

A cluster of colorful squares in shades of purple, blue, green, and brown is positioned in the top left corner.

ProviderSource

Winter 2009

A newsletter for CareSource providers

Prior authorization lifted from Tamiflu and Relenza

Effective immediately, CareSource has removed the prior authorization requirement for Tamiflu and Relenza.

As our review continues, there may be additional drugs that will be able to be removed from the prior authorization requirement. This is part of our ongoing effort to make it easier to do business with us.



CareSource expands into Branch, Emmet, Hillsdale, Otsego and Monroe counties

CareSource has been approved to expand its service into five new counties to serve as a Medicaid Health Plan. Effective October 1, 2009, CareSource will begin serving Medicaid beneficiaries in Branch, Emmet, Hillsdale, Otsego and Monroe counties. We look forward to joining these new communities as well as continuing to provide coverage in 26 other counties throughout Michigan. To see the CareSource Service Area, please visit our website at www.caresource.com.

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How to reach us

Service Center: 1-800-390-7102 (TTY 1-800-649-3777 or 711)
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0488





Provider Portal Enhancements for Coordination of Benefits (COB)

CareSource is continuing to work on enhancing the Provider Portal. As a part of our enhancements, we're currently working on updating the COB information that is displayed on the Provider Portal. Previously, several policy numbers were not displaying the full identification. This was identified by asterisks appearing at the end of the policy number. These policies have now been updated to show the full policy number.

Please note that the policy holder name and group number are not always listed on the Provider Portal due to CareSource not being able to obtain this information. The policy holder name and group number are not normally needed to bill another carrier.

We make every effort to obtain up-to-date COB information. If the primary coverage information is incorrect, please notify CareSource by providing documentation by one of the following methods:

- ▶ Fax: (937) 396-3140
- ▶ Mail: CareSource, Attention COB, P.O. Box 8738, Dayton, OH 45401-8738
- ▶ Call: 1-800-390-7102

Member Profile reminder

With its comprehensive view of patient medical and pharmacy data, the CareSource Member Profile feature can help you improve health outcomes for your CareSource patients. The profile can help you determine an accurate diagnosis more efficiently, reduce unnecessary diagnostic terms, and minimize emergency room visits. Go to the CareSource Provider Portal at www.caresource.com to begin using the Member Profile tool today.

Coming soon to the Provider Portal

We're making it easier to do business with us. In the near future, you'll be able to submit appeals and check eligibility for vision services on the secure Provider Portal section of our website. We'll also be introducing our new online Provider Toolkit, a web-based resource that offers helpful information about billing and policy changes, access to commonly used manuals and forms, answers to frequently asked questions (FAQs), and much more. All of these important resources are **COMING SOON** in one convenient location at www.caresource.com. Watch for more details!

Synagis prior authorization



To request authorization, please **utilize our online interactive Synagis Prior Authorization Request Form** or fill out the request form found in the Forms section of our provider website and fax it to our Medical Management department at **1-888-577-5507**.

Please note that, consistent with epidemiological findings, CareSource considers RSV season to be November through March. Coverage for the RSV season will include a maximum of five authorized injections (only one covered injection in December) and will end March 31st unless RSV remains endemic in the community beyond that date as reported by the CDC and a continued high rate of positive RSV cultures in the community. Additional information on CareSource's Synagis Policy and processes is available on our website at www.caresource.com.

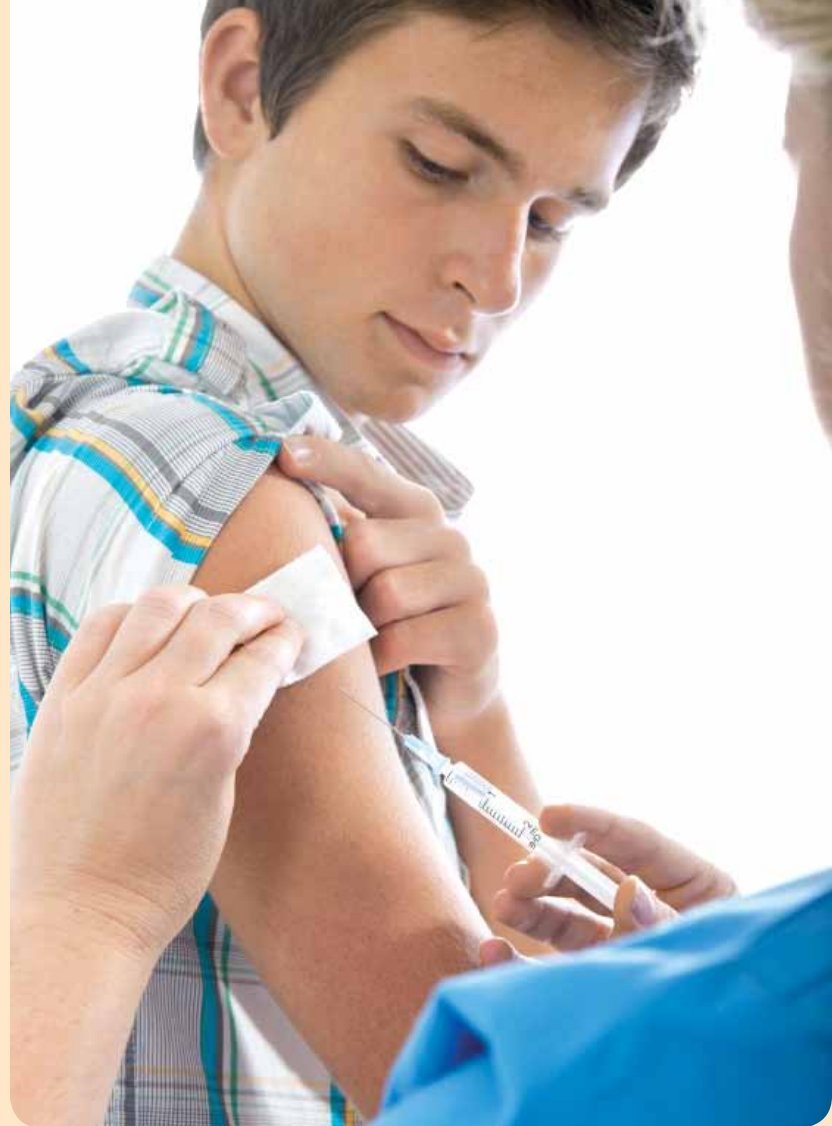
Influenza season update

A review by the Centers for Disease Control (CDC) of the key H1N1 indicators found that influenza activity continues to increase in the United States. Information about the availability and recommendations for the H1N1 vaccine is changing every day. Please visit the CDC's website at www.cdc.gov/H1N1FLU/ for the most up-to-date information on vaccination planning.

According to the CDC website, the vaccine will be shipped to clinics, physician offices, health departments, and other project area-designated sites via centralized distribution, using the same process that is used to ship vaccines for the childhood immunization program to immunization providers. H1N1 vaccine will be procured and purchased by the federal government and made available to vaccinators at no cost. Since there will be no charge for the vaccine itself, the only payment that will be made is for the administration of the vaccine. The Michigan Department of Community Health (MDCH) has developed the following process: Providers complete the form for enrollment for H1N1 to be able to order the vaccine. If not already enrolled with MCIR, an MCIR agreement is also required in order to document the vaccination on MCIR. The enrollment form for H1N1 is available through your health department. Once the enrollment form has been completed, submit it to your local health department. Your local health department will then submit your request to MDCH for approval. MDCH will upload the order to McKesson and McKesson, who will process the order and ship it directly to the provider.

Influenza vaccines, including the H1N1 vaccine, are a CareSource covered benefit. In addition, to make it easier for you to treat your CareSource patients, we have lifted the prior authorization requirement on Tamiflu and Relenza.

It is important for pregnant women to receive the 2009 H1N1 influenza vaccine as well as



a seasonal influenza vaccine. Pregnant women who get any type of flu are at risk for serious complications and hospitalization. Pregnant women who are otherwise healthy have been severely impacted by the 2009 H1N1 influenza virus.

Please let your CareSource patients know that they can call **CareSource 24, our 24-hour Nurse Advice Line at 1-866-206-0488**, if they need immediate assistance when your office is closed.

Preventive care

When your CareSource patient visits you to have a flu shot or the H1N1 vaccine, please consider conducting other preventive screenings for the patient at that time. Together, we can help CareSource patients stay healthy.

Kidney disease in children

Each year about 5,000 children in America develop Chronic Kidney Disease (CKD) and require a transplant. One in nine Americans age 20 and older has chronic kidney disease. Most people who are diagnosed in early adulthood often have had undetected signs and symptoms since childhood. Prevention of CKD begins with early detection and early referral for those at risk. Keep CKD in mind when you see children presenting with:

- ▶ Fatigue
- ▶ Anorexia
- ▶ Insomnia
- ▶ Not thinking clearly
- ▶ Edema of the feet/ankles
- ▶ Change in frequency of urination
- ▶ Change in color and appearance of urine
- ▶ Hypertension (HTN)
- ▶ Headaches caused from HTN
- ▶ Polydypsia
- ▶ Polyuria
- ▶ Failure to thrive

The best way to determine kidney function is to measure glomerular filtration rate (GFR). Children who are at risk are those who have renal dysplasia, urinary obstruction, hypertension, hyperlipidemia, history of urinary tract infections, trauma to the kidney, obesity, lupus, a history of diabetes or a family history of kidney disease. In addition to screening for CKD, risk factor management and patient education should be provided.

Content Source: Reducing the Burden of Chronic Kidney Disease in Michigan: A Strategic Action Plan for Prevention, Early Detection and Control of Chronic Kidney Disease 2005-2010



Health Care Home pilot launched

After months of collaboration with key stakeholders, CareSource has launched a patient-centered medical home pilot, Health Care Home Program. The pilot promotes a collaborative approach that integrates the member, the Primary Care Provider (PCP), and CareSource, giving the member better access to the care they need, satisfaction with their care, and better health overall. CareSource's model includes the use of evidence-based clinical practice guidelines and the assignment of a dedicated care manager to Health Care Home providers with the goal of improving the member's health and overall quality of life. CareSource will use the results of the pilot to solidify the program for the future rollout to the rest of its provider network.





Advance directives

As a provider, you are responsible for discussing advance directives with CareSource members. Documentation is required in the member's medical record whether or not an advanced directive has been signed. CareSource wants to take this opportunity to encourage you to discuss advance directives with your CareSource members.

Any person 18 years and older can create advance directives. Advance directives include a Living Will and a Durable Power of Attorney. The Living Will allows the patient to designate what medical care they wish to have when they are unable to make the decisions themselves. The Durable Power of Attorney allows the patient to designate someone to carry out their wishes for their medical care when the patient cannot act for him/herself.

Members appreciate quality care

The results of our Consumer Assessment of Health Care Providers and Systems survey reflect the quality of service you expect from CareSource. This survey is completed annually by CareSource members, measuring their satisfaction with all levels of the health care experience. CareSource participating physicians and health care providers are important partners in making a difference in the lives of underserved consumers by improving their health care.

This year 519 of our members completed the survey, ranking CareSource #1 for:

- ▶ Rating of Health Care – The health care our members received from our providers was rated the best in the State.
- ▶ Doctors spending enough time with you – Our members shared that CareSource providers spent enough time with them.

And, CareSource is rated #2 in Michigan for:

- ▶ Rating of Specialist – Our members told us that specialists in CareSource's network are the best.

When compared to other Medicaid health plans in Michigan, our members said we had improved our:

- ▶ Customer Service overall; and,
- ▶ Our members were always treated with courtesy and respect by our Customer Service staff.

We value and appreciate the quality service that you provide CareSource members.

Barriers to lead testing

Studies show that some parents don't have their children tested for lead because of false perceptions. Families who live in new homes think it's not necessary. Please help us educate our CareSource members about the realities and sources of lead poisoning.

What can you do?

- ▶ Test all children under age 2 for lead poisoning. Lead testing can be completed during any office visit – both well-child and sick visits.
- ▶ Remind parents that lead can be found outside the home in soil, playground equipment and toys.

Medtox Filter paper testing is an accepted method to obtain blood lead levels and is covered by CareSource.

Appropriate codes ensure enhanced HEDIS scores

The Healthcare Effectiveness Data and Information Set (HEDIS) is a national set of uniform performance standards that measure performance on important dimensions of care and service. CareSource uses HEDIS results to focus our quality and improvement efforts.

HEDIS measures address a broad range of important health issues. Scores are compiled using a combination of claims and medical records. To assist us in obtaining the most accurate data, please ensure that your office uses the appropriate codes for the services rendered. If you need assistance with determining the appropriate HEDIS coding guidelines, please contact your CareSource Provider Relations representative.

In 2010, CareSource will focus on the following HEDIS measures:

- ▶ Access To Care Child and Adolescents
- ▶ Access To Care Adult
- ▶ Breast Cancer Screening
- ▶ Cervical Cancer Screening
- ▶ Chlamydia Screening – Total
- ▶ Eye Exam – CDC measures
- ▶ HbA1c Testing – CDC measures
- ▶ LDL-C Screening – CDC measure
- ▶ Lead Screening in Children
- ▶ Prenatal
- ▶ Postpartum
- ▶ Use of Appropriate Medications for People With Asthma (5-56 Years)
- ▶ Well-Child Visits in the First 15 Months of Life
- ▶ Well-Child Visits in the Third, Fourth, Fifth and Sixth Year of Life
- ▶ Adolescent Well Care Visits



Urine drug screening claims

Effective immediately, CareSource will no longer be accepting urine drug screening claims from non-participating laboratories.



ProviderSource

is a publication of CareSource, a non-profit, public-sector managed health care plan serving counties throughout Michigan.

Toll-free phone:
1-800-390-7102

P.O. Box 23037
Lansing, MI 48909-3037



ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER