

PROVIDER UPDATE



MediGold

JUNE 2025



MediGold Implementing New Core System

As we shared last month, MediGold is implementing a new core operating system – HealthRules Payer (HRP). This is a next-generation platform featuring automated claims processing and integrated administrative, financial, and clinical functionality. HRP is in its final stages of configuration. Please take note of a few items impacting our provider community once we go live in **July**.

Our July claims payment schedule will pause on three dates – **Friday July 18, Tuesday July 22 and Friday July 25** – while we complete full system migration. We will resume regularly scheduled payments on **Tuesday, July 29**, to remain compliant with CMS guidelines and our contractual obligations.

We will make every attempt to return payment volumes to normal as soon as possible and ask for patience as we perform additional quality checks early on to ensure payment accuracy.

Please also note our Payor ID Number (95655) remains the same for electronic claims submissions.

However, beginning July 1, please use our new mailing address for paper claim submissions:

**Mount Carmel – MediGold
P.O. Box 495901
Cincinnati, OH 45249-5901**

We aim to better serve our member and provider communities by harnessing the power of HRP, and we're excited to be going live in July.

We're Here To Serve You

Saint Alphonsus Health Plan is a Medicare Advantage plan, fully owned by Trinity Health. It's designed to provide our members with a more seamless health care experience, while also making it easier for health care teams to coordinate and deliver the best possible care. [LEARN MORE](#)

Provider Service Center 1-800-991-9907 (TTY 711)



June is Alzheimer's & Brain Awareness Month

An estimated 6.7 million older adults have Alzheimer's disease in the U.S., and that number is expected to double by 2060.¹ Many factors play a role in causing Alzheimer's, including genetics, behaviors and habits. While there currently is no cure for Alzheimer's, as a provider there are ways you can help your patients experiencing Alzheimer's or other forms of dementia.

Adopting a healthy lifestyle, including regular exercise and proper nutrition, is suggested to lower the risk of dementia and Alzheimer's disease. Positive effects on the body can positively influence the brain, with these practices also proving effective in preventing cancer, diabetes, heart disease, and potentially reducing cognitive decline.²

As a trusted medical provider, you can encourage your patients to adopt these behaviors to improve

their health and possibly reduce their chances of developing Alzheimer's. Preventive, healthy lifestyle choices include:

- Preventing and managing high blood pressure
- Managing blood sugar, for diabetic patients
- Maintaining a healthy weight
- Keeping physically active
- Quit smoking and avoid excessive drinking
- Prevent and correct hearing loss
- Getting enough sleep

While adopting all of these behaviors at once may seem overwhelming to your patients, encourage them to make them gradually. Step by step, they can make a big difference to their cognitive health.

¹ Alzheimer's Association. 2024 Alzheimer's disease facts and figures. *Alzheimer's Dement.* 2024;20(5):3708-3821. doi:10.1002/alz.13809

² <https://www.cdc.gov/alzheimers-dementia/prevention/index.html>

Provider Service Center Closed for Holiday

The Provider Service Center will be closed **Friday, July 4** in observance of the Independence Day holiday. Leave us a message at **800-991-9907**.



² Saint Alphonse Health Plan is a Medicare Advantage organization with a Medicare contract. Enrollment in Saint Alphonse Health Plan depends on contract renewal. Benefits vary by county.



Right Rx Helps you Provide the Right Pharmacy Care to Patients

Your health plan and US-Rx Care collaborate to deliver what we refer to as the Right Rx program. The program is designed specifically to enhance the pharmacy benefit for our plan members as well as minimize costs for both the members and the plan. We also are able to proactively monitor compliance with CMS Star measures and notify providers of any identified gaps, specifically involving prescription medications. The program consists of two primary components:

Therapy Alternative Recommendations

You may receive communications from time to time regarding potential quality improvement and cost savings opportunities on behalf of your patients for chronic, non-specialty medications. When you approve a recommended therapy change, a US-Rx Care pharmacy specialist will phone the member, on your behalf, to educate them regarding your approved change.

Every suggested lower cost alternative offers significant savings to the plan as well as an equal or lower copay Tier for the patient, leading to greater member satisfaction. If you receive a therapy change recommendation from US-Rx Care, expeditious review and consideration by you is important to maximize the program's success and benefit for both your patients and the plan.

Your role in the process is simply to authorize identified patients to try a lower cost alternative when clinically reasonable/appropriate for their condition.

CMS Star Measure Compliance

Both MediGold and our contracted providers are monitored and measured by CMS for compliance with Star-rated measures including several measures involving medication therapy. US-Rx Care provides assistance not only in identifying members falling short of CMS requirements but also notification to prescribers to assist in closing CMS-focused care gaps. Specifically, US-Rx Care assists with the following Star measures:

- All three Star adherence measures (diabetes, cholesterol, and blood pressure medications)
- Statin use in patients with cardiovascular disease
- Statin use in patients with diabetes
- Bisphosphonate prescribing or dexascan testing for osteoporosis patients
- Poly-anticholinergic medication use
- Concurrent use of opioids and benzodiazepines

If you receive a communication from US-Rx Care/MediGold related to Star measures, we are simply making you aware of identified gaps and providing specific recommendations to assist in closing those gaps. For more information, please contact US-Rx Care at **1-800-319-4684**.





Alzheimer's Dementia

KEY FACTS

- Over seven million Americans are living with Alzheimer's dementia. By 2050, this number is projected to rise by nearly 13 million. About 1 in 9 people age 65 and older has Alzheimer's. Almost two-thirds of Americans with Alzheimer's are women, according to the Alzheimer's Association. Alzheimer's disease is the most common form of dementia and may contribute to 60-70% of cases worldwide.
 - In 2021, over 57 million people had Alzheimer's dementia worldwide, many of whom lived in low- and middle-income countries. According to the WHO, there are nearly 10 million new cases every year.
 - Risk factors for Alzheimer's dementia: The vast majority of people who develop Alzheimer's are age 65 or older. The three risk factors are age, genetics, and having the e4 form of the apolipoprotein E (APOE) gene. Age is the greatest of these three risk factors. The percentage of people with Alzheimer's dementia increases dramatically with age. Five percent of people aged 65 to 74, 13.2%, of those aged 75-84, and 33.4% of people aged 85 and older.
 - Studies show that people can reduce their risk of cognitive decline and dementia by being physically active, not smoking, avoiding harmful use of alcohol, eating a healthy diet, maintaining healthy blood pressure, and having normal blood sugar etc.
- CMS requires submission of risk-adjusting diagnosis codes within the reporting period of each calendar year based on diagnoses documented in the medical records.

ALZHEIMER'S DEMENTIA

ICD-10-CM	DESCRIPTION
G30	Alzheimer's disease
G30.0	Alzheimer's disease with early onset
G30.1	Alzheimer's disease with late onset
G30.8	Other Alzheimer's disease

ALZHEIMER'S DEMENTIA CODING TIPS:

When coding Alzheimer's dementia disease. Make sure the provider documentation supports and states the level of severity, and any behavioral symptoms reported, such as agitation, restlessness, rocking, pacing, exit-seeking, profanity, shouting, threatening, anger, aggression, combativeness, or violence, to assign the appropriate codes.

Do You Have Access to Our Provider Portal?

Through the Provider Portal you can:

- Verify eligibility of members
- Verify member claims history
- View member payment status, and more!



[**GET ACCESS TODAY**](#)