



Sunrise Advantage is live as of 01/01/2018!

Right now we are busy making sure everything is operating smoothly for Plan launch. As one of our contracted providers, we have some helpful information we wanted to share with you.

Sunrise Advantage Plan is a Medicare Advantage Plan offering three distinct products designed to improve care for Sunrise Senior Living residents. The three products offered by Sunrise Advantage Plan are:

1. Institutional/Institutional Equivalent Special Needs Plan (ISNP)– designed for residents who functionally and medically meet a nursing facility level of care
2. Chronic Condition Special Needs Plan (CSNP) – designed for individuals with a diagnosis of Dementia
3. Medicare Advantage and Prescription Drug Plan (MAPD)

We are a Senior Living owned plan, with strong local roots and a commitment to the residents, families, and communities we serve.

We know that every Sunrise team member plays a critical role in maintaining the health and well-being of our Members.

We believe that strengthening partnerships with local physicians, supporting them through aligned goals and nurse practitioners will yield better health outcomes.

As partners in our provider network we value your presence in our communities and your input. Let us know if you see things that we are doing well, have ideas for improving our plan, or notice areas where we need to do better.

Together, we can create the health care system our seniors deserve.

We want to make you aware that **Sunrise Advantage Health Plan** is the Plan Name our members will be enrolling in.

If you have not received confirmation of your credentialing status in the next 2-3 weeks, it is likely you have not completed the process. Please contact us at networksupport@Sunriseadvantageplan.com to determine what needs to be done.

CONTACT US:

Phone: 1-844-896-0628 (NY, VA, PA), 1-844-502-4149(IL)

Option 1	Plan Members
Option 2	Medicare Beneficiary Interested in Information about the Plan or Wanting to Enroll
Option 3	Utilization Management Team
Option 4	Provider Services Team
Option 5	Provider Contracting Inquiries



Fax: 1-800-504-4752

Mail: PO Box 2190
Glen Allen, VA 23058

Website: <https://www.sunriseadvantageplan.com/>

Email: customerservice@Sunriseadvantageplan.com

Update Provider Data Information: networksupport@sunriseadvantageplan.com

Sample ID Card



Sunrise Advantage goes Live January 1, 2018!

Take the following steps to ensure a smooth start:

<p>STEP 1: Review our Model of Care</p>	<p>Learn about the services, care coordination, and extra support we provide for our Members and physician partners.</p> <p>Review our Model of Care at: http://sunriseadvantageplan.com/providers-partners/#ModelOfCare</p>
<p>STEP 2: Sign up for Electronic Billing and Payment</p>	<p>You can submit claims through your clearinghouse. Just ask for the payers.</p> <p>Download a companion guide at: http://exchangeedi.com/quick-links</p> <p>Our Payer ID is:</p> <p>Sunrise Advantage Plan of NY – SNY01</p> <p>Sunrise Advantage Plan of IL – SIL01</p> <p>Sunrise Advantage Plan of PA – SPA01</p> <p>Sunrise Advantage Plan of VA – SVA01</p>



	<p>You can also receive payment electronically. An EFT Form is included in this packet, for your convenience. Please complete the form and fax it to us at 1-800-504-4752</p>
<p>STEP 3: Setup your office staff on our Provider Portal</p>	<p>Sunrise Advantage has a Provider Portal that allows you to submit authorization requests, inquire on the status of an authorization or claim, and verify member eligibility/benefit utilization.</p> <p>Get connected here: https://planprovportal.align-360.com/ez-net60SUNRISE/login.aspx</p> <p>Training for the Provider Portal is offered the last Friday of each month. Contact Provider Services to obtain the information to join the training.</p>
<p>STEP 4: Be compliant</p>	<p>CMS requires all providers to complete Fraud, Waste and Abuse Training. Additionally, Sunrise Advantage has a Standards of Conduct for all Providers and Vendors.</p> <p>Complete the CMS Compliance Training here: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/ProviderCompliance.html</p> <p>Read and Acknowledge the Standards of Conduct here: http://sunriseadvantageplan.com/wp-content/uploads/documents/SUNRISE_StandardsOfConduct.pdf</p>
<p>STEP 5: Understand our Authorization Process</p>	<p>Prior authorization is designed to promote the utilization of medically necessary services, to prevent unanticipated denials of coverage, to ensure that participating providers are utilized, and that all services are provided at the appropriate level of care for the member's needs. Primary Care Physicians and Nurse Practitioners are actively involved with all referrals and treatment recommendations and should be notified of recommendations prior to submitting requests for prior authorization.</p> <p>A complete list of services that require authorization can be found on the website here:</p> <p>IL http://sunriseadvantageplan.com/wp-content/uploads/plan-manager/19-Services%20That%20Require%20Prior%20Authorization.pdf</p> <p>NY http://sunriseadvantageplan.com/wp-content/uploads/plan-manager/20-Services%20That%20Require%20Prior%20Authorization.pdf</p> <p>PA http://sunriseadvantageplan.com/wp-content/uploads/plan-manager/21-Services%20That%20Require%20Prior%20Authorization.pdf</p> <p>VA http://sunriseadvantageplan.com/wp-content/uploads/plan-manager/15-Services%20That%20Require%20Prior%20Authorization.pdf</p>
<p>STEP 6: Learn More!</p>	<p>The Sunrise Advantage Provider Manual is an easy reference document for all things related to the Plan - Member Rights, Provider Responsibilities, Claims Payment, Appeals and Grievances, Utilization Review, and more.</p> <p>Read the manual and Print a copy for your office here: http://sunriseadvantageplan.com/wp-content/uploads/documents/SUNRISE_ProviderManual.pdf</p>

Please contact us with your questions: 1-844-896-0628 (NY, VA, PA), 1-844-502-4149(IL)



Physician Responsibilities

- You must treat Sunrise Advantage customers the same as all other patients in your practice, regardless of the type or amount of reimbursement.
- You may not balance bill a customer for providing services that are covered by Sunrise Advantage. This excludes the collection of standard copays. You may bill a customer for a procedure that is not a covered benefit if you have followed the appropriate procedures outlined in the Claims section of Provider Manual.

Provision of Healthcare Services

Participating providers shall provide health care services to all customers, consistent with the benefits covered in their policy, without regard to race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical condition, sexual orientation, claims experience, medical history, evidence of insurability (including conditions arising out of acts of domestic violence), genetic information, source of payment, or any other bases deemed unlawful under federal, state, or local law.

Participating providers shall provide covered services in a culturally competent manner to all customers by making a particular effort to ensure those with limited English proficiency or reading skills, diverse cultural and ethnic backgrounds, and physical or mental disabilities receive the health care to which they are entitled. Examples of how a provider can meet these requirements include but are not limited to: translator services, interpreter services, teletypewriters or TTY (text telephone or teletypewriter phone) connection.

Sunrise Advantage offers interpreter services and other accommodations for the hearing-impaired. Translator services are made available for non-English speaking or Limited English Proficient (LEP) customers. Providers can call Sunrise Advantage customer service at 1-844-896-0628 (NY, VA, PA), 1-844-502-4149(IL) (TTY 711) to assist with translator and TTY services if these services are not available in their office location.

New York:

Name	Address	City	ST	Zip
Glen Cove Hospital	101 Saint Andrews Lane	Glen Cove	NY	11542
St. Joseph Hospital	4295 Hempstead Turnpike	Bethpage	NY	11714
Brookhaven Memorial Hospital Medical Center	101 Hospital Rd	Patchogue	NY	11772
Plainview Hospital	888 Old Country RD	Plainview	NY	11803
St. Charles Hospital and Rehabilitation Center	200 Belle Terre Rd	Port Jefferson	NY	11777
Long Island Jewish Medical Center	270-05 76th Avenue	New Hyde Park	NY	11040
Long Island Jewish Forest Hills Hospital	102-01 66th RD	Forest Hills	NY	11375
Syosset Hospital	221 Jericho Turnpike	Syosset	NY	11791
North Shore University Hospital	300 Community DR	Manhasset	NY	11030
Peconic Bay Medical Center	1300 Roanoke Avenue	Riverhead	NY	11901
Staten Island University Hospital South Campus	375 Seguine Avenue	Staten Island	NY	10309
Staten Island University Hospital North Campus	475 Seaview Avenue	Staten Island	NY	10305
Southside Hospital	301 E Main ST	Bay Shore	NY	11706
Lenox Hill Hospital	100 E 77th ST	New York	NY	10075
St Joseph Hospital	555 St Josephs Blvd	Elmira	NY	14901
Huntington Hospital	270 Park Avenue	Huntington	NY	11743



Phelps Memorial Hospital Center	701 N BRDway	Sleepy Hollow	NY	10591
Mercy Medical Center	1000 N Village Avenue	Rockville Centre	NY	11570
St. Francis Hospital	100 Port Washington Blvd	Roslyn	NY	11576
Good Samaritan Hospital Medical Center	1000 Montauk Hwy	West Islip	NY	11795
Northern Westchester Hospital	400 E Main ST	Mount Kisco	NY	10549
South Nassau Communities Hospital	1 Healthy Way	Oceanside	NY	11572
Manhattan Eye Ear and Throat Hospital	210 E 64th ST	New York	NY	10075
John T. Mather Memorial Hospital	75 N Country Rd	Port Jefferson	NY	11777
Long Island Jewish Valley Stream	900 Franklin Avenue	Valley Stream	NY	11580
St. Catherine of Siena Medical Center	50 Route 25A	Smithtown	NY	11787

Illinois:

Name	Address	City	ST	Zip
ALEXIAN BROTHERS MEDICAL CENTER	800 Biesterfield Rd	Elk Grove Village	IL	60007
St. Alexius Medical Center	1555 N. Barrington RD	Hoffman Estates	IL	60169
ADVENTIST BOLINGBROOK HOSPITAL	500 Remington Blvd	Bolingbrook	IL	60440
ADVENTIST HINSDALE HOSPITAL	120 North Oak ST	Hinsdale	IL	60521
ADVENTIST LAGRANGE MEMORIAL HOSPITAL	5101 South Willow Springs Rd	La Grange	IL	60525
ADVENTIST GLENOAKS HOSPITAL	701 North Winthrop Avenue	Glendale Heights	IL	60139
Centegra Hospital- Woodstock	3701 Doty RD	Woodstock	IL	60098
Centegra Hospital-Huntley	10400 Haligus RD	Huntley	IL	60142
Centegra Hospital-McHenry	4201 Medical Center Drive	McHenry	IL	60050
Edward Hospital	801 S Washington St	Naperville	IL	60540
Elmhurst Hospital	155 East Bursh Hill RD	Elmhurst	IL	60126
Ingalls Memorial Hospital	1 Ingalls Drive	Harvey	IL	60426
BLUFFTON REGIONAL MEDICAL CENTER	15679 Collection CENTER Drive	CHICAGO	IL	60693
SWEDISH COVENANT HOSPITAL	5145 N CALIFORNIA Avenue	CHICAGO	IL	60625
Evanston Hospital	2650 Ridge Avenue	Evanston	IL	60201
Skokie Hospital	9600 Gross Point RD	Skokie	IL	60076
Glenbrook Hospital	2100 Pfingsten Rd	Glenview	IL	60026
Highland Park Hospital	718 Glenview Avenue	Highland Park	IL	60035
NorthWest Community Hospital	800 W Central Rd	Arlington Heights	IL	60005
Presence Saint Francis Hospital	355 Ridge Avenue	Evanston	IL	60202
Presence Resurrection Medical Center	7435 West Talcott Avenue	Chicago	IL	60631
Presence Saint Joseph Medical Center	333 North Madison ST	Joliet	IL	60435
Presence Covenant Medical Center	1400 West Park ST	Urbana	IL	61801
SAINT ELIZABETH HOSPITAL	2233 West Division ST	Chicago	IL	60622
PRESENCE SAINT JOSEPH HOSPITAL-CHICAGO	2900 North Lake Shore Drive	Chicago	IL	60657
Presence Holy Family Medical Center	100 N River RD	Des Plaines	IL	60016
Presence St. Mary's Hospital	500 West Court ST	Kankakee	IL	60901



PRESENCE SAINTS MARY AND ELIZABETH MEDICAL CENTER	1431 North Claremont Avenue	Chicago	IL	60622
Metro South Medical	12935 S. Gregory ST	Blue Island	IL	60406
Loyola University Medical Center	2160 South 1st Avenue	Maywood	IL	60153
Mercy Hospital & Medical Center	2525 South Michigan Avenue	Chicago	IL	60616
Gottlieb Memorial Hospital	701 West North Avenue	Melrose Park	IL	60160
University of Illinois Hospital & Clinics	1740 West Taylor ST	Chicago	IL	60612
Vista Medical Center East	1324 N. Sheridan Rd	Waukegan	IL	60085
Vista Medical Center West	2615 Washington ST	Waukegan	IL	60085

Pennsylvania:

Name	Address	City	ST	Zip
Taylor Hospital	175 E Chester Pike	Ridley Park	PA	19078
Crozer-Chester Medical Center	1 Medical Center Blvd	Upland	PA	19013
Delaware County Memorial Hospital	501 N Lansdowne Avenue	Drexel Hill	PA	19026
Springfield Hospital	190 W Sproul Rd	Springfield	PA	19064
Einstein Medical Center Montgomery	559 W Germantown Pike	East Norriton	PA	19403
Einstein Medical Center Elkins Park	60 E Township Line RD	Elkins Park	PA	19027
Einstein Medical Center Philadelphia	5501 Old York Rd	Philadelphia	PA	19141
Aria Health – Frankford	4900 Frankford Avenue	Philadelphia	PA	19124
Methodist Hospital	2301 S BRD St	Philadelphia	PA	19148
Aria Health - Bucks County	380 N Oxford Valley RD	Langhorne	PA	19047
Thomas Jefferson University Hospital	111 S 11th St	Philadelphia	PA	19107
Rothman Orthopaedic Specialty Hospital	3300 Tillman Dr	Bensalem	PA	19020
Lansdale Hospital	100 Medical Campus Dr	Lansdale	PA	19446
Aria Health – Torresdale	10800 Knights Rd	Philadelphia	PA	19114
Abington Hospital - Jefferson Health	1200 Old York Rd	Abington	PA	19001
Paoli Hospital	255 W Lancaster Avenue	Paoli	PA	19301
Lankenau Medical Center	100 E Lancaster Avenue	Wynnewood	PA	19096
Riddle Memorial Hospital	1068 W Baltimore Pike	Media	PA	19063
Bryn Mawr Hospital	130 S Bryn Mawr Avenue	Bryn Mawr	PA	19010
Pottstown Memorial Medical Center	1600 E High ST	Pottstown	PA	19464
Roxborough Memorial Hospital	5800 Ridge Avenue	Philadelphia	PA	19128
Suburban Community Hospital	2701 DeKalb Pike	East Norriton	PA	19401
Lower Buck Hospital	501 Bath RD	Bristol	PA	19007
Nazareth Hospital	2601 Holme Avenue	Philadelphia	PA	19152
Mercy Fitzgerald Hospital	1500 Lansdown Avenue	Darby	PA	19023
St. Mary Medical Center	1201 Langhorne-Newtown RD	Langhorne	PA	19047
Mercy Philadelphia Hospital	501 S 54th ST	Philadelphia	PA	19143



Virginia:

Name	Address	City	ST	Zip
Inova Alexandria Hospital	4320 Seminary Rd	Alexandria	VA	22304
Inova Loudon Hospital	44045 Riverside Pkwy	Leesburg	VA	20176
Inova Fair Oaks Hospital	3600 Joseph Siewick Drive	Fairfax	VA	22033
Inova Fairfax Hospital	3300 Gallows Road	Falls Church	VA	22042
Inova Mt Vernon Hospital	2501 Parkers Lane	Alexandria	VA	22306
Virginia Hospital Center	1701 North George Mason Drive	Arlington	VA	22205

Sunrise Advantage Contracted Hospitals are listed above, Notify Plan of ALL ER or Hospitalizations: 1-844-896-0628 (NY, VA, PA), 1-844-502-4149(IL)

Sunrise Advantage Model of Care Summary

Sunrise Advantage Plan’s Model of Care organizes best practices and industry innovations such as the PCP/ALFist-Nurse Practitioner care team providing onsite, community-based primary health care support; a risk-assessment tool designed for a geriatric patient population; a comprehensive history and physical assessment that drives an Individualized Care Plan (ICP); a care management platform that helps identify needed preventive health/HEDIS services, ensures the use of evidence based guidelines, and facilitates care team communications for care coordination; and frequent face-to-face member and caregiver/family member interactions that identify member care preferences and allow time for important care decision discussions and counseling.

The Model of Care facilitates the early assessment and identification of health risks and major changes in the health status of members with complex care needs, and the coordination of care to improve members overall health. Sunrise Advantage Plan’s Model of Care has the following goals:

1. Improve access to medical, mental health, and social services;
2. Improve access to affordable care;
3. Improve coordination of care through an identified point of contact;
4. Improve transitions of care across healthcare settings and providers;
5. Improve access to preventive health services;
6. Assure appropriate utilization of services; and
7. Improve member health outcomes.

Importantly, the Model of Care focuses on the individual member. Members receive a comprehensive health risk assessment initially and annually thereafter. Based on this assessment, an individualized care



plan is developed, based on evidenced-based clinical protocols. An interdisciplinary care team, which includes practitioners of various disciplines and specialties based on the needs of the member, is responsible for care management. The member may participate in this process, as may all their healthcare providers. The individual care plan is stored centrally so that it can be shared with all members of the interdisciplinary care team, as indicated. All providers are encouraged to participate in the Model of Care and interdisciplinary care teams.

Sunrise Advantage Plan uses a data-driven process for identifying the frail/disabled, multiple chronic illnesses and those at the end of life. Risk stratification and protocols for intervention around care coordination, barriers to care, primary care givers, education, early detection, and symptom management are also components of the Model of Care. Based on the needs of Plan members, a specialized provider network is available to assure appropriate access to care, complementing each member's primary care provider.

The ALFist is an important and unique part of Sunrise Advantage Plan's provider network. A ALFist is a physician who is (1) contracted with Sunrise Advantage, (2) licensed to practice allopathic (MD) or osteopathic (DO) medicine, and (3) is responsible for providing primary care services for Sunrise Advantage Plan members in the Community or Skilled Nursing Facility (SNF) setting, including coordination and management of the delivery of all covered services.

The Sunrise Advantage Plan ALFist model ensures that every member has direct access to primary care services onsite in the community and that the member's primary care physician (PCP)/ALFist has experience understanding the special needs of senior living residents. ALFists provide regular patient care services in the community, working to streamline care and minimize the need for transfers out of the community for ambulatory services. They work directly with the Sunrise Advantage Plan Nurse Practitioners to provide and oversee all aspects of member care including evaluating, recommending, or providing treatments to optimize health status. When possible and clinically appropriate, ALFists may decide to treat some acute exacerbations or conditions in place in the nursing facility rather than transferring the member to an external site of care, such as an acute care hospital or emergency room.

Sunrise Advantage Plan uses a coordinated care model, meaning that all specialist referrals and certain diagnostic tests require a referral to be obtained from a PCP/ALFist prior to engaging the specialist or performing the diagnostic test.

All members are required to choose or designate a PCP/ALFist at enrollment. Sunrise Advantage Plan members may choose their PCP/ALFist from the list of contracted ALFists maintained and published by Sunrise Advantage Plan. Members may change their PCP/ALFist at any time. Physicians contracted as ALFists and available to be chosen as a primary care physician with Sunrise Advantage Plan are clearly identified in Sunrise Advantage Plan's member materials, including the Provider Directory as credentialed at time of publication.

Sunrise Advantage Plan's evidenced-based Model of Care includes the following components:

- The clinical team provides integrated health care management with a strong primary and preventive care focus to treat acute and chronic conditions.



- All members receive a comprehensive history and physical exam and care plan within
 - 90 days of enrollment and comprehensive visits at least once a month, thereafter.
- Nurse Practitioners utilize a health risk assessment tool that rates each member's medical condition as low, moderate, or high.
- Risk scores dictate the Nurse Practitioner's clinical visit/monitoring schedule.
- A risk score framework is used at each clinical visit/monitoring and tracked over time.
- An individualized plan of care having goals and measurable outcomes specific to the targeted special needs of each member is developed.
- An interdisciplinary care team is formed for each member.
- Access to a specialized provider network having expertise pertinent to the targeted special needs of the member population.
- A medication therapy management program.
- Demonstrated cultural competency among staff and providers.
- Members and their caregivers/families engaged in decision making at all times.
- Member and caregiver/family participation in Plan policy and operations through surveys and formal feedback.

Execution of the Model of Care is supported by systems and processes to share information between the health plan, healthcare providers and the member. The Model of Care includes periodic analysis of effectiveness, and all activities are supported by the Quality Improvement Program.



EFT/ACH REQUEST FORM

General Information:

Requested Effective Date:	<input type="text"/>
Provider Name:	<input type="text"/>
Provider Contact Name:	<input type="text"/>
Contact Phone #:	<input type="text"/>
Contact Email:	<input type="text"/>
Tax ID Number:	<input type="text"/>
Billing/Pay to NPI:	<input type="text"/>

Bank Information:

ACH Routing Number (ABA#):	<input type="text"/>
Bank Account Number:	<input type="text"/>
Bank Name:	<input type="text"/>
Bank Address:	<input type="text"/>

*Effective no later than June 1, 2011 plans are prohibited from making payments for Medicaid covered items or services to any financial institution or entity, such as provider bank accounts or business agents, located outside of the United States, District of Columbia, Puerto Rico, the Virgin Islands, Guam, the northern Mariana Islands and American Samoa.

Comments/Notes:

Form Completed By:	<input type="text"/>	Date:	<input type="text"/>
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(1) Minimum of 30 days is needed to process a request