

PROVIDER SOURCE

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**new website
address**

**Report fraud, waste
and abuse**

CAHPS Update

**New medical
director**


We've changed our name!

We have some exciting news! For more than 11 years, you've known us as Community Choice Michigan. Now, that same great healthcare coverage and service is known as CareSource. As you know, CareSource purchased Community Choice Michigan in late 2007, making the plan the newest member of our family of companies.


The only thing that has changed is our name. We expect this transition to be seamless, but if you have any questions, please call our service center at **1-800-390-7102**. All of the phone numbers that you used to transact business with Community Choice Michigan also remain the same.

All of your Community Choice Michigan patients will receive new CareSource member ID cards. In addition, you'll see our new name reflected in all of our member and provider materials. We remain committed to bringing you and your CareSource patients the highest quality and level of service.

CareSource, a nonprofit organization and Ohio's largest Medicaid managed care plan, brings nearly 20 years of Medicaid managed healthcare experience to Michigan consumers. Our success is testimony to the positive impact of managed care and is reflected in our status of being the 4th largest Medicaid managed care plan in the country.

CareSource is serviced by CareSource Management Group, which provides a full spectrum of services for the administration of public-sector health care programs. Currently, CareSource serves more than 630,000 members in Michigan and Ohio. 

New Medical Director appointed

Gary M. Kirk, MD, MPH, recently joined our Michigan plan as Medical Director. Dr. Kirk brings valuable experience and leadership in community health programs as well as pediatrics. Previously, he served as Director of Clinical Program Development at Mott Children's Health Center in Flint. In addition, he served as Director, Bureau of Family, Maternal and Child Health with the Michigan Department of Community Health (MDCH), and also held the position of Director, Division of Immunization, with MDCH. He is a graduate of the Massachusetts Institute of Technology and received his clinical training from McGill Faculty of Medicine. He holds advanced degrees in public health and health professions education. 


We also have a new website address

You can access the Provider Portal at our new Web address:

www.caresource-michigan.com.

You can perform a variety of web-based transactions such as:

- Verifying member eligibility
- Checking the status of submitted claims
- Retrieving membership lists


If you registered to use the CCM Provider Portal, your user ID and password are valid on the new website. If you haven't yet registered, click on the Providers tab, then register on the Provider Login link. You will be asked to select a User ID and a password at that time. You can then return to the Provider Login screen and begin using our CareSource Provider Portal. 



Provider Updates

> CVS Pharmacy will remain in CareSource's network. Your CareSource members are still able to get prescriptions filled at CVS pharmacies. Our 2008 Provider Directory has a complete list of covered pharmacies that CareSource members can use. You can also find the list on our website at www.caresource-michigan.com.

> Effective April 1, 2008, the Michigan Department of Community Health (MDCH) is federally mandated to require all **written** drug prescriptions for Medicaid Fee-for-Service (FFS) beneficiaries be executed on a tamper resistant prescription pad. This policy includes drugs that have been carved out at point of sale for the Medicaid Health Plan (MHP) enrollees and are covered as a FFS benefit. (HIV and some psychotropic drugs.) Please refer to MSA policy bulletins MSA 07-51 and MSA 07-56 for additional information on the tamper resistant policy at www.michigan.gov/mdch and click on "Medicaid Policy Bulletins" at the bottom of the page.

> Using a non participating provider requires Prior Authorization. 



How to report suspicions of Fraud, Waste and Abuse

CareSource has a program designed to handle cases of managed care fraud, waste and abuse. Fraud can be committed by providers or members.

To report anything that does not seem right:

1. Call **1-800-390-7102**. Choose the option for providers. Choose the option for reporting Fraud.
2. Send an e-mail message to **fraud@csmg-online.com**.
3. Fax us at: **1-800-418-0248**.
4. Write to us by using the Fraud, Waste and Abuse Reporting Form found on our website at **www.caresource-michigan.com**.


Look for "How To" and then select "Report Fraud". Your written concern or the form can be sent to us at:

CareSource
Attn: Special
Investigations Unit
One South Main Street
Dayton, OH 45402-2016

You can also report Fraud, Waste and Abuse to the Michigan Department of Community Health (MDCH) at:

1. **1-866-428-0005**
2. Or write to:

Program Investigations Section
Capitol Commons Center Building
400 South Pine, 6th Floor
Lansing, MI 48909

When you call or write, **you do not need to give your name**. If you choose to be **anonymous**, please be sure to give us as much information about the situation as possible since we will not be able to contact you. Your report will be kept **confidential** to the extent permitted by law. 




NPI and Tax ID numbers

required on all claims

CareSource requires providers to submit all claims – electronic and paper versions – with **NPI and Tax ID numbers**.

Claims received without these numbers will be rejected.

Use of these identifiers will ensure your claims are paid accurately and timely.

If you wish to continue submitting your legacy provider ID number, you may, in addition to the required information listed above. 



ProviderSource is a publication of CareSource, a nonprofit Medicaid managed health care plan serving Michigan Medicaid members.

Toll-free phone:

1-800-390-7102

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CAHPS Update

We are extremely proud of the recognition we have received from our members.

We would like to thank you for helping our Michigan plan achieve a rating as one of the best health plans in America. *U.S. News & World Report* ranked our Michigan plan among the top 75 health plans in the nation. This recognition is based on information from members who filled out and returned the Consumer Assessment of Health Plans and Systems (CAHPS) survey in 2007. Our members said that being members of our plan means:

- * They obtain care when needed
- * They get care quickly
- * They have doctors who spend enough time with them
- * They have doctors who care about their health and advise them to quit smoking
- * They are treated with courtesy and



respect by customer service staff

We are extremely proud of the recognition we have received from our members. According to Joanne Volovar, our Michigan plan's Executive Director, "This is a direct result of the work of our network doctors and employees who listen to what our members tell us to improve our service." 

