



LeadingAge®

New York Services Inc.

SOLUTIONS

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Monthly tips, tools, information, & special offers!

Solutions is meant to be a resource for you to solve identified problems and to stimulate strategic thinking about opportunities given the challenges you may face in unprecedentedly difficult financial times. Find helpful education, training opportunities, options for improving quality care, saving money or gaining efficiencies, product discounts, and much more. Let LeadingAge New York Solutions help you find your way.

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Upcoming Events & Updates

- **HR Summit, Nov. 6, St. Ann's Community at Cherry Ridge**
- **Webinar, Nov. 20, Small Acts, Big Impact: Understanding and Addressing Microaggressions in Healthcare Environments.**



Articles Below



FROM THE SOURCE



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PAYING IT FORWARD: THE PUSH FOR PROMPT PAYMENT OF MEDICARE ADVANTAGE CLAIMS

Cona Elder Law PLLC

Skilled Nursing Facilities (SNF) struggle to ensure that residents have a secure payment source. At first glance, Medicare Advantage plans appear to offer just such a secure payment source but all too often leave SNFs struggling with lengthy delays and improper claim denials. Unlike the prompt pay rules required for traditional Medicare, Medicare Advantage plans are not subject to uniform reimbursement standards. Currently, each Medicare Advantage plan sets its own contract terms. This means that, depending on the plan, payment for clean claims may take 30 to 60 days or even longer to process. In fact, the claims processing time is actually dependent on whether the SNF maintains a contract with that plan. In many cases, providers are notified of claim denials so late that they are unable to resubmit, leaving residents with unexpected bills and facilities scrambling to collect stale debt.

FROM THE **SOURCE**

SUPRISED BY AN OMIG DROPPED SERVICE AUDIT? HERE'S WHAT TO DO NEXT

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THE BONADIO GROUP

New York State nursing home providers have recently been caught off guard by draft audit reports from the Office of the Medicaid Inspector General (OMIG) identifying “dropped services” and associated Medicaid overpayments. These reports have raised concerns across the sector, particularly as many providers believed they had fully complied with Medicaid cost reporting requirements.

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FROM THE SOURCE

De-escalation Tips for Health Care Professionals

Gallagher

As a health care worker, managing patient behavior can be a challenging but critical component of your job. Depending on the nature of their conditions and specific treatment needs, patients may be experiencing significant pain, confusion, stress or fear, possibly resulting in tense and emotional situations. In these cases, patients could become increasingly agitated and hostile, with some even resorting to violence and putting you in harm's way. These incidents can leave you with serious injuries and hinder your ability to provide adequate care.

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Gallagher

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Music for a Vibrant Mind: Enhancing Memory Care and Resident Engagement

Sodexo

Did you know that as we age, musical memory is often the last pathway to fade? For seniors living with cognitive decline, Alzheimer's or dementia, it's common for memory loss to impact daily life. However, even as other memories fade, the power of music often remains.

Sodexo Seniors has tapped into this remarkable resilience of musical memory with a new, innovative partner called The Day by Day Project. The partnership is part of Sodexo's Vibrant Minds initiative, which focuses on keeping residents engaged, connected and thriving through person-centered care strategies.



WEBINAR

Nonstop Health® **Not Your Clunky MERP**

We know that deciding to change how you fund your employee health benefits can feel daunting. That's why we've built our organization around prioritizing the experience and comfort of enrolled employees and family members on the plan.

We've spent over a decade engineering implementation, training, and member services that work in perfect harmony to deliver a positive experience to our clients.

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FROM THE SOURCE

What would You Do With \$10,000?

Value 1st

Value First is running the 5-Star Sweepstakes and your organization could win one of five \$10,000 prizes. What would you do with \$10,000? Maybe replace aging equipment or throw a staff party. The choice will be yours if you win one of the five grand prizes. Participating in the drawing is simple:

- Members currently utilizing Value First as the primary GPO for their food program will automatically be entered.
- Members that are not currently utilizing the Value First as the primary GPO for their food program can enter by submitting the online form at www.value1stonline.com/drawing-form-page along with submitting one month of food purchase data so Value First can run a cost analysis.

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