



## Rising to the Challenge of Culturally-Sensitive Care

How does New York's largest Program of All-inclusive Care for the Elderly (PACE) deliver a high-quality healthcare experience? On the CenterLight Teamcare blog, CenterLight President and CEO David Rock explains how culturally-sensitive care – which honors diverse ethnicities, backgrounds, preferences and beliefs – is a crucial component of this innovative care model.

Read more at [www.centerlightteamcare.org/blog](http://www.centerlightteamcare.org/blog)

## Provider Spotlight

Based in Brooklyn, Internist Lalit Patel, MD, serves a largely Hispanic and African American patient base. Here, Dr. Patel discusses his five-year relationship with CenterLight, as well as the benefits of Teamcare for participants and for its community-based physicians.

### What do you like about working with Teamcare?

It's an excellent program, CenterLight keeps the patient at the center of all they do. They provide all the services that seniors need. This cuts down on emergency room visits and hospital admissions.

(Continued on page 2)



CenterLight Teamcare Provider Engagement Specialist Marcos Delarosa (L) with Dr. Lalit Patel (R).

## Scorching temperatures? Teamcare participants can cool off at our centers!

This summer, we've already seen temperatures reaching the upper 90's, and are expecting days that feel even hotter. Please remind Teamcare participants that they can come to our centers. **Teamcare sites are fully air conditioned and our participants are entitled to all services offered including therapeutic recreation programs, access to our rehab gym with supervision from physical and occupational therapists, and nutritious meals.** They can simply call us at 1-833-252-2737, Monday- Friday, 8AM-8PM to set up transportation to and from the center and confirm operating hours for the date and location they will be attending. TTY users should call 711. Transportation must be set up at least 24 hours in advance. For a list of Teamcare PACE center locations, visit [www.centerlighthealthcare.org/locations](http://www.centerlighthealthcare.org/locations)

## Provider Spotlight (Continued from page 1)

### Can you offer an example of how an admission was avoided?

Recently a patient called to complain of nausea and vomiting. Sometimes that alone is enough to send a senior to the emergency room. The patient had a history of gastroenteritis. We didn't send them to the hospital – instead we treated them at home



Teamcare Provider Engagement Specialist Marcos Delarosa works closely with Dr. Lalit Patel's staff.

without any problem. They were advised to stay hydrated with a drink supplement. Patients are happy when they don't have to go to the emergency room.

### How is it working with CenterLight?

So far it has been excellent; I have no complaints. Our Provider Engagement Specialist, Marcos Delarosa, is excellent. We had some payment issues in the past, but now we are paid on time. With CenterLight, there is a lot of patient satisfaction – and that is also beneficial for the doctor.

### What would you say to someone who is considering joining PACE?

I'd tell them it's a wonderful program, and that they should join. It feels very caring and family-oriented.

### What would you tell a provider who is considering joining PACE?

We are reimbursed very well. It makes me proud because the patients are satisfied and when there is more patient satisfaction, that helps you grow your practice.

## Ask the Contractor

**Q:** *I'm capitated and a PACE site asked me to visit a participant in their home. I'm not the PCP of record. How will I be reimbursed?*

**A:** *On page 21 of the contract, it states that reimbursement for a specialist is 100% of the Medicare prevailing physician fee schedule. You would be considered a specialist for services provided to participants for whom you are not the PCP.*

**Q:** *I'm a PCP that's signed a new quality incentive contract effective July 1, 2018. Will I be eligible for my bi-annual quality incentive even if I have not received a physician report card?*

**A:** *CenterLight will make a decision prior to the July 15, 2019 capitation reimbursement of what we will do regarding the quality incentive payment.*

*Please send your questions to ask the contractor to:*

**ABScott@  
centerlight.org**



# Credentialing Corner

Have you changed your....



Service Address?



Billing Address?



Mailing Address?

If so, please let us know! Visit us at <https://www.centerlighthealthcare.org/for-providers>, complete the Demographic Update Form and return it to our attention. We look forward to hearing from you!

## Earn a Chance to Win!

Be the first to e-mail your Provider Engagement Specialist with an answer to the following question and you'll win a catered lunch for your practice!

**If your service address changes, what should you do?**

## Congratulations

to the winners of a \$50 gift card from our last issue:

- NZS Medical PC in Staten Island
- Complete Well Care Medical PLLC in Brooklyn



**The Provider Engagement Team is always here to be your resource. Below is our contact information.**

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