

## WHAT'S INSIDE:

### Millions Could Lose Medicaid as Pandemic Protection May Expire

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### Message from our VP of Network Operations

Hello, I'd like to welcome our entire provider network to your new quarterly newsletter — Networking.

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# NETWORKING

EYE MANAGEMENT | HEALTH NETWORK ONE | THERAPY NETWORK

QUARTER ONE | 2022

## Bringing Empathy into Focus

### Dr. Michael Loeffler Clearly Sees His Mission

Dr. Michael Loeffler never forgets what it's like to be a patient.

"Long before I was a doctor, I was a patient," said Dr. Loeffler, "I understand the fear, the anxiety that comes from waiting to see the doctor. People get wound up. It's our job, not only to take care of them from a medical perspective but to infuse your own personality and compassion into their experience."

Dr. Loeffler has a trick for tapping into his empathetic reserves. Using his mind's eye, he sees patients as he would his own family members.

"From the first time I meet a patient, I try to imagine where in my family I see them, I picture them as parents, spouses or friends," said Dr. Loeffler. "I look at

them as if they're part of my family and treat them with love and respect. That's the message I try to convey through myself and with my staff — that's what I hope sets me apart from others."

At his busy practice in Lighthouse Point, Florida, the Center for Ophthalmology and Laser Surgery, Dr. Loeffler and his staff deliver personalized vision care in a comfy environment, specializing in cataract eye surgery and advanced lens replacement.

On a typical day, Dr. Loeffler sees about 40 patients. Tuesday mornings are reserved for scheduled surgeries; then it's back to the office to see patients in the afternoons. Over time, Dr. Loeffler has carved out a day off in the middle of the week, sort of. Seeing post-op

patients in the morning and then taking the rest of the day off to enjoy a little golf or family time.

Not bad for someone who's been at it for 32 years, 24 in his current location and 27 with Health Network One. For Dr. Loeffler, HN1 gives him personal assistance navigating a complicated system.

"Having a provider advocate is great," said Dr. Loeffler. "It's hard to navigate

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The Center for Ophthalmology and Laser Surgery is located at:

2100 E. Sample Road Ste. 102, in Lighthouse Point, FL. For more information call, (954) 786-5353.



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## Bringing Empathy into Focus Dr. Michael Loeffler Clearly Sees His Mission

the government bureaucracy; it can be like a dog-eat-dog environment out there. You don't know where to go or who to speak to. It's hard to get questions answered."

He explained that he doesn't have to worry about coding or claims processing or wondering who to call if there's a problem — it's one call to his HN1 representative.

"Being a member of the Network is like having those issues dealt with at a higher level," said Dr. Loeffler. "It allows us to deal more with our patients and the practice of medicine."

Having a little more time to maneuver is a good thing because, in medicine, you never know what's next.

For Dr. Loeffler, that's the exhilarating part — never knowing what the day might bring. From a typical eye examination to a suspicious bump on a lid that needs a biopsy to being open to triage emergencies, Dr. Loeffler gets everyone in to be seen, no matter what.



It's this "little bit of everything" that led

Dr. Loeffler to choose ophthalmology, giving him an ever-evolving combination of medicine, surgery, pathology, and, for him, most importantly — rapid results.

"It's immediate gratification," said Dr. Loeffler. "I liked the idea of helping people actually get better in a relatively short period of time."

### Q&A

#### What's on your nightstand?

- The Last Platoon: A Novel of the Afghanistan War by Bing West
- Under Jerusalem: The Buried History of the Most Contested City by Andrew Lawler

#### What's your favorite movie:

- The Godfather

#### What's your favorite junk food?

- BBQ Chips

#### Whom do you admire most?

- My wife Sharona she's taught me the most about kindness, giving and compassion.

#### What's playing in your headphones?

- Commentary podcasts and Bruce Springsteen

#### If you could have lunch with anyone, living or dead, who would it be?

- Ronald Regan

## Get to Know Me!

#### Education:

- Undergrad: McGill University in Montreal, Quebec
- Medical School: McGill University

#### Specialty training:

- Ophthalmology: McGill University's Jewish General Hospital

#### Fellowship-training:

- Ophthalmic Plastic and Reconstructive Surgery: Manhattan Eye, Ear, and Throat Hospital, New York

- Diplomate of the American Board of Ophthalmology

#### Fellow:

- The American Academy of Ophthalmology
- The Royal College of Surgeons in Canada
- The International College of Surgeons

#### Associations:

- Broward Health North, a division of Broward Health
- Coral Springs Surgical Center



# Millions Could Lose Medicaid as Pandemic Protection May Expire

A perfect storm is brewing in a post-pandemic America, as the federal provision requiring continuous healthcare coverage for more than 80 million people — including half the nation's children, could be lifted as early as April.

According to the Urban Institute, nearly 15 million people, including approximately six million children, could be booted off their health care as Medicaid undergoes an unprecedented mass eligibility redetermination event.

## Here's what you should know

In March 2020, the Families First Coronavirus Response Act was signed to provide relief during a dual crisis — a public health and economic emergency. The bill included enhanced federal funding for Medicaid to protect the health care of millions of Americans. In exchange for the additional funds, states were barred from kicking people off Medicaid during the disaster, pausing eligibility status checks.

As millions kissed their jobs and their health insurance goodbye, Medicaid enrollment surged nearly 20 percent, reaching record-high enrollment.

Now that provision, expected to expire sometime in 2022, will give states the arduous task of rechecking eligibility for everyone enrolled in Medicaid — nearly 80 million people.

Georgetown University Health Policy Institute Center for Children and Families reports, "In many states, less than half of renewals are completed

through automated or administrative processes. This means that most states will have large numbers of people whose ongoing eligibility will need to be verified and whose enrollment can be terminated starting as early as May 1st."

While states have up to a year to complete the audits, there's no firm end date set, leaving state health officials in a state of indecision.

The audit means implementing or changing systems that could take weeks or months to program and test. Many states, already burdened by understaffing due to the nation's labor shortage, could be restricted from hiring people or from expanding their capacity in any way until there is an actual date set for the provision to end.

Having no deadline has left state agencies in a dilemma — start too early and pay for resources they might not need yet. Wait too long and risk not having a system to help thousands of recipients re-enroll in Medicaid or transition to other affordable care options.

## Lost in Transition

Low-income families were hit hardest as the pandemic raged on. Faced with mass job losses, changes in employment, childcare issues, and housing instability, many had to relocate. Therefore, it's likely that many Medicaid recipients have outdated addresses and contact information within the Medicaid system.

*"In many states, less than half of renewals are completed through automated or administrative processes. This means that most states will have large numbers of people whose ongoing eligibility will need to be verified and whose enrollment can be terminated starting as early as May 1st."*

As millions become purged from Medicaid rolls, they may not be aware they've lost their health insurance or that they may qualify for other affordable options. Many will fall through the cracks simply unaware that they need to provide income verification to continue their coverage. Because of the pause in Medicaid renewals, no one submitted income verification for status checks.

## A Sobering Bellwether

We may not need a crystal ball to see what could happen when the provision lifts because a similar scenario played out in Utah. Georgetown University Health Policy Institute Center for Children and Families reports that in several states, including Utah, the Center for Medicare and Medicaid Services approved a freeze on disenrollment in the Children's Health Insurance Program (CHIP) and Medicaid. In late 2020, CMS lifted the CHIP freeze. More than 41 percent of the 15,000 children enrolled lost their health insurance during redetermination in Utah. Although Utah tried to reach out to people to update addresses and sent out advanced notifications, it's unknown how many of these children could find other health insurance or became uninsured.





*"We've decided to put the "Provider" right into the provider newsletter. We'd love for you to be more involved."*

**ANNUAL TRAININGS**

All providers are required to complete the Provider Trainings, within thirty days of their contract effective date and annually thereafter. Your attestation will confirm that your office has received all mandatory trainings for the year.

**FRAUD, WASTE & ABUSE**

All providers are required to report concerns about actual, potential or perceived misconduct to our Corporate Compliance Department at: **1 (866) 321-5550**

**DEMOGRAPHIC UPDATES**

If your practice has any demographic changes, please be sure to contact your Provider Relations Rep, to update us with this information.

## A Message from our VP of Network Operations Karen Chewing

Hello, I hope you've enjoyed our totally revamped quarterly newsletter — Networking!

Networking aims to bring our entire Network a little closer together by consolidating our communications into one newsletter. While we operate more than a half-dozen specialty networks, our focus is universal — provider engagement and satisfaction.

It's why we connect you with a dedicated representative, someone that you can always reach out to whenever you have a question or concern – someone that knows you!

It's why we formed our medical advisory committees to understand issues more deeply, keep ahead of trends, understand changes in laws and policies, and give a voice to our network members in how we operate.

It's why we have a UM team staffed with peers who understand your specialty's nuances.

It's why we have a 90% provider satisfaction rate!

**What's New? A Little More Fun.**  
We'll be shining the spotlight on our

Network members, putting faces to your fellows to connect us all a little more.

**A Lot More Value**

We'll be focusing our efforts on information, articles and updates that are more valuable to our entire Network. Including topics to help you improve your practice, communicate with staff and take care of you.

**Important Information More Efficiently**

Instead of important information getting lost in a quarterly publication, all plan and specialty-specific information will be delivered via email bulletins, so you won't miss a thing.

**More Engagement**

We've decided to put the "Provider" right into the provider newsletter. We'd love for you to be more involved. Please reach out with any comments or suggestions for content that you think would resonate with your peers, ideas, or any thoughts and [email them here](#); or as always, feel free to contact your representative.

I look forward to hearing from you as we try something new!

