

## Table of Contents

---

<u>Subject</u>	<u>Page</u>
<b>About Us</b> .....	<b>1</b>
Our Services Include .....	2
CareSource Foundation .....	2
Corporate Compliance .....	3
Claims Submission .....	4
Contact Information .....	8
Member Profile and CareSource Clinical Practice Registry .....	11
<b>Appeals Procedures</b> .....	<b>12</b>
Medical Necessity Appeals of Non-Certification Determinations .....	12
Submitting a Member Clinical Appeal .....	13
Provider Clinical Appeal .....	14
<b>Claims Submissions</b> .....	<b>18</b>
Billing Methods .....	18
Electronic Claims Submission .....	18
Paper Claim Forms .....	20
Tips for Submitting Paper Claims .....	21
Claim Submission Timeframes .....	22
Claims Processing Guidelines .....	22
Procedure and Diagnosis Codes .....	22
Clinical Editing .....	23
Explanations of Payment (EOPs) .....	23
Other Coverage .....	25
Medicaid Member Billing Policy .....	26
<b>Covered Services and Exclusions</b> .....	<b>27</b>
Covered Services .....	27
Preferred Diabetic Supplier .....	27
<b>Credentialing and Recredentialing</b> .....	<b>31</b>
Provider Selection Criteria .....	33
Practitioner Rights .....	34
Board Certification Requirements .....	36
Summary Suspension .....	38
<b>Fraud, Waste and Abuse</b> .....	<b>39</b>
Definition of Terms .....	39
Examples of Member Fraud, Waste or Abuse .....	40
Examples of Provider Fraud, Waste or Abuse .....	40
Company/Employee/Delegated Entities Issues .....	41
Reporting Fraud, Waste and Abuse to CareSource .....	41
The Federal and State False Claims Acts and Other Fraud, Waste and Abuse Laws .....	41
The Deficit Reduction Act of 2005 .....	42
The Michigan False Claims Act .....	42
Other Fraud, Waste and Abuse Laws .....	43
Prohibited Affiliations .....	44
Protection for Reporters of Fraud, Waste or Abuse .....	44
Fraud, Waste or Abuse Reporting Process .....	44

## Table of Contents *(continued)*

---

<u>Subject</u>	<u>Page</u>
<b>Key Contract Provisions</b> . . . . .	<b>46</b>
<b>Member Enrollment and Eligibility</b> . . . . .	<b>48</b>
<b>Medicaid — Member Enrollment</b> . . . . .	<b>48</b>
Member ID Cards . . . . .	48
Member Eligibility Verification . . . . .	49
Newborn Enrollment . . . . .	49
Member Disenrollment . . . . .	49
Procedures for Dismissing Non-Compliant Members . . . . .	50
Automatic Renewal of Membership . . . . .	50
Enrollment Methods by County . . . . .	51
Member Enrollment and Provider Marketing . . . . .	51
<b>Medicare — Member Enrollment</b> . . . . .	<b>51</b>
CareSource Advantage . . . . .	51
Medicare Member Enrollment and Eligibility . . . . .	52
Member ID Cards . . . . .	52
Member Eligibility Verification . . . . .	54
Member Disenrollment . . . . .	54
Procedures for Dismissing Non-Compliant Members . . . . .	55
Loss of Medicaid Membership . . . . .	55
Member Enrollment and Provider Marketing . . . . .	56
<b>Member Support Services and Benefits</b> . . . . .	<b>58</b>
New Member Identification Cards and Kits — Medicaid . . . . .	58
New Member Kits — Medicare . . . . .	58
Member Services — Medicaid . . . . .	59
Member Services — Medicare . . . . .	59
CareSource 24 — For All Health Plans . . . . .	59
Disease Management/Case Management/Outreach . . . . .	60
Member Services and Programs — Medicaid . . . . .	62
Eyeglass Frames — Medicare . . . . .	63
Transportation — Medicaid . . . . .	63
Transportation — Medicare Advantage . . . . .	63
Health Education . . . . .	64
Interpreter Services — Medicaid/Medicare <i>(Non-Hospital Providers Only)</i> . . . . .	64
Interpreter Services — Medicaid/Medicare <i>(Hospitals Only)</i> . . . . .	64
Member Rights and Responsibilities — Medicaid . . . . .	64
Member Rights and Responsibilities — Medicare Advantage . . . . .	67
Member Grievance and Appeals Procedures — Medicaid . . . . .	74
Member Grievance and Appeals Procedures — Medicare . . . . .	75

## Table of Contents *(continued)*

---

<u>Subject</u>	<u>Page</u>
<b>Pharmacy</b> .....	<b>78</b>
<b>Medicaid</b> .....	78
Preferred Drug List ( <i>Formulary Medication</i> ) .....	78
Pharmacy Benefit Management .....	79
Generic Substitutions .....	79
72-hour Emergency Supply Policy .....	79
Drug Prior Authorizations Process .....	79
Pharmacy Prior Authorizations .....	79
Step Therapy/Quantity Limits .....	80
Prior Authorization Procedures .....	80
<b>Medicare</b> .....	81
Preferred Drug List ( <i>Formulary Medication</i> ) .....	81
Tiered Medications .....	81
Tiered Cost Sharing Exceptions .....	81
Medicare Part D Phone Numbers for Prior Authorization .....	82
Pharmacy Prior Authorization .....	82
Formulary Exceptions .....	83
Tell Us The Medical Reasons .....	85
Appeal .....	85
Network Pharmacy .....	85
<b>Primary Care Providers</b> .....	<b>86</b>
Primary Care Provider (PCP) Concept .....	86
PCP Roles and Responsibilities .....	86
Access Standards .....	87
Other EPSDT Covered Services .....	91
Provision of EPSDT Services .....	92
Education and Outreach .....	92
Specialty Care Providers .....	94
Access Standards .....	94
<b>Medicaid</b> .....	95
Prenatal/Obstetrical Services .....	95
Vision Care Services .....	96
<b>Medicare</b> .....	96
Chiropractic Services .....	96
Vision Care Services .....	96
Podiatric Services .....	96
Mental Health Care .....	97
<b>Medicaid</b> .....	98
After Hours .....	98
<b>Medicare</b> .....	98
After Hours .....	98
Preventive Health Guidelines/Clinical Practice Guidelines .....	99

## Table of Contents *(continued)*

---

<u>Subject</u>	<u>Page</u>
<b>Quality Improvement Program</b> . . . . .	<b>100</b>
Goal. . . . .	100
Scope of Quality Program/Global Objectives . . . . .	100
Access Standards . . . . .	101
External Quality Reviews ( <i>Medicaid only</i> ). . . . .	102
Provider Performance and Profiling. . . . .	102
Preventive Guidelines and Practice Guidelines . . . . .	103
<b>Referrals and Prior Authorizations</b> . . . . .	<b>104</b>
<b>Medicaid</b> . . . . .	104
Services That <b>Do Not</b> Require a Referral. . . . .	104
Referral Procedures . . . . .	105
Prior Authorization Procedures . . . . .	106
Medicaid Services That Require Prior Authorization . . . . .	108
Utilization Management (UM) . . . . .	109
Appeals Procedure. . . . .	110
Retrospective Review . . . . .	110
Surgical Procedure Forms . . . . .	110
<b>Medicare</b> . . . . .	111
Prior Authorization Procedures . . . . .	112
Medicare Services That Require Prior Authorization . . . . .	113
Utilization Management (UM) . . . . .	114
Appeals Procedure. . . . .	115
<b>Supplements/Forms</b> . . . . .	<b>116</b>
Acknowledgement of Receipt of Hysterectomy Information. . . . .	117
Appointment of Representative . . . . .	118
Case Management Referral Form . . . . .	119
Certification for Induced Abortion . . . . .	120
Claims Recovery Request Form . . . . .	121
Confidential Fraud, Waste and Abuse Reporting Form . . . . .	123
Consent for Sterilization . . . . .	124
Consent for Sterilization Instructions. . . . .	125
Coverage Determination Form . . . . .	126
Interpreter Service Request Form . . . . .	127
Medicaid Managed Care Prior Authorization Request Form . . . . .	128
Member Requested Primary Care Provider Assignments . . . . .	129
Michigan Provider Medical Prior Authorization Request Form . . . . .	130
Non-Formulary Drug Prior Authorization Request Form . . . . .	131
Project Claim Research Request Form Instructions . . . . .	132
Provider Claim Research Request Form . . . . .	133
Provider Clinical Claim Appeal Form. . . . .	134
Provider Profile . . . . .	135
Request for Reconsideration . . . . .	136
Synagis Prior Authorization Worksheet/Prescription Order Form. . . . .	137