

Visit the TakeCare Website!



MARCH IS

National Nutrition Month

Jonei Delgado, clinical registered dietitian at FHP Health Center, offers tips for eating better. Click photo for tips and advice to eat and live healthier.



Call 646-5825, ext 8535, to make an appointment. *Referral needed from your primary doctor



American Diabetes Association Alert Day

03•23•21

Diabetes Management Program Expansion

Today is American Diabetes Association Alert Day! It is a 1-day wake-up call to inform the public about the seriousness of diabetes, mainly when diabetes is left undiagnosed or untreated.

TakeCare's Wellness Program provides evidence-based Diabetes Programs to help patients develop the skills necessary to make better self-management decisions.

TakeCare's Wellness Program offers the following Diabetes Programs:

National Diabetes Expansion Program (NDPP) – TakeCare's Diabetes Prevention Program (DPP) is fully recognized and complies

with the Centers for Disease Control and Prevention (CDC) nationally recognized structured lifestyle change program—developed specifically to prevent type 2 diabetes.

Diabetes Management Class – This one crash course session is intended for members who are newly diagnosed with diabetes or members with diabetes who have not had a diabetic teaching in the past. It provides patients an overview of disease process and basic management strategies on how to achieve or maintain a healthy blood sugar range and prevent complications.

Diabetes Empowerment Education Program (DEEP™) - DEEP™ is developed and owned by the University of Illinois Chicago. TakeCare is a fully licensed DEEP™ training facility. This course is a Diabetes Self-Management Training program that provides an in-depth curriculum on diabetes management that has been shown to be successful in helping participants take control of their disease and reduce the risk of complications.

With these programs, patients are paneled to case managers who will coordinate care with their Primary Care Providers. The coordination includes a quarterly extraction of HbA1c testing results to monitor patient progression and to review overall improvement of uncontrolled and controlled diabetes populations.

To refer your patients, please [Click Here](#) to complete the form or call TakeCare's Wellness Team at (671) 646-6956 ext. 7161/7180.

Coverage for Glucose Monitoring Devices:

TakeCare patients can receive a **FREE glucometer** by submitting their valid prescription to our Customer Service Team at customerservice@takecareasia.com. Glucometers can be picked up at our TakeCare office in Tamuning.

Eligible TakeCare members may receive benefit coverage for Continuous Glucose Monitoring (CGM) Devices. Patients must have a valid prescription, must be enrolled in any of TakeCare's Diabetes Management Program, and meet certain diabetes risk criteria. Contact TakeCare Wellness at Wellness@takecareasia.com for more information.

Cervical Cancer Awareness Month Reminder

In January, TakeCare observed the Cervical Cancer Awareness Month by inviting women between the ages of 21-64 years to complete a Cervical Cancer Screening.

Please continue to educate and remind all female patients who are eligible to complete their Cervical Cancer Screening. To be eligible for raffle drawing, patients must complete their screening by March 31, 2021.



March is Colorectal Cancer Awareness Month

In celebration, TakeCare will begin its annual Colorectal



Cancer Screening, Awareness and Prevention Campaign beginning **March 1st to May 31st, 2021**. Colorectal cancer is the second leading cancer killer affecting both men and women. We are inviting all eligible TakeCare members between the ages of 50-75 to “Stay one step ahead of your behind.” and complete a

Colorectal Cancer Screening.

While colonoscopy remains as the preferred screening method, we encourage all forms of CRC screenings including FIT and FOBT. Members who would prefer to complete a non-invasive stool-based test may contact the **TakeCare Wellness team at (671) 646-6956 ext. 7161/7180** to obtain a FREE FOBT screening kit.

TakeCare members who complete the screening will be entered into a raffle for a prize worth \$100 in value as a token of our appreciation for their effort to “Kick Cancer in the Butt!”

Newly Credentialed Providers

TakeCare welcomes newly credential providers and facilities. For a complete list of TakeCare’s Network visit our website at:

https://takecareasia.net/directories/provider_directory

November 2019		
Dawn Ostberg, NP	Family Medicine	IHP Medical Group
Rocio E. Bustamante, DMD	General Dentistry	Gentle Care Aiea/Pearlridge (Hawaii)
December 2019		
Andri Baynum, LPC	Behavioral Health	IHP Medical Group
Jonei Delgado, RDN	Nutrition/Dietary Services	FHP Health Center
Christina Chi, DDS	General Dentistry	Saipan Seventh-Day Adventist Clinic
January		
Tia La, PA-C	Family Medicine/ Urgent Care	American Medical Center
Zivin Park, DDS	General Dentistry	New Wave Dental
Page Kimball, CRNA	Anesthesiology	Guam Specialist Group
Lean Carlo Losinio, CNM	Midwifery	Dr. Gabel's Clinic
February		
Tyler Arkless, MD	Family Medicine	IHP Medical Group
Stephanie Holland, NP	Family Medicine	Marianas Physicians Group
John Garrido, MD	Pediatrics	American Medical Center
Azita Mesbah, MD	Nephrology	Pacific Medical Group
James Anglim, OD	Optometry	FHP Vision Center
Julian Archer, OD	Optometry	Advanced EyeCare dba Lombard Health
Joon Suk Ha, DDS	General Dentistry	Dededo Dental Center (<i>new facility</i>)
Simone Downs, DDS	General Dentistry	Gentle Dental Aiea/Pearlridge; Gentle Dental Makakilo/Kapolei (Hawaii)
Charlotte Lee Westmoreland, DPT	Physical Therapy	Eucon Medical Health Services (Saipan)
Laura Moroney, NP	Family Medicine Subspecialty: Dermatology	Medical Associates of the Pacific (Saipan)

Provider Portal:
TakeCare Eligibility

Verification Access

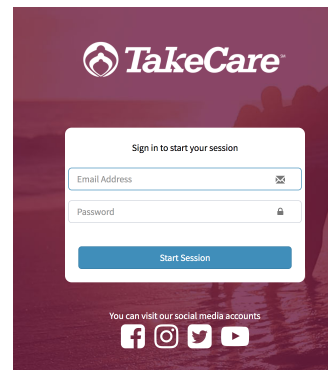
You can advantage of the tool to reduce patient wait time during eligibility and benefit verification by enrolling in TakeCare's Provider Portal.

To access the portal, your facility must identify a "Security Administrator". The Security Administrator can be your clinic manager or IT personnel. This function allows your security administrator to create the "End-User" accounts for your facility. The End-User can navigate through the system to obtain necessary information of the TakeCare members plan coverage.

Visit <https://tcproviderportal.takecareasia.com/> to access.

The User's Guide and link to the site are also available at our website at <http://www.takecareasia.com>

For questions or concerns, please contact TakeCare's Plan Contracting Team: tc.provider@takecareasia.com



Clinical Quality: Healthcare Effectiveness Data and Information Set (HEDIS®) Audit

As required by the Centers for Medicare and Medicaid Services and the Office of Personnel Management (OPM), as a contracted carrier of the Federal Employees Health Benefits Program, TakeCare Health Plan is conducting its annual Healthcare Effectiveness Data and Information Set (HEDIS®) audit. HEDIS® is developed and managed by the National Committee for Quality Assurance (NCQA) and is used by more than 90% of America's health plans to measure performance and effectiveness.

Part of the HEDIS® audit process is to obtain pertinent medical information through medical record review. Over 500 TakeCare members' medical records that were statistically selected from our member data base will be abstracted and reviewed. If records from your facility were selected, our HEDIS® clinical review team will be contacting your office to schedule our onsite visit date and provide you with a list of TakeCare members' records that have been selected for review. The onsite record reviews will begin on **March 1st until April 16th**.

For questions and more information about the HEDIS® MMR process, please click on the [link](#).



COVID-19 BENEFITS UPDATE 03 DLS TESTING BENEFIT



To increase access to testing and services relating to COVID 19 and fight the spread of the disease, we've updated our coverage policy to cover the following services:

Effective April 1, 2020, TakeCare will cover **COVID 19 testing at 100%** through **Diagnostic Lab Services ("DLS")** for Persons Under Investigation ("PUI"), i.e., individuals with mild symptoms that

meets the Public Health priority criteria and/or individuals not exhibiting any symptoms but had closed contact or were exposed to a positive COVID19 individual as evaluated and determined by a licensed contracted physician. **COVID 19 testing specifically for work, travel or pre-operative purposes are NOT covered by TakeCare and shall be paid by the member.**

Please note that the COVID-19 test and associated visit are covered at 100% under the member's preventive care benefit when using in-network providers provided these tests and visits are not covered by the Guam and CNMI Public Health System.

- For the most up-to-date information, please visit our Facebook page, website or for urgent eligibility or coverage inquiries, members are advised to call Customer Service (671) 647-3526, which will be available by phone Monday-Friday, 8am-5pm ChST. Non-urgent inquiries should be sent to us at customerservice@takecareasia.com
- For medical referral or prior authorization inquiries or requests, please call TakeCare MRS at (671) 300-5995 or via email tc.mrs@takecareasia.com

Thank you for your continued support and trust in TakeCare Insurance Company, Inc. for your health insurance needs and coverage. TakeCare is committed to providing you and your dependents quality health insurance services.

TakeCare's mission is to help improve members' health and well-being by offering comprehensive wellness programs and essential tools to achieve individual health goals to support abilities for self-care. TakeCare Wellness Program is the only AAAHC accredited health education and wellness program in Guam.

For more information on TakeCare's Wellness Programs, visit:
<https://www.takecareasia.com/wellness-program/getting-started>

TakeCare Insurance, Inc. | 415 Chalan San Antonio , Suite 308 , Tamuning, Guam 96913 Guam

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