



## In this Issue:

- PHE to End; Telehealth Extensions
- Silver State ACO Website
- New PECOS Enrollment Process
- Quality Measures Spotlight
- Security
- REVIEW – Posters and Beneficiary Notices
- New Preferred Provider – Form
- Reminders – Care Coordination
- Adieu
- Practice Meetings

#VegasStrong

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

[SilverStateACO@](mailto:SilverStateACO@SilverStateACO.com)

[SilverStateACO.com](http://SilverStateACO.com)

## PUBLIC HEALTH EMERGENCY to END

The Biden Administration has announced its intent to end the COVID-19 Public Health Emergency (PHE) on May 11, 2023. The Centers for Medicare and Medicaid Services (CMS) has updated its resources in order to aid in the smooth transition from PHE protocols and waivers, some of which will remain in place while others will be discontinued.

The Consolidated Appropriations Act (CAA), passed by Congress on December 29, 2022, includes an extension of the major telehealth waivers and the Acute Hospital Care at Home individual waivers that were initiated during the PHE.

On February 9<sup>th</sup>, the U.S. Department of Health and Human Services released a COVID – 19 Public Health Emergency Transition Roadmap fact sheet. It includes the history of the PHE, and provides very useful information regarding what will – or will not – be affected by the termination of the PHE. The fact sheet summarizes some of the changes, but specifies that the (U.S. Food and Drug Administration) FDA’s Emergency Use Authorizations (EUA) for many COVID-19 products, including tests, vaccines and treatment, will *not* be affected.

There is a lot of valuable and easy to understand information, including hyperlinks to additional detail. We highly recommend that every practice refer to the factsheet which can be accessed here: <https://www.cms.gov/files/document/what-do-i-need-know-cms-waivers-flexibilities-and-transition-forward-covid-19-public-health.pdf>

The following are additional Federal Government department websites containing more details about the end of the PHE, including continuation of telehealth waivers.



For general information regarding the end of the COVID-19 Public Health Emergency: [CMS Emergencies Page](#)

Next Practice Meetings:  
Southern Nevada  
May 3, 2023

Northern Nevada:  
May 4,, 2023

Visit our Website  
[www.silverstateaco.com](http://www.silverstateaco.com)  
Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

Contact Us:  
(702) 800-7084  
(775) 391-6484  
Compliance Line:  
(702) 751-0834

SilverStateACO@  
SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb.

For provider-specific fact sheets for information about COVID-19 Public Health Emergency(PHE) waivers and flexibilities:

<https://www.cms.gov/coronavirus-waivers>

Waiver / Flexibility Request and Inquiry form for when the PHE ends:  
[https://cmsqualitysupport.servicenowservices.com/cms\\_1135](https://cmsqualitysupport.servicenowservices.com/cms_1135)

Although Silver State ACO cannot and does not provide legal advice, we will share clarification received from CMS as we receive it.

## SILVER STATE ACO WEBSITE

Did you know that Silver State ACO maintains a website? It includes information about the ACO's performance results (of which SSACO is extremely proud, having earned Shared Savings for seven consecutive years), listings of Silver State ACO Participants, Preferred Providers and staff.



You can also find details for the SSACO SNF 3-day Rule Waiver, all back issues of the newsletter, and extensive educational information.

The website, which can be found at [www.SilverStateAco.com](http://www.SilverStateAco.com), is in the midst of a "facelift" to make it easier to navigate. Please make use of the resources and let us know if you think of anything that you would like to see included.

## CMS ANNOUNCES NEW, EASIER PECOS PROCESS

In order to bill Medicare for services, providers must submit an application in PECOS (Provider Enrollment, Chain and Ownership System). The system compiles data based on input from the providers, who are required to validate and update the information. This includes what practice the provider is associated with. Without PECOS enrollment, providers cannot be paid by Medicare for any services rendered. PECOS data is used by CMS as the foundation for all billing and payments. It is, therefore, very important to keep up to date.



Over the years providers have complained about the difficulty of using the system. CMS has announced that the PECOS website is being updated for faster and easier processing. Starting summer 2023, PECOS will have features that better meet the needs of providers, including a single application for multiple enrollments, pre-population of data and revalidation reminder. For additional information, visit:

<https://www.cms.gov/medicare/provider-enrollment-and-certification/introducing-pecos-20>

Next Practice Meetings:

Southern Nevada:  
May 3, 2023  
Northern Nevada:  
May 4, 2023

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb

## QUALITY MEASURES SPOTLIGHT – PREVENTIVE CARE: INFLUENZA IMMUNIZATION



# SPOTLIGHT

The Centers for Medicare and Medicaid Services (CMS) requires the ACO to report several Quality Measures on behalf of our participant practices. This month we are focusing on the Influenza Immunization measure. CMS has made significant changes to this measure that are effective this year.

As with previous years, CMS requires patients six months and older to receive an influenza immunization each flu season. However, beginning this year, Medicare will now require the ACO to report flu vaccine receipt during **two different flu seasons (see below).**

### Flu Season/Time Frame for Vaccine

- 08/01/2022 – 03/31/2023
- 08/01/2023 – 12/31/2023

Documentation of an influenza vaccine **must** include **BOTH** the month and the year the immunization was administered. Receipt of an influenza vaccine may be self-reported by the patient and can be documented during a telehealth visit.



Even if your practice did not give the vaccination, you do still need to document in the patient chart if the patient reported receiving an influenza vaccine from another provider during the **“Flu Season/Time Frame for Vaccine”** periods listed above.

CMS will make exceptions for this measure, but these **must** be documented in a dated encounter during each **“Flu Season/Time Frame for Vaccine”** period listed above. The most common exceptions are:

- Patient allergy
- Patient had a prior adverse reaction
- Other medical reason that the patient cannot receive the immunization
- Patient refuses the immunization

If you have any questions about exceptions for the measure or if you are having trouble meeting this measure, please reach out to your Quality Coordinator.

Next Practice Meetings:

Southern Nevada:

May 3, 2023

Northern Nevada:

May 4, 2023

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb

## KEEP THINGS CURRENT TO KEEP THEM SAFE

Have you started 2023 right? Here it is – March. Have you updated your security protocols? Have you initiated a program for all passwords to be changed? Have you undertaken an education program for your staff? Have you updated protocols for use of personal electronic equipment at the office, be it phones, tablets or laptops?



If not, you should. The OCR (U.S. Department of Health and Human Services Office for Civil Rights) has begun a crackdown on electronic protected health information breaches under HIPAA.

Every step you take toward implementing more security for your electronic health records, and in your clinic in general, is a step in the right direction.

A good way to start is with your staff. Be sure they have undergone appropriate education – and re-education, if required or advised – regarding HIPAA, PHI and Medicare. Staff can easily access Medicare rules training, online, through the Medicare Learning Network. A comprehensive review is covered by MLN’s Combating Fraud, Waste and Abuse course found here: <https://www.cms.gov/Outreach-and-Education/MLN/WBT/MLN3995723-MLNPartsCD/FWA/story.html> ).

Now is a good time for practice managers to review all staff names against the Office of Inspector General List of Excluded Individuals to be sure that no staff members are barred from working in healthcare. The website is easy to use and can be found here:

<https://exclusions.oig.hhs.gov/>

## CLARIFICATION – POSTERS and BENEFICIARY NOTICES

We’ve received a number of calls, asking for clarification regarding the posters and beneficiary notices required by CMS. We’d like to clarify that *every practice* is required to *both* display the poster *and* distribute beneficiary notices. The verbiage for each has been

changed for 2023, so every practice must create and display a new poster. *In addition*, practices must distribute the beneficiary notice.



CMS has made a slight change regarding distribution of the notice. Whereas CMS had required that the beneficiary notice be distributed every year, they have now changed the requirement to it being distributed once per ACO Agreement period. Silver State ACO’s Agreement runs through

2024. So, any beneficiary who will receive one this year or next (or

Next Practice Meetings:

Southern Nevada:  
May 3, 2023

Northern Nevada:  
May 4, 2023

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb

who received one last year) will not need to get another one until 2025. The beneficiary notice may be delivered in person, by mail or email.

One additional change that CMS has made for 2023 is the added requirement that there be *follow up communication within 180 days* of a patient receiving the beneficiary notice. The follow up *may be verbal* only. Please note that any patient who received a notice last year does not need to be given another one this year nor is the practice required to provide the follow up communication.



CMS has not set forth any specifics for tracking or proof of the delivery of the beneficiary notice or of the 180 day communication. However, we strongly recommend that you initiate a workflow which allows the practice to track both.

We've attached the templates, once again, for your convenience.

PREFERRED PROVIDER



Last month, we welcomed Infectious Diseases of Southern Nevada to the Silver State ACO Preferred Provider network. Dr. Fadi El-Salibi, CEO of the practice, made a presentation at the Southern Nevada Practice Meeting on February 2<sup>nd</sup>. We've attached the intake form which Dr. El-Salibi has provided for quick and efficient responses. The practice consults on, and treats, infectious disease issues, and provides infusion services. Infectious Diseases of Southern Nevada can be reached at 702-776-8300.

REMINDER – CARE COORDINATION

In recent years, practices have often found it difficult to see patients in the office in a timely manner. There are, simply, not enough hours in the day for a provider to have patients come in, particularly those who have new onset – or urgent – issues. In particular, if a patient needs to be seen over the weekend or on a holiday, the practice cannot provide the service.

Luckily, there is now an excellent alternative. DispatchHealth is a Silver State ACO preferred provider for *in-home care*. A team can be “dispatched” to care for a patient in the comfort of their home. This is particularly helpful if the patient is not well, very elderly, or has difficulty walking or getting around. DispatchHealth can do



**dispatch**  
HEALTH

Next Practice Meetings:

Southern Nevada:  
May 3, 2023  
Northern Nevada:  
May 4, 2023

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Newsletters, who we are, who our members are, preferred providers, hospitalists, board of directors, management, results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett, Dineen, Grace, Jacquie, Jessica A., Jessica S., Jessica W., Larry, Linda, Martha, Rena, Rhonda, Savannah



In like a lion, out like a lamb

much of what a hospital emergency room can do, including on site lab work.

Because of the special relationship SSACO has with DispatchHealth, they have set up a dedicated phone number for patients to call for quicker service. This also allows DispatchHealth to track and follow up with SSACO patients, as well as provide the practice with a full report on the patient, quickly and efficiently. Please note and post the dedicated Silver State ACO number for DispatchHealth:

**725-246-1973**

DispatchHealth has printed postcards that can distributed or left in your clinic waiting room. Please ask your quality coordinator if you'd like some delivered to your practice. Here's a sample:

ADIEU, DEAR FRIEND

The next time you call the Silver State ACO office, the voice you hear will be Grace Mason, the new Silver State ACO Executive Assistant. Grace has already proven herself to be a great asset to the team. As



happy as we are to welcome her, we are sad to bid adieu to Sharon Watson. Sharon has been with us for years, helping support other team members and, in general, being the voice of reason and joy. We will miss you, Sharon, but are so happy that you leave to spend more time with family and check fabulous adventures off your bucket list.

Next Practice Meetings:

Southern Nevada:  
May 3, 2023  
Northern Nevada:  
May 4, 2023

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)  
Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

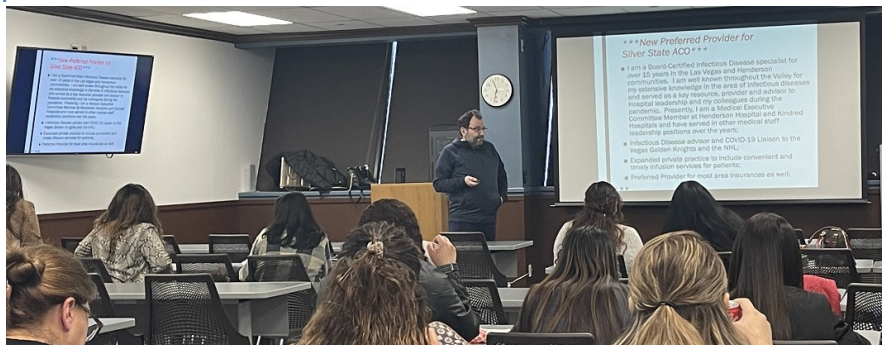
Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb

## PRACTICE MEETINGS

Another great turnout for the February practice meetings. Please join us at the next scheduled ones in May. Each meeting focuses on different topics, but the meetings are always educational, informative and interesting, and give staff the opportunity to meet others and share ideas. As an added bonus, there are always opportunities to win prizes!



Dr. El-Salibi making a presentation at the February 1<sup>st</sup> practice meeting in Southern Nevada.

### **Practice Meeting Schedule for 2023:**

Please note your calendar and watch for emails re: changes to schedule or venue

#### **SOUTHERN NEVADA**

Meetings are scheduled to be held at 11:30 a.m.

Wednesday, May 3, 2023 – Summerlin Hospital

Wednesday, August 2, 2023 – Summerlin Hospital (\*Note venue change)

Wednesday, November 1, 2023 – Summerlin Hospital

#### **NORTHERN NEVADA**

Meetings are scheduled for 5 pm “meet and greet”. Program begins at 5:30 pm.

Thursday, May 4, 2023

NNMC Sparks Medical Building – Ste 201

Thursday, August 3, 2023

NNMC Sparks Medical Building – Ste 201

Thursday, November 2, 2023

NNMC Sparks Medical Building – Ste 201

## **SILVER STATE ACO Compliance Line:**

**702-751-0834**

Available for secure reporting of any suspected compliance issues, without fear of retribution.

#### **Quote of the month:**

“A politician needs the ability to foretell what is going to happen tomorrow, next week, next month, and next year. And to have the ability afterwards to explain why it didn’t happen.”

Winston Churchill, Prime Minister of the United Kingdom 1940-45, during WWII, credited with being a driving force toward the Allied’s victory in 1945. He served as Prime Minister again from 1951 -55 and won a Nobel Prize for literature in 1953.

And, SSACO providers, practice managers and staff, must have been able to foretell the need to read until the end of the newsletter to find this information: To enter the raffle to win a prize at the next practice meeting, respond to the email to which this newsletter was attached, with the phrase “Looking forward and planning pays off” in the subject line.

## Additional Pictures from Southern Nevada Quarterly Practice Meeting

### Next Practice Meetings:

Southern Nevada:

May 3, 2023

Northern Nevada:

May 4, 2023

### Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

### Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb



Rena Kantor -  
ACO Director of  
Operations



Brett Slizeski –  
ACO Quality  
Coordinator



**Winners!**

From Left to Right:  
Martha Sutton – ACO  
Quality Coordinator,  
Melanie Falcon – Edward  
Tsai MD, Sonia Martinez  
– Nevada Health  
Centers, Monica Marx,  
Las Vegas Medical Group  
and Linda Casco, ACO  
Quality Coordinator



## Additional Pictures from Northern Nevada Quarterly Practice Meeting

### Next Practice Meetings:

Southern Nevada:  
May 3, 2023

Northern Nevada:  
May 4, 2023

### Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)

Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

### Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb



Dr. Kraeber with  
Northern Nevada  
Medical Center  
Pediatrics and  
NICU



Jessica Wright – ACO Quality  
Coordinator



Dineen Caseday –  
ACO Quality  
Coordinator

Next Practice Meetings:

Southern Nevada:  
May 3, 2023  
Northern Nevada:  
May 4, 2023

Visit our Website

[www.silverstateaco.com](http://www.silverstateaco.com)  
Newsletters, who we are,  
who our members are,  
preferred providers,  
hospitalists, board of  
directors, management,  
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Brett,  
Dineen, Grace, Jacquie,  
Jessica A., Jessica S., Jessica  
W., Larry, Linda, Martha,  
Rena, Rhonda, Savannah



In like a lion, out like a lamb



Savannah Rittenhouse – ACO Quality Coordinator



**Winners!**

From left to right: Savannah Rittenhouse – ACO Quality Coordinator, Gwen Moore – Diane M. Thomas MD, Jennifer Unruh – Northern Nevada Medical Group, Ana Guillen-Mendez – Northern Nevada Medical Group, Dineen Caseday – ACO Quality Coordinator



To cancel receiving the monthly Silver State ACO Newsletter please click [Unsubscribe](#) and type **“Unsubscribe”** in the subject box.