL:

New Provider Portal Coming Soon!

Doctors HealthCare Plans is proud to announce a new multifunctional Provider Portal. This new portal will allow providers access to eligibility, disputes, authorizations, claims and more!

Be on the lookout for upcoming information or contact your Provider Relations Representative.

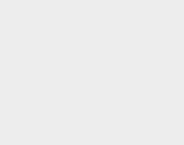


PROFESSIONAL DEVELOPMENT:

Cultural Competency

Doctors HealthCare Plans encourages you, our valued Providers, to join us by engaging in **Cultural Competency Training**. Cultural Competence is defined as the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of members. There are several nationally accepted training tools available for you and your staff.

Please let us know when you complete your training so you can be recognized for your accomplishment in our Provider Search!



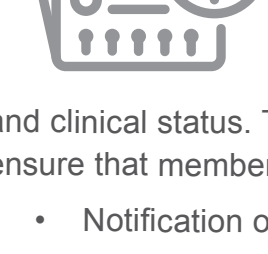
PHARMACY UPDATE:

Reducing Prescription Costs Through Patient and Provider Feedback

We would like to introduce you to a new pharmacy care and Stars measures management program offered by **US-Rx Care** through Doctors Healthcare Plans. **US-Rx Care** will be performing outreach to you and to your patients regarding recommendations for more cost-effective prescription alternatives and recommendations to improve our Stars measures.

Please be on the lookout for communications from **US-Rx Care**. If you have any questions, please call the Doctors HealthCare Plans Pharmacy Department at 305-422-9300, option #4.

You may also contact a **US-Rx Care** representative at 1-800-241-8440, whenever you have any questions or wish to proactively explore potential quality improvement or cost saving alternatives for any medications.



Tackling the Transitions of Care (TRC) Measure

Transitional care refers to the coordination and continuity of healthcare during a movement from one setting to either another or to home. Transitional care is based on a comprehensive plan of care and the availability of health care practitioners who are well-trained in chronic care and have current information about the patient's goal, preferences

and clinical status. Through the Transitions of Care (TRC) Star measure, CMS strives to ensure that members are attended to across all levels of care. With four (4) core components

- Notification of Inpatient Admission
- Receipt of Discharge Information
- Patient Engagement after Inpatient Discharge
- Medication Reconciliation Post-Discharge

this HEDIS® measure evaluates how members are being followed during and after a hospital admission. Review your Doctors Healthcare Plans (DHCP) HEDIS® reports to better understand the TRC measure and to ensure that your rate reflects all your hard work in following up with discharged members.

➤ Resource: https://en.wikipedia.org/wiki/Transitional_care

A Deeper Look at Post-Emergency Department Visit Care Coordination

The Follow-Up after Emergency Department Visit measure evaluates care received by members with multiple high-risk chronic conditions within seven (7) days of visiting the ED. In-person and virtual appointments count for compliance. Medicare beneficiaries who suffer from multiple conditions are at particular risk following ED visits because of the functional limitations, audio and visual impairments and use of multiple medications. DHCP is currently implementing a system of notifications so you are made aware of your patients who went to the ED in order to follow-up with them within seven (7) days. Please review your HEDIS® reports to ensure you are keeping track of your office performance in this important measure.

➤ <https://www.ncqa.org/hedis/measures/follow-up-after-emergency-department-visit-for-people-with-high-risk-multiple-chronic-conditions/>

Any Questions? Please contact the DHCP HEDIS® Department via email at hedis_stars@doctorshcp.com.

QUICK REFERENCE PHONE NUMBERS

PROVIDER SERVICES (305) 422-9300

Prompt 1: Medical Management
Prompt 2: Claims Status
Prompt 3: Eligibility Verification

CASE MANAGEMENT (786) 785-3427

MEMBER SERVICES DEPARTMENT (786) 460-3427

TRANSPORTATION (786) 789-3427

SALES DEPARTMENT (786) 420-3427

NETWORK PARTNERS

BEHAVIORAL HEALTH SERVICES



DENTAL PROVIDER



FITNESS BENEFIT



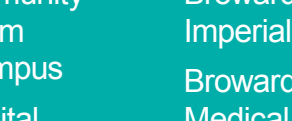
HEARING SERVICES



LAB SERVICES



MEAL DELIVERIES



NETWORK PROVIDER



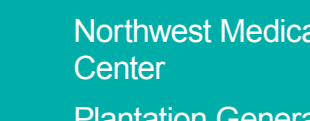
PHARMACY BENEFIT MANAGER



PREPAID CARD



VISION PROVIDER



PARTICIPATING HOSPITALS

Miami-Dade County

Aventura Hospital and Medical Center
Baptist Hospital of Miami
Baptist Health Hospital Doral
Doctors Hospital
Homestead Hospital
Jackson Memorial Hospital
Jackson North Medical Center
Jackson South Community Hospital
Jackson West Medical Center
Kendall Regional Medical Center
Kerality Hospital

Larkin Community Hospital
Larkin Community Hospital Palm Springs Campus
Mercy Hospital
Mount Sinai Medical Center
Steward Coral Gables Hospital
Steward Hialeah Hospital
Steward North Shore Medical Center
Steward Palmetto General Hospital
South Miami Hospital
West Kendall Baptist Hospital

Broward County

Broward Health Coral Springs
Broward Health Imperial Point
Broward Health Medical Center
Broward Health North
Cleveland Clinic
HCA Florida Woodmont Hospital
HCA Florida University Hospital
Memorial Hospital Miramar
Memorial Hospital Pembroke
Memorial Hospital West
Memorial Regional Hospital

Memorial Regional Hospital South Campus
Northwest Medical Center
Plantation General Hospital
Steward Florida Medical Center
Westside Regional Medical Center