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THIRD EDITION

Doctors Connect:

Medication Home Delivery, Statin Therapy, Holiday Recommendations for Seniors and Diabetics

AEP 2025 is here!

The Medicare Annual Enrollment Period (AEP) began October 15th and ends December 7th. During this time, Medicare beneficiaries are able to make changes to their Medicare coverage.

Doctors HealthCare Plans is offering rich benefits such as:

- Monthly prepaid card to pay for groceries, utilities, over-the-counter items and prepared meals
- Dental coverage including implants, crowns & root canal
- No referrals for specialist office visits & more!

Speak with your Licensed Sales Agent to learn more.



Reaching Medication Adherence goals through Medication Home-Deliveries

Doctors Healthcare Plans (DHCP) understands that medication adherence can be challenging for providers. Managing diseases like diabetes and hypertension effectively often hinges on proper medication adherence, which is crucial for improving health outcomes and reducing overall healthcare costs. CMS recognizes the importance of adherence, reflecting this in their Star rating measures as a key indicator of plan performance.

WHY HOME-DELIVERIES?

DHCP partnered with Med-Care Infusion Services to assist providers and members with adherence. In an effort to ensure that members receive their medications in a timely manner, DHCP is requesting that providers send all medication adherence prescriptions to Med-Care. This pharmacy will make three (3) delivery attempts prior to medication reversal. After three (3) failed delivery attempts, Med-Care provides the option to deliver to your office, so your patient can still receive their medication. Members can also authorize the driver to leave the medication in a desired location. If the patient is not home during an attempted delivery, a door hanger is left for them. Med-Care employs couriers who drive in one of over 25 vehicles on three (3) different shifts to ensure timely and efficient delivery. All cars are wrapped with their logo and driver wears a uniform with the logo for identification. Med-Care also provides patients with the flexibility to select a delivery time slot, typically within a 90-minute window.

HOW TO SEND PRESCRIPTIONS TO MED-CARE

Med-Care Infusion

Pharmacy NPI: 1407964091

Phone: 305-863-4277

Fax: 305-753-7484

ERX: NCPDP# 1072242

Email: medcareinfusionPODepartment@fhcsn.com

**If you are interested in Med-Care coming to your office to receive more information, please email: hedis_stars@doctorshcp.com and we will put you in contact with them to schedule a feasible date.*

Strength Matters: The Impact of Statin Intensity on the Statin Therapy for Patients with Cardiovascular Disease (SPC) measure



Statin therapy is a cornerstone in the management of cardiovascular disease (CVD). Statins, which lower cholesterol levels, have been shown to significantly reduce the risk of heart attacks, strokes and other cardiovascular events.

ELIGIBLE POPULATION AND COMPLIANT MEMBERS

The SPC measure evaluates the percentage of males 21-75 years of age and females 40-75 who were identified as having clinical atherosclerotic cardiovascular disease (ASCVD). The rate reported is: "Received Statin Therapy". Members become compliant by being dispensed at least one high-intensity or moderate-intensity statin medication during the measurement year.

WHY STRENGTH MATTERS

The National Committee for Quality Assurance (NCQA) indicates that statins matter due to cardiovascular disease being the leading cause of death in the United States. Since SPC evaluates the members who received at least one **high-intensity** or **moderate-intensity** statin during the measurement year, this means **a low-intensity statin will not close your HEDIS gap** for this measure.

MEMBERS THAT ARE EXCLUDED FROM THE MEASURE

Members who meet the following criteria are excluded from the eligible population if you code for the following exclusions: ESRD, Dialysis, Cirrhosis, myalgia, myositis, myopathy or rhabdomyolysis, members who use hospice services, deceased members, members who receive palliative care, those enrolled in an institutional SNP (I-SNP), those who have two indications of frailty on different dates of service and two indications of advanced illness on different dates of service or those dispensed dementia medications.

Please feel free to reach out to DHCP Quality Department at **786-584-2068** for a list of statin medications and dosages that will effectively close the HEDIS gap.

Celebrating the Holidays with Seniors: Enhancing Joy and Connection

The holiday season is a special time of year for many, but it can present unique challenges and opportunities for elderly individuals. Whether it's adjusting to physical limitations, dealing with the loss of loved ones, or simply managing the hustle and bustle of holiday activities, there are thoughtful ways to make the holidays meaningful and enjoyable for seniors.

Please talk to your elderly patients and their families about needs, challenges and tips while celebrating upcoming holidays:

- Health and Mobility Issues
- Loneliness and Social Isolation
- Food Insecurity
- Cognitive Decline
- Changes in Family Dynamics
- Adapting Celebration to their Needs
- Including them in Holiday Preparations
- Focusing on Quality Time
- Considering their Preferences
- Providing Emotional Support
- Ensuring Safety

The holiday season can be a wonderful time to celebrate with elderly loved ones, but it requires a thoughtful approach to address their unique needs and preferences. By adapting traditions, focusing on quality time, and being mindful of their health and well-being, you can create a meaningful and enjoyable holiday experience for seniors. Embracing flexibility and understanding will help ensure that the holidays are a time of connection, joy, and cherished memories for everyone involved.

DHCP includes a Social Services Department dedicated to helping members access and connect with community resources. Please reach out to socialservices@doctorsdhcp.com for any additional information.

Managing Diabetes & Blood Pressure During the Holidays: Overcoming a Challenge

Managing diabetes and blood pressure can be challenging, especially during the holidays when festive foods and social events are abundant. Here are some strategies to help your patients stay on track and enjoy the season without compromising their health:

1. Planning ahead through menu planning and bringing their own dish to the celebration to ensure that they make healthier choices and at least one option will fit their dietary needs.
2. Help them with Healthy eating strategies by controlling portions, eating balanced meals and making low-sodium choices.
3. Explain that eating mindfully and staying hydrated can help with digestion and prevent overeating.

4. Advise that incorporating an exercise routine into their holiday plans assists in managing blood sugar and blood pressure.
5. Emphasize on the importance of regular check-ups and self-monitoring.
6. Although holidays can be stressful, there are stress-relieving techniques they can practice, such as deep breathing, medication or yoga to help keep their blood pressure in check. Also, setting boundaries and saying no to overwhelming events or activities helps them set realistic expectations and engage in self-care.
7. Encourage them to share with family and friends their dietary needs and health goals. They can offer support and help them stay on track.

8. The most important thing is to enjoy the holidays. Advise them to emphasize non-food-related traditions, such as holiday games, movies or crafts to shift the focus away from eating and toward spending quality time with loved ones.

By following these strategies, your patients can effectively manage their diabetes and blood pressure while enjoying the festivities and sharing special moments with their loved ones.

DHCP offers a benefit for members, Silver & Fit, which includes gym memberships and well-being coaching. To learn more please email hedis_stars@doctorshchp.com.



NEW Provider Portal

Doctors HealthCare Plans is proud to announce the launch of our new multi-functional Provider Portal. The new portal gives providers access to eligibility, disputes, authorizations, claims and more!

Contact your Provider Relations Representative for more information.

Network Partners

BEHAVIORAL
HEALTH SERVICES



DENTAL PROVIDER



FITNESS BENEFIT



HEARING SERVICES



LAB SERVICES



MEAL DELIVERIES



NETWORK PROVIDER



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MANAGER



PREPAID CARD



VISION PROVIDER



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

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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
- Keralty 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

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