Greetings! Here you’ll find valuable information on our CenterLight Teamcare program, as well as helpful resources to support the success of your practice. If you have questions about a specific topic on this newsletter, please e-mail us at providerrelationsrequest@centerlight.org.

A Message from Our Provider Engagement Director

Dear Valued Centerlight Provider:
We at Centerlight Teamcare, hope you’re enjoying a healthy and gratifying start to the New Year. You are a key part of our team-based approach to helping our participants to continue living safely at home and in the community and supporting their quality of life. To help ensure we work together as effectively as possible here are two reminders we kindly ask you to keep mind:

• It’s very important to see your Centerlight participants at least 4x per year (This include periodic health reassessments on a semiannual basis and when participant’s condition dictates).

• Our PACE clinical site staff will be contacting your medical practice periodically to coordinate these medical visits.

As always, we are committed to working with you to provide the best care for our participants, so please feel free to contact your Provider Engagement Specialist in charge of your specific territory (see page 4) with suggestions, ideas or assistance needed.

We thank you for your continued collaboration in caring for and supporting those we serve.

Sincerely,

Marilyn Veras De Leon
Provider Engagement Director

Community Appreciation Dinner

In December, CenterLight Teamcare hosted a highly successful Community Provider Appreciation Dinner at our Rockaway Parkway site in Brooklyn. There, attendees enjoyed a catered dinner and tours of the site. They also had the opportunity to connect with CenterLight leadership, including our President and CEO David Rock. They also enjoyed an informative and compelling presentation on the Social Determinants of Healthcare. Here’s what just a few of the attendees had to say about this event.

(Continued on page 2)
Community Appreciation Dinner (continued)

“I was impressed with CenterLight because they care for all aspects of the patient. The presentation at the dinner regarding the social determinants of healthcare is very important for us as providers. I enjoyed meeting with David Rock and the rest of the leadership. They are working really hard to move CenterLight to a different level.”

Hossam Amin, MD

“I learned a lot about CenterLight and its services at this event. The presentation was very helpful and it provided a lot of information I was not aware of regarding information and codes when it comes to billing. I was met several of CenterLight’s leaders and staff and they gave me an informative tour of the site.”

Carl Alain Cassimir, MD

Ask the Contractor

Dr. Friedman asked: Why did I receive a CenterLight Contract Amendment in January 2020?

Contractor: Because CenterLight aligns with DOH and NYS guidelines, all CenterLight community providers will be provided with a contract amendment in January 2020. Through this new contract amendment, we are rewarding our providers for delivering the best quality of care. This model emphasizes the importance of keeping people healthy in the community. It also rewards the physician for providing appropriate care based on patient’s needs.

(continued on page 3)
How to Submit a Claim

We understand that getting paid quickly and accurately is important to you and encourage our participating providers to file claims online. Online claims processing saves time and paper.

**ELECTRONIC CLAIMS SUBMISSION**
Electronic claims submission provides an easier and faster way to submit claims. For all electronic claims, please register with one of the following clearinghouses:

- Payer ID Emdeon/Change Healthcare 13360
- MDOnline/Ability Network 13360

**PAPER CLAIMS SUBMISSION**
If you submit paper claims, please be sure to submit claims on a CMS 1500 or a UB 04 form and always include:

1. The service facility location information.
2. The pay to group or individual name.
3. The National Provider Identifier (NPI).
4. The name of the rendering provider and rendering provider NPI

**Always include the NPI and Tax Identification Number (TIN) on claims.**
Submit paper claims to:
CenterLight Healthcare
P.O. Box 21546
Eagan, MN 55121

Providers should submit all claims within ninety (90) days of the date of service for prompt adjudication and payment.

Ask the Contractor (continued)

**Dr. Prezioso asked:** I provided medical care for a participant on May 7, 2018 and submitted my claim on June 27, 2019 for services rendered. Why was my claim denied?

**Contractor:** Because you did not submit the claim within 90 days of the date of service, your claim was denied. Also, claims look back period is three hundred and sixty five (365) days from the date of service for reconsideration of administrative denials. CenterLight will also be penalized by DOH/CMS if claims are not close within a year.
Social Determinants of Health are “factors apart from medical care that can be influenced by social policies and shape health in powerful ways.” Factors that make up social determinants of health (SDOH) include:

- Genetics
- Physical Environment
- Culture
- Social Environment
- Economics
- Education

SDOH Influence

Health Outcomes
- Length of Life (50%)
- Quality of Life (50%)

Health Factors
- Health Behaviors (50%)
  - Tobacco Use
  - Diet & Exercise
  - Alcohol & Drug Use
  - Sexual Activity
- Clinical Care (20%)
  - Access to Care
  - Quality of Care
- Social & Economic Factors (40%)
  - Education
  - Employment
  - Income
  - Family & Social Support
  - Community Safety
- Physical Environment (10%)
  - Air & Water Quality
  - Housing & Transit
The Provider Engagement Team is always here to be your resource. Here’s how to contact us:

**MARILYN VERAS DE LEON**  
PROVIDER ENGAGEMENT DIRECTOR  
E-mail: mvdeleon@CenterLight.org  
Phone: 347-415-5699  |  Fax: 315-825-4812

**PROVIDER ENGAGEMENT SPECIALISTS:**  
**COVERAGE AREA: QUEENS**  
**LLYCEL ALONZO**  
E-mail: lalonzo@CenterLight.org  
Phone: 917-846-0157  |  Fax: 315-825-4812

**COVERAGE AREAS: BROOKLYN AND STATEN ISLAND**  
**MARCOS ANTONIO DE LA ROSA**  
E-mail: MDeolarosa@CenterLight.org  
Phone: 929-505-3337  |  Fax: 315-825-4812

**COVERAGE AREA: AMITYVILLE**  
**ANN MCGARVEY**  
E-mail: amcgarvey@CenterLight.org  
Phone: 646-306-2612  |  Fax: 315-825-4812

**COVERAGE AREAS: UPPER MANHATTAN AND THE BRONX**  
**MARIELA BODON RAMOS**  
E-mail: mb Ramos @CenterLight.org  
Phone: 646-315-5813  |  Fax: 315-825-4812

**COVERAGE AREAS: LOWER MANHATTAN AND WESTCHESTER**  
**LATARSHA SMITH**  
E-mail: Ismith@CenterLight.org  
Phone: 929-505-3347  |  Fax: 315-825-4812

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**Social Determinants of Health (Continued)**

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**Simplified Data Collection**

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<tr>
<th>ICD Code</th>
<th>Description</th>
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<tr>
<td>Z550</td>
<td>Illiteracy or low-level literacy</td>
</tr>
<tr>
<td>Z558</td>
<td>Other problems related to education and literacy</td>
</tr>
<tr>
<td>Z598</td>
<td>Other Problems related to housing and economic circumstances</td>
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<tr>
<td>Z599</td>
<td>Problem related to housing and economic circumstances, unspecified</td>
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<tr>
<td>Z600</td>
<td>Problems of adjustment to life-cycle transitions</td>
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<tr>
<td>Z602</td>
<td>Problems related to living alone</td>
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<tr>
<td>Z603</td>
<td>Acculturation difficulty</td>
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<tr>
<td>Z608</td>
<td>Other problems related to social environment</td>
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<tr>
<td>Z609</td>
<td>Problem related to social environment, unspecified</td>
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<tr>
<td>Z6332</td>
<td>Other absence of family member</td>
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<tr>
<td>Z634</td>
<td>Disappearance or death of a family member or friend</td>
</tr>
<tr>
<td>Z639</td>
<td>Problem related to primary support group, unspecified</td>
</tr>
</tbody>
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