

SUMMER 2017

# PROVIDERSource

A newsletter for Indiana CareSource Health Partners

## IN THIS ISSUE:

- 2 From the Medical Director
- 3 Provider Portal Information
- 4 Update Your Contact Information
- 5 Care Coordination Model
- 6 MTM Improved Health



## OPERATIONAL NEWS

### WE PARTNER WITH SOLUTIONS

#### Receive CareSource Payments as Free ERA/EFT

CareSource partners with InstaMed to offer the free Payer Payments solution to deliver your payments via free electronic remittance advice (ERA) and electronic funds transfer (EFT).

#### What is ERA/EFT?

Electronic remittance advice (ERA) and electronic funds transfer (EFT) is a convenient, paperless and secure way to receive claim payments. Funds are deposited directly into your designated bank account and include the TRN Reassociation Trace Number, in accordance with CAQH CORE Phase III Operating Rules for HIPAA standard transactions.

Additional benefits include:

- Accelerated access to funds with direct deposit into your existing bank account
- Reduced administrative costs by eliminating paper checks and remittances
- No disruption to your current workflow – there is an option to have ERAs routed to your existing clearinghouse

Register today at [www.instamed.com/eraeft](http://www.instamed.com/eraeft) to start receiving CareSource payments as free ERA/EFT!

## FROM THE MEDICAL DIRECTOR

I am pleased to introduce myself as the Medical Director for CareSource in Indiana. As a physician, I understand the value of time to health care practitioners and their busy office staffs. I also know the effort you put forth in providing patients with quality, compassionate care. That's why I am excited to be a part of CareSource and to help facilitate a high level of care for our members.

CareSource strives to provide you with the solutions you need to do just that. From convenient online self-service tools and fast prior authorizations to hassle-free claims processing, we want to make it simple for you to do business with us. As Medical Director, I will always have your interests and values in mind.

I am a board certified obstetrician-gynecologist. I worked most recently at Riverview Health in Noblesville, Indiana, where I served as President of the Medical Staff. I earned a Bachelor of Science and medical degree from the University of Michigan, as well as an MBA from Indiana University. I am currently a member of numerous professional organizations, including the American Congress of Obstetrics and Gynecology and the Indiana State Medical Association.

I look forward to working in partnership with you to serve the health care needs of those who need it most.

Sincerely,

**Cameual Wright, MD, MBA**  
Medical Director, Indiana Market

## WE PARTNER TO CLEAR A PATH

*ProviderSource* is a newsletter for CareSource® health care partners in Indiana. In each issue, you will find information about:

- Our online Provider Portal and helpful tools on our website
- Program announcements and updates
- Clinical resources
- Policy and procedure changes

We are committed to keeping you up to date on our health plan and making it easier for you to work with us. We appreciate your partnership in serving CareSource members.



# PROVIDER PORTAL PUTS INFORMATION AT YOUR FINGERTIPS

The CareSource Provider Portal offers convenient time-saving self-service solutions. And the portal enables access to information 24 hours a day, 7 days a week.

Use the provider portal to:

- Verify member eligibility
- Search your payment history and claim status
- Track benefit limits electronically in real time
- And much more!

## Not yet registered to use the portal? No problem! Follow these easy steps:

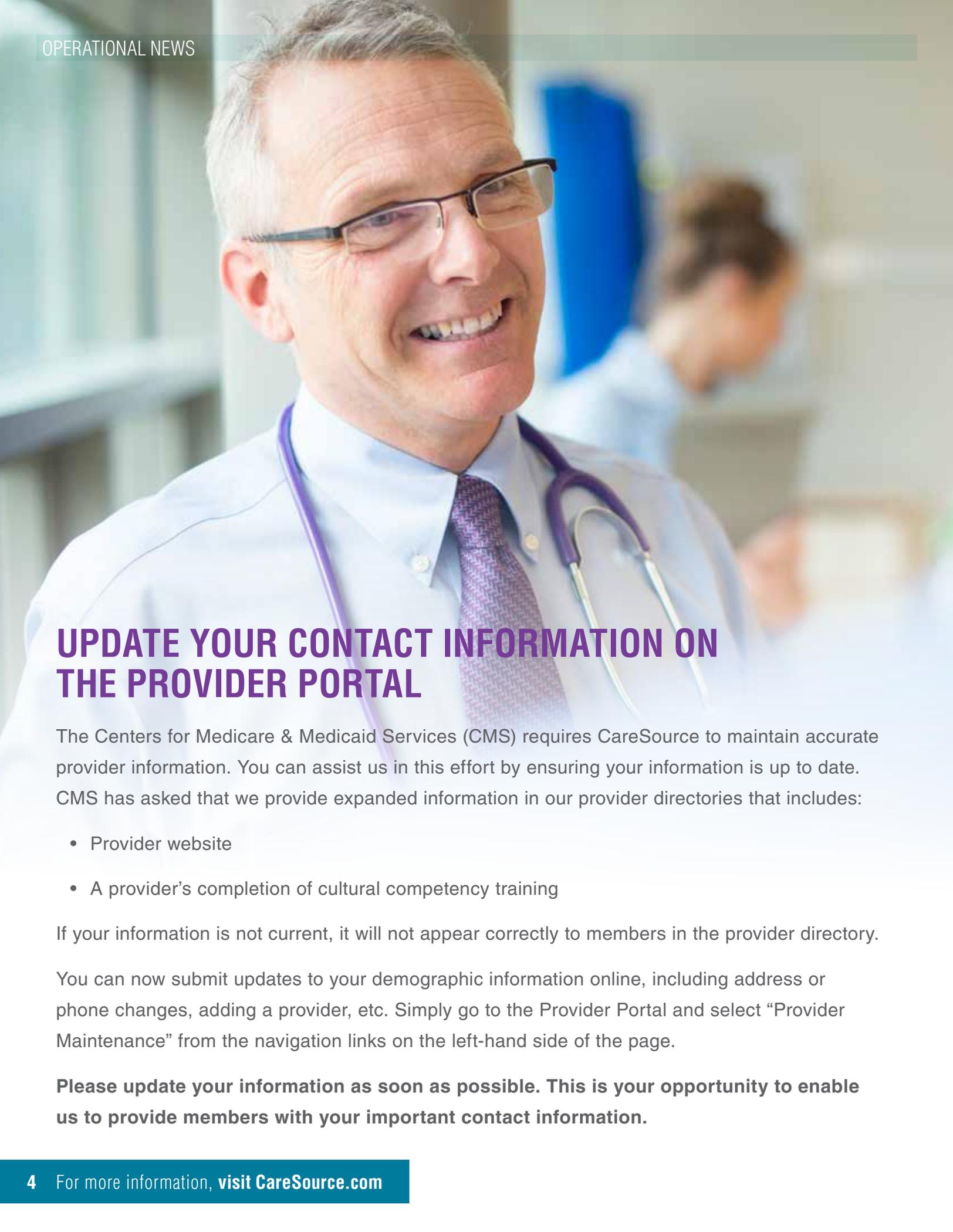
1. Click on “Provider Portal” located under Provider Resources at **CareSource.com**
2. Click “Register Now” and enter your provider name, tax ID, CareSource provider ID and zip code.
3. Review and accept the agreement.
4. Create your username and password.

## *Transportation assistance*

At CareSource, we understand that the lack of reliable transportation can be a barrier to accessing health care for some of our members. Transportation services are available based on the member’s benefit plan. If your CareSource patients need assistance with transportation, they can refer to their Member Handbook for more details.

## NETWORK NOTIFICATIONS

CareSource wants to make it easy for health partners to be informed of changes with CareSource Medicaid through network notifications. These notifications communicate updates that impact claims, clinical guidelines, new processes and more.



## UPDATE YOUR CONTACT INFORMATION ON THE PROVIDER PORTAL

The Centers for Medicare & Medicaid Services (CMS) requires CareSource to maintain accurate provider information. You can assist us in this effort by ensuring your information is up to date. CMS has asked that we provide expanded information in our provider directories that includes:

- Provider website
- A provider's completion of cultural competency training

If your information is not current, it will not appear correctly to members in the provider directory.

You can now submit updates to your demographic information online, including address or phone changes, adding a provider, etc. Simply go to the Provider Portal and select "Provider Maintenance" from the navigation links on the left-hand side of the page.

**Please update your information as soon as possible. This is your opportunity to enable us to provide members with your important contact information.**



## FIND PDL (PREFERRED DRUG LIST) UPDATES ONLINE

CareSource regularly reviews and updates the PDL's for our Medicaid and Marketplace products. These PDL updates and other important pharmacy information can be found at **CareSource.com**

Drug coverage information is also available via apps on your smart phone. Apps include Formulary Search by MMIT and Epocrates.

If you do not have access to the internet, please call us and we will send you the updates. Please call and follow the prompts to reach the pharmacy department.

### *We Partner With Compassion*

CARE COORDINATION MODEL DESIGNED TO MEET MEMBER NEEDS

CareSource utilizes a care coordination model we call Care4U. The Care4U model is grounded in the principles of population health and focuses not only on coordinating care for those with complex needs but also on:

- Facilitating access and removing barriers to care
- Considering the social determinants that impact care
- Managing chronic conditions
- Preventing illness
- Promoting the health of our members

Our model is based on regional and community considerations such as member demographics, common needs of the population, social considerations, patterns of care, health partner distribution, access to care, and patterns of disease and illness. Specific programs, such as case and disease management, help members understand their health issues, access support services, and improve compliance with your recommended treatment options. We appreciate your partnership as we continue to support our members with compassionate care.



# MEDICATION THERAPY MANAGEMENT (MTM) IMPROVES HEALTH

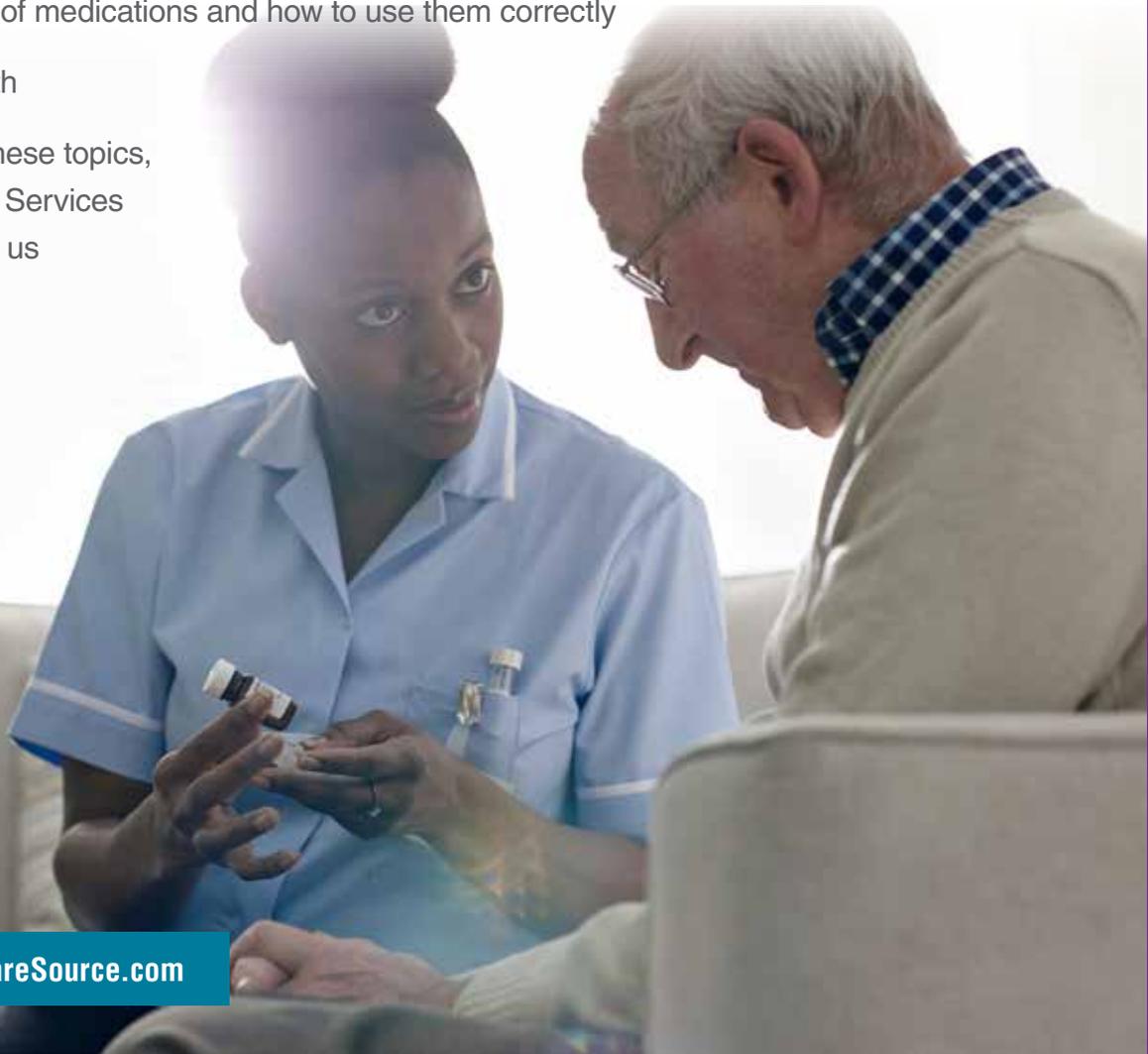
At CareSource, we understand that using medications correctly can improve health. That's why we have a MTM program for our members. This program helps them learn about their medications, prevent or address medication-related problems, decrease costs, and stick to their treatment plan.

Through the program, the member's local pharmacist will get alerts and information about their medications and decide if they may need extra attention. In most cases, a pharmacist will contact the member and ask if they are interested in learning more about their medications like; pills, creams, eye drops, herbals, or over the counter items. The pharmacist offers ways to help them with medications and how to take them the right way. Finally, the member works with their doctor(s) and others to address their needs and improve how they use their medications.

MTM benefits:

- Improves safe use of medications
- Improves coordination with all doctors and other caregivers
- Increases knowledge of medications and how to use them correctly
- Improves overall health

For more information on these topics, please call Health Partner Services at **1-844-607-2831** or visit us at **CareSource.com**





## 24-HOUR NURSE ADVICE LINE OFFERS GUIDANCE

CareSource24® is our 24-hour nurse advice line that members can call any time of the day or night to get medical information and advice. CareSource nurses assess the member’s condition using pediatric triage guidelines developed by Barton Schmitt, M.D., and adult triage guidelines developed by David A. Thompson, M.D. These are widely considered the gold-star industry standard.

The main objective of telephone triage is to sort patients into appropriate dispositions (level of care) based on acuity or severity of the injury or illness. The outcome is the instruction given to the member to meet the disposition based upon time of day, day of week, and resources available.

When a member calls, we post a summary of the triage/health information call to the member’s information on the Provider Portal. The summary helps coordinate care by providing a record of why the member called and what advice the nurse gave.

Please encourage your CareSource patients to use this valuable resource. The toll-free number can be found on the member’s ID card.

### CareSource Health Partner Services Contact Information

 <b>Indiana</b>	Marketplace	<b>1-866-286-9949</b>
	Medicare Advantage	<b>1-855-202-0557</b>
	Medicaid	<b>1-844-607-2831</b>



P.O. Box 8738  
Dayton, OH 45401-8738

VISIT US  
[CareSource.com](http://CareSource.com)

JOIN US

 [Facebook.com/CareSource](https://Facebook.com/CareSource)

 [Twitter.com/CareSource](https://Twitter.com/CareSource)

 [Instagram.com/CareSource](https://Instagram.com/CareSource)

 [Pinterest.com/CareSource](https://Pinterest.com/CareSource)

## NEW APP HELPS MEMBERS ON THE GO

CareSource recently introduced the CareSource Mobile App, offering members convenient access to important health plan information. Sometimes members lose their ID card. With the app members can view their digital insurance ID card, access their secure MyCareSource account, find a health care provider nearby, and more. The app is accessible via App Store or Google Play Store.

IN-P-0217;  
Date Issued 08/01/2017  
OMPP Approved 07/07/2017

August 2017  
© 2017 CareSource. All Rights Reserved.

