



WINTER 2023

PROVIDER *Source*

A Newsletter for CareSource® PASSE Health Partners



- 2** Chief Medical Officer's Note
- 3** Network Notification Bulletin
- 4** False Claims Act
Performance Improvement
Projects (PIPs)
- 5** Benefits of Proper
Drug Disposal
Pharmacy Updates
Introducing Dr. Lawson
- 6** Embracing Cultural Humility
- 7** Make Health Literacy
Top of Mind for All
Free Training Available
CareSource PASSE's Provider
Education Series

Chief Medical Officer's Note

At CareSource PASSE, we are committed to the whole health of our members. What does that mean?

As you know, it is important to address the physical health and behavioral health of every patient. We also know that health is impacted by more than just health care. These drivers of health include transportation, safe and stable housing, access to healthy foods, social connections and much more. An office visit to a health care provider is not going to address all aspects of whole health, but identifying the drivers to a healthy outcome is the first step.

Our team stands ready to partner with health care providers and community organizations to collectively support the needs of patients and families. We have resources available on our website. We have a care management team that partners with the healthcare provider and patient to address identified needs. We have staff who work with community partners to address housing, food, transportation, education, and employment.

Engaging the patient and family in taking charge of their health with support from us all is critical. Leveraging all the partners and available resources will allow us to achieve not only healthy outcomes, but **quality** health outcomes. Through this process, CareSource PASSE members are rewarded for healthy behaviors and health care providers are recognized for achieving quality goals.

How can we assist you in addressing the whole health of your patients?

Sincerely,

Michael Wilson, MD

Dr. Michael Wilson
Medical Director, Behavioral Health
Vice President, Medical Services – Behavioral Health





Thanks

For a Great Year!

We want to express our thanks to you, our valued providers! Without you, it wouldn't be possible to serve our members and live out the CareSource PASSE mission – “To make a lasting difference in our members’ lives by improving their health and well-being.” We look forward to your continued partnership in 2024!

Network Notification Bulletin

UPDATES



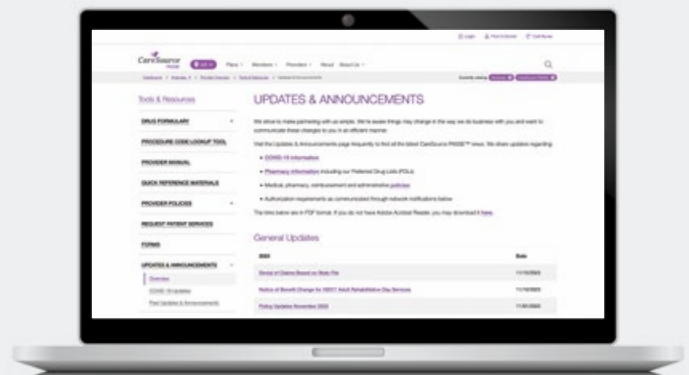
CareSource PASSE regularly communicates operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. Here are some network notifications posted from the previous quarter that you may have missed:

- [Oncology Drug Shortage Notification](#)
- [Third Party Liability for Medicare/OBA Claims](#)
- [Updating Provider Information – Roster Updates](#)

Network notifications can be accessed at [CareSource.com](#) > Providers > [Updates & Announcements](#).

Important Updates

CareSource PASSE would like to remind you of our electronic policy postings, conveniently packaging medical, pharmacy, reimbursement and administrative policy updates into a monthly network notification for your review. You can also find our provider policies listed at [CareSource.com](#) > Providers > [Provider Policies](#).





False Claims Act

A Few Facts on the False Claims Act (FCA)

The FCA is a federal law that prohibits a person or entity from:

- Knowingly presents a false or fraudulent claim for payment
- Knowingly uses a false record or statement to get a claim paid
- Conspires with others to get a false or fraudulent claim paid
- Knowingly uses a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property

“Knowingly” means acting with actual knowledge or with reckless disregard or deliberate indifference to the truth or falsity of information.

An example would be if a health care provider, such as a hospital or a physician, knowingly “upcodes” or overbills; resulting in overpayment of the claim using Medicaid or Medicare dollars.

You can help reduce fraud by using the FCA. The FCA allows everyday people to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or other individuals that are defrauding the government through programs, agencies, or contracts.

You can find more information regarding the False Claims Act on CareSource’s [website](#).

Performance Improvement Projects (PIPs)

CareSource PASSE has developed two PIPs that will measure PASSE and provider performance on two measures.



1. Improving Metabolic Monitoring for Children and Adolescents on Antipsychotic Medications
 - The focus of this PIP is ensuring that our members who are prescribed antipsychotic medications are receiving both blood glucose and cholesterol metabolic testing at baseline and appropriate intervals.
 - While there are other recommended best practices, the HEDIS measure APM will serve as the basis for this project. The HEDIS measure outlines the requirements for meeting the measure.
 - Implementation of the project is planned for Jan. 1, 2024.
 - More information about this PIP will be forthcoming to providers, including provider training that is scheduled for Dec. 14, 2023.
2. Improving Member Safety by Increasing the Number of Psychiatric Residential Treatment Facility (PRTF) Providers Submitting Incident Reports
 - The focus of this PIP is incident reporting by PRTF providers, based upon contract amendments requiring submission of incident reports (IRs) by PRTFs.
 - Forms for submission of IRs are on the CareSource PASSE website. Training was provided on July 19, 2023. Refer to the training video on **CareSource.com**.

Benefits of Proper Drug Disposal

Remind your patients that proper disposal of expired, unused or unneeded medications is important for their health.

Proper disposal helps prevent accidental ingestion, especially by children or pets. It also minimizes the risk of misuse or abuse, thereby safeguarding those at risk for potential addiction or harm. Finally, proper disposal helps to lessen patient confusion by removing medications from their home that they are no longer taking.

CareSource PASSE is pleased to offer all our members free DisposeRx® drug disposal packets to help them and their loved ones stay healthy. Information on how to receive DisposeRx® packets can be found on our website, [CareSource.com](https://www.caresource.com).



Pharmacy Updates for Medicaid

CareSource PASSE has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under your plan, go to the [Find My Prescriptions](#) link under Member Tools & Resources. The most current updates can also be found there. If members do not have access to the internet, they can call Member Services. A CareSource PASSE Representative will help members find out if a medication is covered and how much it will cost.

Introducing Dr. Lawson!



We are pleased to introduce Jessica Lawson, PharmD, who has assumed the pivotal role of Director of Pharmacy for the Arkansas market at CareSource. Dr. Lawson's extensive expertise in national pharmacy managed care positions her as an ideal fit for this crucial position.

With a Doctor of Pharmacy degree from the University of Arkansas for Medical Sciences, Dr. Lawson is a licensed Arkansas pharmacist. Her dedication to professional excellence is evidenced by her active involvement with the Arkansas Pharmacists Association and the Arkansas Medical, Dental Pharmaceutical Association. Prior to joining CareSource PASSE, she held the position of Director of Pharmacy-Medicare for Gateway Health, now Highmark Wholecare.

"CareSource PASSE is home to dedicated leaders eager to support members with complex health needs," said Dr. Lawson. "I'm privileged to lead the pharmacy operations, continuing to elevate the experience for both providers and members."

When she's not working, Jessica is a passionate explorer and lover of sports and the arts. If she's not wandering through art galleries, attending plays, performing on stage, creating on paper or in the kitchen, you can probably find her in the gym.

Embracing Cultural Humility

There is much attention in health care today on “cultural competency,” the ability of providers to recognize, respect and include the cultural norms and perspectives of our patients. The term assumes we can fully understand and master the intricacies of every cultural and environmental factor that impacts an individual’s narrative. Such a goal is lofty and idealistic.

The concept of cultural humility, however, shifts the focus to a genuine curiosity and humble approach to understanding the diverse complexity in our patients. Bridging understanding from cultural competency to cultural humility requires a shift in mindset, where providers respect the diversity and nuance in the patient experience, and recognize those we treat as the true authority of their lived experience.

Embracing cultural humility requires a provider to:

- Engage patients with an open mind and actively listen to the patient at each encounter.
- Acknowledge their own biases, lived experiences and knowledge gaps, which may impact their understanding of the patient’s experience.
- Accept the power dynamics that are present in health care and seek to empower the patient.

By adopting a practice of curiosity, humility and respect toward diverse cultures, we set the stage to build trust in the provider-patient relationship and support an unbiased, patient-centered approach to care. Cultivating strong relationships with patients leads to improved patient satisfaction, better adherence to treatment and optimized health outcomes. Finally, cultural humility helps us tackle health care disparities by acknowledging our differences and ensuring respectful, culturally responsive, equitable care for all.





Make Health Literacy Top of Mind for All

What's health literacy?

The Centers for Disease Control and Prevention (CDC) defines *organizational health literacy* as “the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.” It is our responsibility to empower our members, and with your help, we can enable members and increase their health literacy.

At CareSource, we use plain language to make our materials more reader-friendly. We ask you, as a provider, to help us in this charge. When meeting with members:

- Use plain language vocabulary to increase likelihood for patient understanding.
- Take pause and allow your patients to ask questions.
- If sharing printed materials with your patient, consider reviewing the document with them – point out the “need to know” information.
- Ask follow-up questions to confirm that your patient understands and knows how to proceed.
- Ensure patients understand their benefits or know where to find resources to learn more about benefits or other health insurance terms.

In a 2018 survey, PolicyGenius and Radius Global Research found that 96% of Americans overestimate their understanding of health insurance concepts. This survey asked participants to define four key health insurance terms – deductible, co-insurance, co-pay and out-of-pocket maximum. Only 4% could define all four terms.

This shocking statistic is not one to gloss over. We can all do something to improve the rate of understanding within the health care industry.

Together, let's do our part in improving health literacy among our CareSource population!

Resources:

www.policygenius.com/health-insurance/health-insurance-literacy-survey/
www.cdc.gov/healthliteracy/learn/index.html

Free Training Available!

CareSource PASSE's Provider Education Series

We strive to equip our health partners with training resources to continue providing high-quality care to our members, as well as education on how to work with CareSource PASSE. We've developed Provider Education Series trainings that focus on Access and Availability Standards, Credentialing, Provider Portal, Life Services and more! To access trainings, please visit **CareSource.com** > Providers > Education > [Training and Events](#).

We encourage providers to take advantage of the available education and training to learn more about CareSource PASSE and related topics.

Upon completion of trainings, please be sure to complete the [Provider Training Attestation](#) form.



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

VISIT US

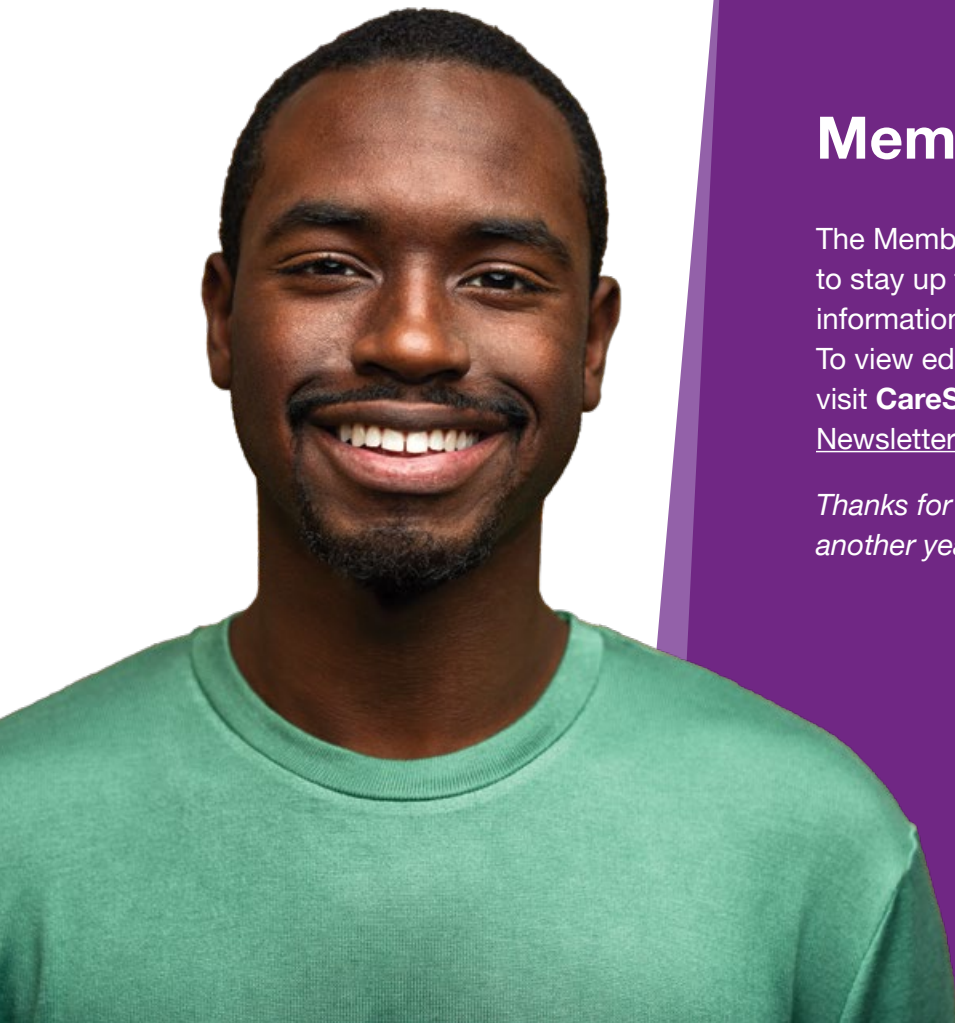
[CareSourcePASSE.com](https://www.caresourcepasse.com)

JOIN US

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

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

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



Member Corner

The MemberSource newsletter is a great resource to stay up to date with health, wellness, and plan information for your CareSource PASSE patients. To view editions of the MemberSource newsletter, visit [CareSource.com](https://www.caresource.com) > Members > Education > [Newsletters](#).

Thanks for your partnership and we look forward to another year working with you!