

# eBulletin

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## Just One Form to Improve Veteran Care

Did you know that a one-page form can help improve the health care received by retired veterans enrolled in our plans? It can also help manage health care costs and improve our CMS Star ratings. Sounds too good to be true? It's not!

### How It Works

Veterans who receive benefits from the Department of Veterans Affairs (VA) and participate in Independence Blue Cross (Independence) Medicare Advantage plans can fill out a "[Request for Authorization to Release Medical Records or Health Information](#)" form. This allows Independence and the enrollee's non-VA providers to access their VA medical records.

Completing this type of form is a fairly routine practice. Patients complete similar forms to allow their specialists and primary care physicians to share medical information with each other or with family members, and grant permission to release medical information to insurance providers. In this case, the form permits the VA to share medical records about care the VA provides to a member covered by both Independence and the VA. That data can assist us in making more accurate assessments of future care for our members, and can help ensure appropriate care coordination.

### How You Can Help

Ultimately, the more accurate our care assessments are, the better the care our members will receive – and the higher our Star ratings will climb. We know you are dedicated to providing your clients with the best experience possible. Many retired veterans may not realize they have the option to share their medical information with Independence.

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### Did you download the 2017 sales presentation?

You can find the updated presentation on the [Broker eStore](#):  
[Products>Independence 2017](#)> Sales Presentation

### Have you downloaded the monthly Provider Directory Addendum?

Visit the [Agent Access Portal](#) and search "addendum" to see all current addenda.

### Broker eStore

Visit the [Broker eStore](#) for sales and marketing

The form is available on the [VA website](#), or members can ask for it in person at any VA medical center. The two minutes it takes to complete the form can make a big difference.

## Webinar Wednesday: 2018 Product & Certification Overview

August is right around the corner, and you know what that means: it's time to unveil our 2018 Medicare Advantage products and start building excitement for the Annual Enrollment Period (AEP)! If you've been waiting to hear about what Independence has in store for you and your clients this year, this webinar is for you.

Join us for an informational session to learn the ins and outs of our 2018 Medicare Advantage products, and get information about the turnkey way you can get certified.

**Tuesday, August 22, 2017**  
**9:30 – 10:30 a.m.**

**To register, click [here](#).**

By registering and attending this webinar, you are agreeing to participate in a recorded event.

During the webinar, we will review:

- Exciting updates about our Medicare Advantage product lineup
- Nuts and bolts of the certification process
- The return of Mobile Mondays

Plus, our team will be available to answer your questions. If you're unable to attend this webinar, you can view the webinar at a later time on the [Agent Access Portal](#).

## Keystone 65 HMO Vital Care Program Copay Update

Independence sent a letter on June 25, 2017 to Keystone 65 Select and Preferred HMO Vital Care Program members impacted by a technical error which may have caused their cardiologist or endocrinologist to charge an incorrect copayment amount. We have corrected the system and notified providers.

materials.

### **Agent Access Portal**

Visit the [Agent Access Portal](#) to view resources, including archived emails and webinars.

### **Independence Broker Medicare Resource Center**

If you have questions, please contact us by calling 1-888-234-3313 or by emailing

[ibxmedicarebroker@  
ibx.com](mailto:ibxmedicarebroker@ibx.com)

### **Hours of Operation**

Monday – Friday:  
8:30 a.m. – 5 p.m.

These members, who qualify for the Vital Care Program after enrollment\* because they have combined diagnoses of congestive heart failure and diabetes, are eligible to pay lower copays for specialists they see for qualifying conditions. In some cases, though, they were charged standard specialist copays.

If you receive phone calls from impacted members, you should encourage them to contact their cardiologist or endocrinologist if they think they paid or were billed a higher copay amount for any visits. As always, for additional information they can call the Keystone 65 HMO Member Help Team at 1-800-645-3965 (TTY/TDD: 711), seven days a week from 8 a.m. to 8 p.m.

\*Note: **CMS does not permit discussion of the Vital Care Program during the presale process.** The Vital Care Program is not available with Keystone 65 Focus Rx HMO or Personal Choice 65<sup>SM</sup> PPO.



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