

The eternalHealth Provider Pulse

Provider News & Resources

Welcome to a New Year with eternalHealth



Welcome and Happy New Year!

Welcome to eternalHealth's Winter 2024 Provider Newsletter. We're pleased to share timely updates with both our established physicians and those who have recently joined our network. This edition contains clinically-relevant content curated for healthcare practitioners, with evidence-based updates and key information to support your patient care delivery. Thank you for your continued partnership.

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A Note From Our CEO

Dear Valued Provider,

As founder and CEO of eternalHealth, I want to share the exciting progress in our mission to transform healthcare delivery since our founding in 2019. What began in Massachusetts has now expanded to include Arizona in 2024, with continued network growth planned through 2025.

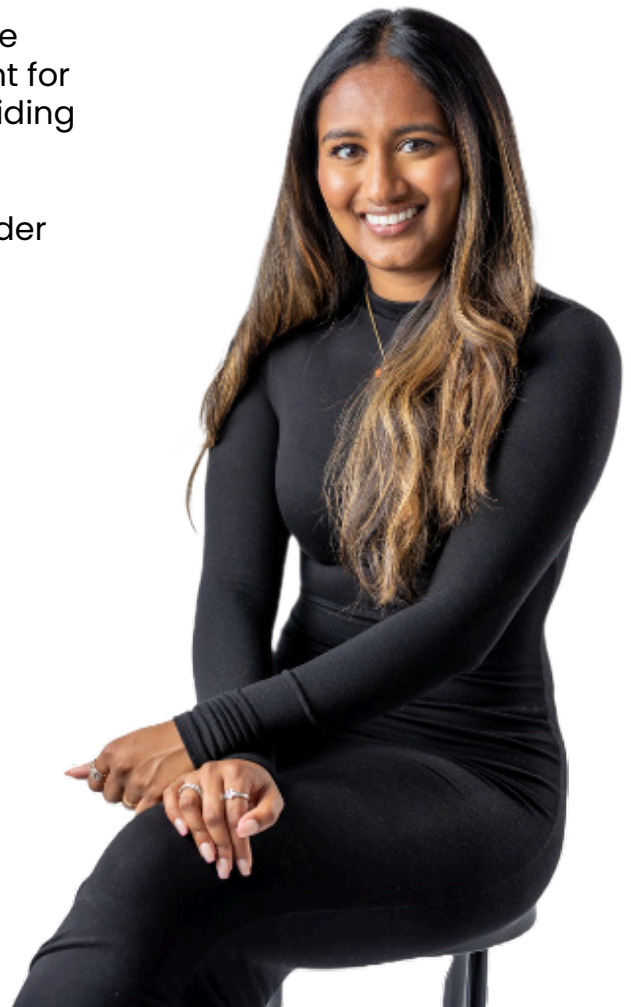
At eternalHealth, we're committed to being more than a Medicare Advantage plan – we strive to be your trusted partner in healthcare. Our model emphasizes building collaborative relationships with our provider network while ensuring quality care at lower out-of-pocket costs for our members. Every strategic decision is guided by our commitment to our members and ensuring they receive the care necessary to thrive in their golden years.

To our newest network physicians: thank you for partnering with eternalHealth. We understand the importance of creating a supportive environment for care delivery, and our team is dedicated to providing you with the resources and support needed to deliver exceptional patient care. Welcome to the eternalHealth network, where we value our provider partnerships.

Warmly,



Pooja Ika
Founder & CEO, eternalHealth





Provider Guide: Submitting Prior Authorization Requests

Prior Authorization (PA) is a crucial process that helps ensure appropriate and cost-effective healthcare delivery while meeting Medicare guidelines. This guide walks healthcare providers through the essential steps of submitting a Prior Authorization request, from initial assessment to final submission. Following these guidelines will help minimize delays, reduce denials, and ensure timely access to necessary medical services for your patients and our members.

Initial Assessment

Before submitting a Prior Authorization (PA) request, providers must:

- Verify that the service requires Prior Authorization by checking eternalHealth's Summary of Benefits specific to your patients plan.
- Confirm the service is covered under Medicare
- Ensure the member has the appropriate benefits for the requested service

Completing the Prior Authorization Form

The PA form must be completed with thorough and accurate information, including:

- Detailed clinical documentation supporting medical necessity
- Complete patient information and relevant history
- Specific service/procedure codes
- Provider contact information including phone and fax numbers

Submitting the Request

- Review the completed form for accuracy and completeness
- Determine the appropriate fax number based on request urgency
- Submit to the correct fax number as indicated on the form
 - Standard requests and urgent requests have different fax numbers
 - Using the wrong fax number may delay processing

Following Up

If providers need to check the status of their authorization:

- Contact Provider Services at **800-680-9255**
- Have the following information ready:
 - Patient information
 - Date of submission
 - Authorization reference number (if available)

February is American Heart Month

February presents an important opportunity to reinforce cardiovascular health awareness. The American Heart Association's annual initiative aligns with our commitment to supporting optimal cardiovascular outcomes for our Medicare Advantage population.

Clinical Nutrition Guidelines

Counsel patients on evidence-based dietary modifications, emphasizing increased intake of vegetables, whole grains, and lean proteins while reducing trans fats, sodium, and added sugars. Consider recommending gradual modifications, such as transitioning from whole to 1% milk to improve adherence.

Add In Exercise

Your patients can access comprehensive fitness benefits through OnePass, including gym memberships, streaming workouts, and home fitness kits. Consider prescribing structured exercise programs starting with 15-20 minutes of daily moderate activity, following appropriate pre-exercise screening protocols.

Smoking Cessation Support

Consider discussing smoking cessation with your patients at each visit. Even brief interventions can increase quit attempt rates. When patients express interest in quitting, we encourage developing a personalized cessation plan and scheduling regular follow-up visits to monitor progress and adjust support as needed.

Stress Management Interventions

Consider recommending evidence-based stress reduction techniques as part of cardiovascular risk management. Options include structured breathing exercises, physical activity, and behavioral health referrals when indicated.

Monitor Blood Pressure

Encourage regular blood pressure monitoring and documentation. Patients can utilize their eternalHealth OTC benefit for home monitors, or access free monitoring stations at network pharmacies.

Weight Management

Incorporate regular weight monitoring into treatment plans. Consider referrals to our network nutritionists and lifestyle modification programs when clinically indicated.

*Our Population Health team is available to support your patients' cardiovascular health goals. They can assist with care coordination, benefit navigation, and reinforcement of your clinical recommendations. Partner with us to optimize cardiovascular outcomes for our member population. Call **1 (800) 680-4568** and ask to speak to a care manager today!*



2025 eternalHealth Benefits Spotlight!

With an eternalHealth Medicare Advantage Plan, your patients gain access to a wide range of benefits that extend beyond just visits to the doctor's office.

Over-The-Counter and Healthy Grocery* Allowance

At eternalHealth, we understand that comprehensive health care extends beyond the clinical setting. We offer our members a quarterly allowance for over-the-counter items, recognizing that not all health solutions require prescriptions. Additionally, eligible members receive an allowance for healthy groceries*.

These benefits are provided through a Mastercard® Prepaid Flex Card, known as the eternalPlus Benefits Card, which can be used at participating retail stores, via mail order, or online with complimentary 2-day shipping.

Members also have access to a benefits portal to monitor their OTC and Healthy Grocery* allowances, locate participating retail outlets, request card replacements, and more. Encourage your patients to activate their accounts today at **eternalHealth.NationsBenefits.com**.

**The healthy grocery benefit is part of a special supplemental program for the chronically ill. Not all members qualify.*

In-Home Assistance

At eternalHealth, we recognize the importance of comprehensive support for our members. Most of our Medicare Advantage Plan includes up to 60 hours of in-home assistance annually. This service can provide light cleaning, tech support, or simply friendly companionship.

Encourage your patients to take advantage of this benefit by calling **1 (855) 485-8835 (TTY 711)** to connect with a companionship "pal" today!

Dental

At eternalHealth, we recognize the critical role that oral health plays in overall well-being and quality of life. Our members receive an annual dental allowance of up to \$3,000, offering the flexibility to choose any dentist without restrictions on procedures.

Patients can visit their preferred dentist and use the eternalPlus Benefits Card for payment, similar to a debit card. They can also monitor their dental benefit usage through the member portal at eternalHealth.NationsBenefits.com, ensuring they stay informed about their remaining coverage and avoid unexpected out-of-pocket expenses.



2025 eternalHealth Benefits Spotlight!

Free Transportation

At eternalHealth, we understand that reliable transportation is crucial for maintaining health and attending important medical appointments. Our Medicare Advantage Plans include a transportation benefit that ensures stress-free travel to medical and dental appointments, as well as pharmacies, at no extra cost. Encourage your patients to assess their transportation needs by calling **1 (888) 617-0350 (TTY 711)**. Transportation can be arranged on-demand or pre-scheduled through a dedicated call center, with options including Uber, Lyft, oxygen-capable vehicles, non-emergency ambulances, and more. This benefit is designed to help break down barriers to care and ensure your patients never miss an important appointment.

Fitness With One Pass

Support your patients' overall wellness with our fitness benefit! Members gain access to local and national fitness facilities, at-home fitness kits, and over 28,000 on-demand fitness videos that can be enjoyed from home. Additionally, they can enhance their cognitive abilities with our brain training platform and participate in various social activities, clubs, and classes nearby. Encourage your patients to explore these fantastic benefits at no cost by visiting www.eternalHealth.com/fitnessbenefit and taking advantage of all One Pass has to offer.

Vision

Ensure your patients maintain optimal eye health with our comprehensive Medicare-covered vision services. These services include eye exams for Diabetic Retinopathy, cataract surgery, glaucoma screening tests, and Age-related Macular Degeneration (AMD) testing and treatment. Additionally, this benefit covers \$0 routine eye exams through EyeMed and provides a \$200 annual allowance for eyeglass lenses and frames. Encourage your patients to get started today by calling **(866) 800-5457** or visiting eyemedvisioncare.com.



Hearing

Help your patients address potential hearing loss with our comprehensive hearing benefits. Many individuals may not realize their hearing is deteriorating until it significantly impacts their daily lives. As an eternalHealth member, your patients have access to \$0 routine hearing exams and hearing aids starting at just \$595 per ear. For more information on hearing aids and to get started, direct your patients to visit www.amplifonusa.com/ip/eternalhealth.

Personal Emergency Response System (PERS)

Help your patients ensure their safety with a fully-covered Personal Emergency Response System (PERS) subscription, depending on their plan. This wearable device features advanced fall detection and GPS technology, providing immediate assistance at the press of a button. Water-resistant and with a long-lasting battery, the PERS device operates over cellular networks, eliminating the need for additional subscriptions or landlines. Encourage your patients to contact our Member Services team at **1 (800) 680-4568 (TTY 711)** to get their PERS device today.

2025 eternalHealth Benefits Spotlight!

Digital Physical Therapy

Introduce your patients to Kaia Health, a digital physical therapy app tailored for older adults, now available through eternalHealth. This app provides personalized care to manage pain, improve balance, and prevent falls, featuring customized exercises with real-time feedback, relaxation techniques, educational content, and one-on-one support from health coaches and physical therapists. Suitable for all ages and abilities, Kaia's programs can be accessed via smartphone or tablet, making it convenient for patients to use anytime, anywhere. By eliminating common barriers to care, Kaia ensures quality, personalized health support is always within reach. Encourage your patients to get started today at startkaia.com/eternalHealth.

Medical Expense Wallet

We understand that cost can be a barrier to accessing care. To help, we are introducing a new benefit to assist with specific healthcare expenses. Patients will receive an allowance loaded onto their eternalPlus Benefits Card, making it easy to access necessary services. These funds can cover copays and cost-sharing for labs, X-rays, cardiac and pulmonary rehab, mental health support, physical therapy, and more. *This benefit is available exclusively on eternalHealth's Forever HMO*

Fitness Flex Wallet

Encourage your patients to make the most of their eternalHealth Fitness Wallet, which allows them to fund a variety of activities such as golf green fees, pickleball and tennis court fees, fitness class fees, ski or snowboard lift passes, fitness equipment, and fitness wearables. This benefit helps turn every day into an opportunity for health and happiness. With eternalHealth, your patients' golden years can be their most vibrant and enjoyable yet. *This benefit is available exclusively on eternalHealth's Freedom PPO plan.*



Please advise your patients that benefits vary by plan. They should refer to their eternalHealth Summary of Benefits for details specific to their coverage.

Helpful Contact Information

Provider Relations: 1 (800) 680-4568

Vision: 1 (866) 944-0347

Pharmacy Services: 1 (800) 891-6989

In-Home Support: 1 (855) 485-8835

PERS: 1 (877) 909-4606

Dental: 1 (800) 680-4568

Hearing: 1 (866) 944-0347

OTC & *Healthy Grocery: 1 (800) 680-4568

Transportation: 1 (888) 617-0350



@eternalHealthMA

eternalHealth is an HMO plan with a Medicare Contract for HMO, HMO-POS and PPO offerings. Enrollment in eternalHealth depends on contract renewal. Prescription Drugs are not available with all plans

*The benefits mentioned are part of a special supplemental program for the chronically ill. Qualifying conditions include Cardiovascular disorders, diabetes, chronic and disabling mental health conditions, cancer, and ESRD. Having a listed condition does not guarantee coverage, as benefits are specifically for members who meet the criteria for "chronically ill enrollee" status.

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www.eternalHealth.com