

Provider View



August 22, 2024

Changing of the Season

Summer is coming to an end. School is back in session. A new season is upon us. As I mourn summer's passing, I am eager to leap into fall with excitement and wonder.

I have been intentional about being outdoors as much as I can this summer, soaking up every last ray before the light peacefully sinks into oblivion. I love hiking, traveling and the occasional sweet treat at our local drive-in. Though I have fond memories of the last few months, there is also much to look forward to this fall with upcoming football games (go Seahawks!), the changing of the leaves, and capturing these amazing images on my Canon EOS camera.

We, at Avera Health Plans, also have much to be excited about as we embark on a new expedition, concentrated on our member experience. We have a number of enhancements in motion that we are thrilled to unveil to you over the coming months. These new features and innovative products are sure to catapult us forward, creating excitement and renewing our members' passion for healthy living.



Josephine

Of course, it is only with your partnership that we are able to be successful with these initiatives. Your understanding and support of these new programs and product offerings provides the comfort and confidence our members, your patients, are seeking. This nowhere else shows truer than in our annual CAHPS and QHP member survey results, which were recently released, and overwhelmingly emphasized the premier health care our provider network offers to our members.

So stay tuned as we share more about the positive changes coming to Avera Health Plans in the coming months.

Sincerely,

Josephine
Vice President, Network Development, Provider Relations, and Contracting

A Fresh Take on Medicare Supplement

Avera Health Plans is offering two new Medicare Supplement plans to members. Both are great options and have many similarities but one plan is offered to those living in specific South Dakota counties. Please see below for details.

Avera AgilityPlus Standard Plan

This plan will be offered throughout the state of South Dakota to be purchased by those that meet the regulatory requirements and qualify to buy a Medicare Supplement plan through a carrier located in South Dakota. Avera Health Plans will offer both a high deductible health plan and a household discount option.

Avera AgilityPlus Select Plan

This plan will only be offered in nine counties (Lincoln, Minnehaha, McCook, Davison, Hanson, Yankton, Hughes, Stanley and Brown) in the state of South Dakota, to be purchased by those that meet the regulatory requirements and qualify to buy a Select Medicare Supplement plan through a carrier located in South Dakota. Avera Health Plans will offer both a high deductible health plan and a household discount option of the plan. As with all Medicare Supplement plans, it can be purchased by those who meet the regulatory requirements and qualify to buy a Medicare Supplement plan through a carrier located in South Dakota.

Both plans will offer these new and innovative benefits:

- Annual routine physical exam once every 12 months
- Hearing Exam & Aid Fitting for new patients
- Heart and Vascular Screening
 - Coverage of screening through Planet Heart program with Avera at one of the 20 locations offered throughout SD.
- Active Life Wellness Program
 - \$10 reimbursement after attending the gym at a NIHCA participating facility after attending 8 times per month

Let the Countdown to Cohere Begin

In our continued efforts to ensure that our members are receiving the right care, Avera Health Plans will add a new enhancement to the Utilization Management program by partnering with Cohere Health. Cohere is a clinical intelligence company with a platform that enables an improved digital experience for providers and their support staff. Along with the improved digital experience, Avera Health Plans will be expanding the list of services that require prior authorization.

Beginning Sept. 16, prior authorizations for Musculoskeletal (MSK), Cardiac Services, and Advanced Imaging must be submitted through Cohere Health, which will be accessible through the Avera Health Plans provider portal. Only providers who are servicing Avera Health Plans members in the Avera Network area and file their claims directly to Avera Health Plans will experience these changes.

To best prepare, impacted providers should [register](#) with Cohere Health prior to Sept. 16. For a complete list of codes delegated to Cohere Health, please refer to the [Avera Health Plans prior authorization list](#). For assistance with registration, please contact the Cohere support team at 800-249-8035 or email avera.support@coherehealth.com Monday through Friday, 7:00 a.m. to 7:00 p.m. CT.

A Partnership We Are Proud Of

Each year, a random selection of Avera Health Plan's members are chosen to complete satisfaction surveys: the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and Qualified Health Plan (QHP) enrollee surveys. Members provide a full spectrum review of their health insurance, from plan administration and customer service, to relationships with network physicians, care coordination and cost over the past year. Results provide a framework for improving plan offerings and identifying what is most important to our members.

The 2024 results reflected continued appreciation from our members for Avera Health Plans' contracted doctors. Our CAHPS composite score for Rating of Health Care was 4 out of 5 stars. Getting Needed Care and Coordination of Care scored high with both falling in the top quarter percentile in all three of our CAHPS and QHP plan survey results.

This is a true extension of Avera's mission, to make a positive impact in the lives and health of persons and communities.

Thank you for the important role you play, and for your partnership with Avera Health Plans.