



Table of Contents

<u>Subject</u>	<u>Section-Page</u>
Quick Reference Guide for Providers	vii
Claims Submission.....	vii
Referrals	vii
Prior Authorization.....	viii
Pharmacy Benefit Manager	ix
Preferred Lab Provider.....	ix
Preferred Diabetic Supplier	ix
Medicaid – Extra Member Benefits	ix
Office Information	x
Section 1 – Introduction.....	1-1
Welcome	1-1
Verify Member Eligibility	1-2
Claims Submission.....	1-2
Referrals	1-2
Medicare Advantage	1-2
Provider Information Changes.....	1-2
Coordination of Benefits	1-3
Medical Management.....	1-3
Disease Management, Case Management and Outreach Services	1-3
Provider Relations	1-4
Fraud, Waste and Abuse	1-4
Contact Information.....	1-5
Provider Directory.....	1-6
Website/Online Provider Portal	1-6
Section 2 – Key Contract Provisions.....	2-1
CareSource Advantage Special Needs Plan (SNP) counties in Michigan.....	2-1
Definition of Terms	2-2
Provider Information Changes.....	2-2
Section 3 – Primary Care Providers (PCPs)	3-1
Primary Care Providers (PCPs)	3-1
Primary Care Providers (PCP) Concept	3-1
PCP Roles and Responsibilities	3-1
Access Standards	3-2
PCPs Providing Prenatal and Postpartum Care	3-3
Well-child Care/EPSTD Program	3-3
Well-child/EPSTD Exam Components.....	3-3
Well-child Exam Frequency	3-4
Well-child/EPSTD Exam Referrals	3-4
Blood Lead Level Testing	3-4
Immunization Schedule.....	3-4
Vaccines for Children Program	3-5
Immunization Codes	3-5
Other EPSTD Covered Services	3-6
Provision of EPSTD Services	3-6
Education and Outreach	3-7



Table of Contents *(continued)*

<u>Subject</u>	<u>Section-Page</u>
Section 3 – Primary Care Providers (PCPs) <i>(continued)</i>	
Specialty Care Providers	3-8
Access Standards	3-8
<u>Medicaid</u>	3-8
Chiropractic Services	3-8
Prenatal/Obstetrical Services	3-9
Vision Care Services	3-9
<u>Medicare Advantage</u>	3-10
Chiropractic Services	3-10
Vision Care Services	3-10
Podiatric Services	3-10
Mental Health Care	3-10
<u>Medicaid</u>	3-11
After Hours	3-11
<u>Medicare Advantage</u>	3-11
After Hours	3-11
Preventive Health Guidelines/Clinical Practice Guidelines	3-12
Section 4 – Member Enrollment and Eligibility.....	4-1
<u>Medicaid Member Enrollment</u>	4-1
Member ID Cards	4-1
Member Eligibility Verification.....	4-1
Newborn Enrollment.....	4-2
Member Disenrollment.....	4-2
Procedures for Dismissing Non-compliant Members	4-2
Automatic Renewal of Membership	4-3
Enrollment Methods by County	4-3
Member Enrollment and Provider Marketing.....	4-3
<u>Medicare Member Enrollment</u>	4-4
CareSource Advantage.....	4-4
Member Enrollment and Eligibility	4-4
Member ID Cards	4-4
Member Eligibility Verification.....	4-6
Member Disenrollment.....	4-6
Procedures for Dismissing Non-compliant Members	4-7
Loss of Medicaid Membership.....	4-7
Member Enrollment and Provider Marketing.....	4-7
Provider Marketing	4-7



Table of Contents *(continued)*

<u>Subject</u>	<u>Section-Page</u>
Section 5 – Member Support Services and Benefits	5-1
New Member Kits — Medicaid	5-1
New Member Kits — Medicare Advantage	5-1
Member Services — Medicaid	5-1
Member Services — Medicare Advantage	5-1
CareSource 24	5-2
Disease Management/Case Management/Outreach	5-2
Member Services and Programs — Medicaid	5-4
Eyeglass Frames — Medicare Advantage	5-5
Transportation — Medicaid	5-5
Transportation — Medicare Advantage	5-5
Health Education	5-5
Interpreter Services	5-6
Member Rights and Responsibilities — Medicaid	5-6
Member Rights and Responsibilities — Medicare Advantage	5-8
Member Grievance and Appeals Procedures — Medicaid	5-14
 Section 6 – Covered Services and Exclusions	 6-1
Covered Services	6-1
Preferred Diabetic Supplier	6-1
Preferred Laboratory Provider	6-3
 Section 7 – Referrals and Prior Authorizations	 7-1
<u>Medicaid</u>	7-1
Services That <u>Do Not</u> Require a Referral	7-1
Referral Procedures	7-2
Prior Authorization Procedures	7-3
Services That Require Prior Authorization	7-4
Utilization Management	7-5
Appeals Procedure	7-5
Retrospective Review	7-5
<u>Medicare</u>	7-6
Prior Authorization Procedures	7-7
Services That Require Prior Authorization	7-8
Utilization Management	7-9
Appeals Procedure	7-9
Retrospective Review	7-9



Table of Contents *(continued)*

<u>Subject</u>	<u>Section-Page</u>
Section 8 – Claims Submissions.....	8-1
Billing Methods	8-1
Electronic Claims Submission	8-1
Paper Claim Forms	8-3
Tips for submitting paper claims	8-4
Claim Submission Timeframes	8-4
Claims Processing Guidelines.....	8-4
Procedure and Diagnosis Codes	8-5
Clinical Editing	8-5
Explanations of Payment (EOPs)	8-5
Other Coverage	8-6
Medicaid Member Billing Policy	8-7
SNP Medicare Member Billing Policy	8-7
Section 9 – Appeals Procedures	9-1
Medical Necessity Appeals of Non-Certification Determinations.....	9-1
<u>Medicaid</u>	9-1
Standard Medical Necessity Appeals of Non-Certification Determinations	9-1
Expedited Appeals	9-1
Submitting a Member Clinical Appeal	9-2
Provider Appeal	9-2
Appeals of Claims Denials or Adverse Decisions (Medicaid and Medicare)	9-3
<u>Medicare</u>	9-3
Standard Medical Necessity Appeals of Non-Certification Determinations	
Contact Information for Grievances, Organization Determinations,	
Coverage Determinations and Appeals	9-3
Section 10 – Quality Improvement Program	10-1
Scope of Quality Program/Global Objectives.....	10-1
External Quality Reviews (Medicaid only)	10-2
Provider Performance and Profiling	10-2
Preventive Guidelines and Practice Guidelines	10-3
Section 11 – Credentialing and Recredentialing	11-1
Provider Selection Criteria	11-2
Practitioner Rights	11-3
Board Certification Requirements	11-4
Delegation of Credentialing/Recredentialing	11-4
Appeals of Credentialing/Recredentialing Decisions	11-4
Summary Suspension	11-5



Table of Contents *(continued)*

<u>Subject</u>	<u>Section-Page</u>
Section 12 – Fraud, Waste and Abuse	12-1
Definition of Terms	12-1
Examples Of Member Fraud, Waste, and/or Abuse include	12-1
Examples Of Provider Fraud, Waste, and/or Abuse include	12-1
Reporting Fraud, Waste, and Abuse to CareSource	12-2
The Federal and State False Claims Acts and Other Fraud, Waste and Abuse Laws	12-2
The Deficit Reduction Act of 2005	12-3
The Michigan False Claims Act.....	12-3
Other Fraud, Waste, and Abuse Laws	12-4
Prohibited Affiliations	12-4
Protections for Reporters of Fraud, Waste, or Abuse	12-4
Section 13 – Pharmacy	13-1
<u>Medicaid</u>	13-1
Preferred Drug List (Formulary Medication)	13-1
Pharmacy Management Program	13-1
Generic Substitutions	13-1
72-hour Emergency Supply Policy	13-1
Drug Prior Authorizations Process	13-1
Pharmacy Prior Authorizations	13-2
Step Therapy/Quantity Limits	13-2
Prior Authorization Procedures	13-2
Network Pharmacy	13-2
<u>Medicare</u>	13-3
Preferred Drug List (Formulary Medication)	13-3
Tiered Medications	13-3
Tiered Cost Sharing Exceptions.....	13-3
Medicare Part D Phone Numbers for Prior Authorization.....	13-3
Pharmacy Prior Authorization.....	13-4
Prior Authorization Procedures	13-4
Formulary Exceptions	13-5
Tell Us The Medical Reasons.....	13-6
Appeal	13-6
What To Do If You Have A Problem or Complaint (Coverage Decisions, Appeals, Complaints).....	13-6
Network Pharmacy	13-6



Table of Contents *(continued)*

<u>Subject</u>	<u>Section-Page</u>
Section 14 – Forms/Materials	14-1
Confidential Fraud, Waste and Abuse Reporting	14-2
Acknowledgment of Receipt of Hysterectomy Information	14-3
Maternal Support Services Risk Screening Tool	14-4
Non-Formulary Drug Prior Authorization Request	14-5
Medicare Coverage Determination Form	14-6
Provider Claim Research Request.....	14-7
Instructions for Project Claim Research Request Form	14-8
Provider Profile	14-9
Informed Consent to Sterilization	14-10
Synagis Prior Authorization Request	14-11
Claims Recovery Request Form	14-12
Provider Clinical and Claim Appeal Form.....	14-14
Medicaid Managed Care Prior Authorization Request Form	14-15
Case Management Referral Form	14-16