

Hometown Health Provider Newsletter – November 2023



Hometown Health 2023 Provider Updates

[Click Here to Easily Download the Below Documents in One Place](#)



A Letter from Hometown Health CEO Bethany Sexton

As I celebrated my one-year anniversary as Hometown Health's CEO in September, I couldn't help but reflect on the incredible journey we've undertaken together. What an exceptional year it has been!

[Click Here to Read a Letter From Bethany Reflecting on a Great Year](#)



Friday Health Plans of Nevada is in Receivership

Aug. 31, 2023 was the last operating day for FHP-NV. If you performed services for Friday Health Plan



Center of Excellence Reminder

If there are services a member needs that cannot be performed in Hometown Health's direct network, the service will only process at the

members on or before that date and have not yet submitted a claim, you are strongly encouraged to do so **AS SOON AS POSSIBLE.**

[Click Here to Prepare Yourself for Reimbursement](#)

member's in network benefit cost share if authorized as in-network by Hometown Health.

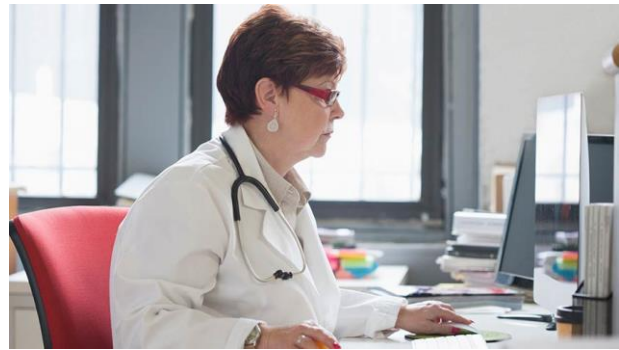
[Click Here to Learn More About HTH's Preferred Center of Excellence](#)



2024 Network & Plan Updates

In our ever-evolving healthcare landscape, staying informed with the latest plan updates is vital to providing the best care to your patients.

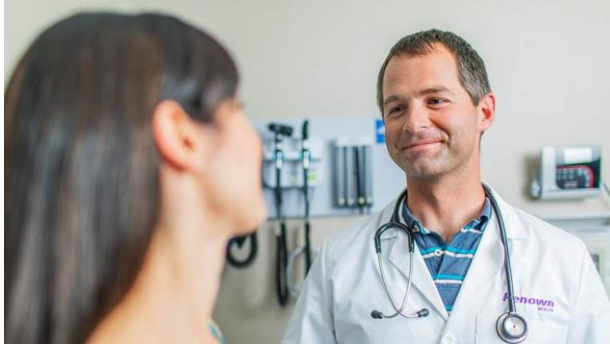
[Click Here for Network Updates & Referral Requirement Changes](#)



How ERA & EFT Can Benefit You

Experience the ease and security of streamlined interactions with payers through Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT).

[Click Here for Additional Benefits & to Sign Up](#)



EpicCare Link's Latest Updates

Did you know using EpicCare Link can save your office time and money? At Hometown Health, we're committed to continuously improving our services to enhance your experience. We're excited to share some important updates and tips to help you make the most of our EpicCare Link platform.

[Click Here for Answers to Your Epic Care Link FAQs](#)



Hometown Health and Opt-Out

Hometown Health is prohibited from reimbursing individuals that have opted out and monitors the Opt-Out list on a monthly basis. If a contracted provider is identified as opting out, the Senior Care Plus (SCP) product is immediately terminated, and the provider is flagged in the claims processing system to ensure SCP does not pay. Any non-participating provider identified on the Opt-Out list is flagged in the claims system to not pay SCP claims.

[Click Here to Learn More](#)



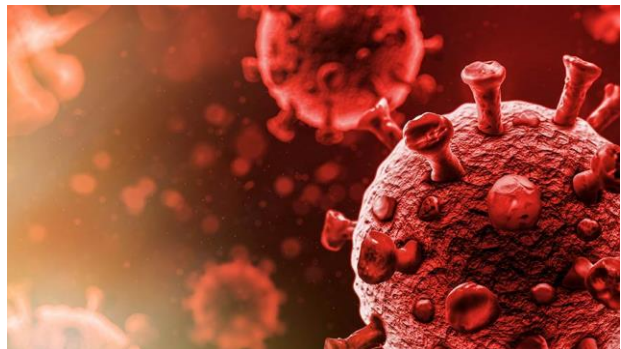
Provider Experience Survey Results

Hometown Health would like to thank all providers for their participation in the 2023 experience survey. We are proud to report that we improved 2 to 3 points (on a scale of 1-10, with 1 being most likely) across all questions compared to the previous survey. Overall, when asked, “How likely are you to recommend Hometown Health?” providers rated Hometown Health at a 7.49 out of 10. We look forward to continuing to improve and appreciate those of you who took the time to provide your feedback!



What to do When Sending a Patient to the ER

When contacting the Renown Transfer Operations Center to send



CMS COVID-19 Code Updates

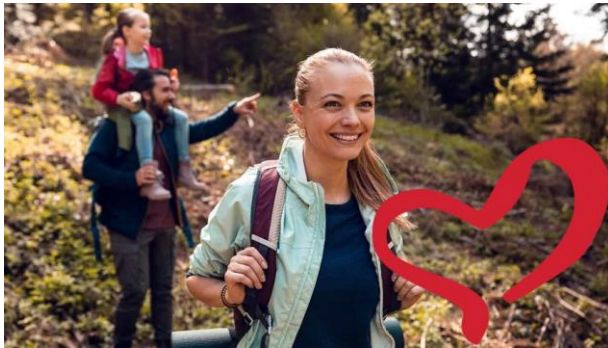
Medicare has made changes to the COVID-19 codes by introducing six

a patient to the ER, providers are reminded to call 775-982-2210.

[Click Here to Learn More About the Process](#)

new codes and discontinuing reimbursement for others.

[Click Here for Code Updates](#)



The New Hometown Health Website

Hometown Health has revamped its website to cater to your needs and those of your patients. This dynamic online platform is packed with valuable resources, ensuring your experience with us is more convenient and efficient than ever.

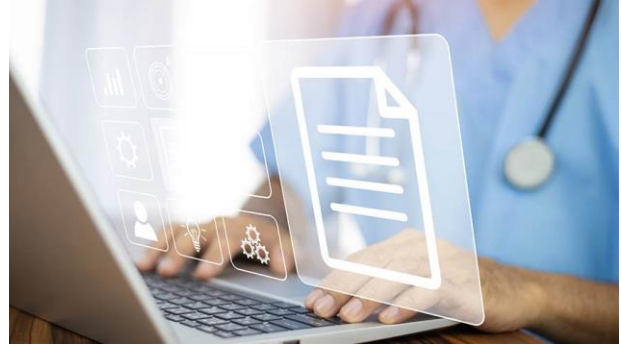
[Click Here to Explore What Our New Website Offers](#)



Make Provider Updates Today

Do you know the best way to make provider updates such as adds, terms and demographic changes or do you need to know the best way to get a credentialing status update?

[Click Here for More Information](#)



Updated Lists of 2024 Third-Party Clients

As of Jan. 1, 2024, Hometown Health will have some changes to our list of third-party clients. Keep in mind that you can always access an up-to-date list of third-party clients on the Hometown Health website.

City of Reno, City of Sparks and Peppermill will no longer be using the Hometown Health Network as of 1/1/2024.

[Click Here for a Complete List](#)

BetterDoctor

Hometown Health has partnered with BetterDoctor to fulfill the regulatory requirements of the No Surprises Act. As a result, your office will receive quarterly requests directly from BetterDoctor to complete attestations.

[Click Here for Practitioner Data Verification](#)



Did You Know Senior Care Plus Offers a Dual Eligible Special Needs Plan (D-SNP)?

[Click Here to Review the Training Guide](#)

In the past, you provided Renown with your email address. Occasionally, you will receive announcements regarding important Hometown Health and Renown information. If you no longer wish to receive these emails, you may unsubscribe at any time.



Hometown Health

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