

Transforming Lives





The CareSource **Mission:**

To make a lasting difference in our members' lives by improving their health and well-being.

The CareSource **Vision:**

Transforming lives through innovative health and life services.

Comprehensive Primary Care

Comprehensive Primary Care (CPC) is Ohio's patient-centered medical home program. This is a team based care delivery model led by a primary care practice, who is comprehensively managing a patient's health needs.

CPC Goal

Empower practices to deliver the best care possible to their patients, both improving quality of care and lowering costs. The five core comprehensive primary care functions that define the program are:

1. Risk stratified care management
2. Access and continuity
3. Planned care for chronic conditions and preventive care
4. Patient and caregiver engagement
5. Coordination of care across the medical footprint



Navigating Our Partnership

Provider's Role in CPC

The provider will be at the forefront of comprehensively developing and managing care coordination for their patients. This function has previously been conducted by CareSource.

CareSource's Role in CPC

We are committed to supporting your practice during this time of transition. We will be able to provide a dedicated Community Health Liaison to support your care coordination staff with the implementation of your population health model. To encourage a seamless transition, the Community Health Liaison will provide:

- An explanation of the CareSource model of care to provide detailed patient history
- CareSource member attribution with risk stratification level
- Pertinent health data of members previously enrolled in our care coordination program, Integrated Care Management

CareSource Specialized Services and Resources

We want you to know the same CareSource services and resources available to all of our members are still available with CPC.

- **Transportation:** CareSource also covers up to 30 one-way trips to medical visits, WIC and redetermination appointments per member per calendar year
- **CareSource24®:** Toll Free number available at all times, staffed by a RN
- **Utilization Management:** Effectively managing transitions of care and coordinating appropriate, accessible services
- **Pharmacy:** In-house department focusing on optimal medication adherence and management
- **CareSource Life Services®:** Program to address social determinants impacting member's overall well being and ability to be self-sufficient
- **Medication Therapy Management:** Contract with Outcomes MTM to provide face-to-face retail pharmacy consultations
- **Substance Use Programs:** A 24 month pharmacy "lock in" program for controlled substances to improve drug-related outcomes
- **Offender Re-entry Program:** Transition program for high risk individuals being released from prison
- **Maternal Child Program:** Partnership with community agencies that employ the Community Pathways Hub Model
- **Teladoc®:** Provides 24/7/365 access to physicians over interactive audio/video, who consult, diagnose, and if needed, prescribe medication for common and acute illnesses. Teladoc also offers mental health services between the hours of 7 a.m. and 9 p.m.

*Mental health services age restrictions apply

Attribution Methodology

- ✓ Attributed member is based on his or her selection
- ✓ If member selection isn't expressed, attributed member is based on his or her claims history
- ✓ If neither member selection nor visit claims are available, attributed members is based on geography. Attribution is updated on a quarterly basis and your attribution and payment file can be found on the MITS portal

Activity, Efficiency & Quality Requirements



Activity Requirements

- Community services and supports integration
- Behavioral health integration
- 24/7 and same-day access to care
- Risk stratification
- Population health management
- Team-based care and delivery
- Care coordination
- Follow-up after hospital discharge
- Tests and specialty referrals
- Patient experience



Efficiency Metrics

- Ambulatory care-sensitive inpatient admits per 1,000
- Emergency room visits per 1,000
- Behavioral health-related inpatient admits per 1,000
- Adherence to Preferred Drug List

Quality Metrics



Adult

Pediatric Health

- Well-Child Visits in First 15 Months of Life
- Child and Adolescent Visits 3-11 Years
- Child and Adolescent Visits 12-17 Years
- Weight assessment and counseling for nutrition
- BMI Assessment for Children/Adolescents

Women's Health

- Timeliness of Prenatal Care
- Live Births Weighing Less than 2,500 Grams
- Postpartum Care
- Breast Cancer Screening
- Cervical Cancer Screening

Adult Health

- Controlling High Blood Pressure
- Statin Therapy For Patients with Cardiovascular Disease
- Comprehensive Diabetes Care: HbA1c Testing
- Comprehensive Diabetes Care: Eye Exam
- Comprehensive Diabetes Care: HbA1c Poor Control (>9.0%)
- Asthma Medication Ratio

Behavioral Health

- Antidepressant Medication Management
- Follow-up After Hospitalization for Mental Illness
- Preventive Care and Screening: Tobacco Use for Screening and Cessation Intervention
- Initiation of Alcohol and Other Drug Dependence Treatment: Engagement



Additional Pediatric for CPC Kids

- Lead Screening (one or more at 2 years of age)
- Immunization for Children (HEDIS Combination 3)
- Immunization for Adolescents (HEDIS Combination 2)
- Tobacco Cessation for Ages 12-17
- Fluoride Varnish



CareSource Provider Resources

Community Health Liaison and Provider Relations Staff

Your Community Health Liaison Partner will be able to provide you with important patient background, history and data.

In addition to your Community Health Liaison, a member of our Health Partner Team will be available to assist you with operational questions.

Provider Portal

We make it easier for you to do business with us and the provider portal will be available 24 hours a day, 7 days a week with our free, secure Provider Portal.

Time-Saving Benefits of the Provider Portal:

- Member Eligibility & Termination – Multiple member eligibility look up for up to 24 months and member termination, if applicable
- Claims Information – Multiple claims searches simultaneously for up to 24 months; search claim status and submit appeals online
- Coordination of Benefits (COB) – Confirm COB for patients
- Payment History – Search for payments by check number or claim number
- Explanation of Payment – Access from the secure portal with the option to print
- Prior Authorization – Medical inpatient/outpatient, specialty pharmacy, home health care and Synagis; and Prior Authorization warning messages to verify accuracy
- Care Treatment Plans – Ability to view care treatment plans for your patients
- Case/Disease Management Referrals – Ability to submit case management referrals
- Member Profile – Comprehensive view of patient medical/pharmacy utilization
- CareSource Clinical Practice Registry – Innovative online tool showing providers when members are in need of tests or services*

Easy to Access

Accessing our Provider Portal is fast and easy.

- Click on “Provider Portal Log-in” located at **CareSource.com**
- Enter your username and password, and click the Login button

**Some provider types may not have access to the Clinical Practice Registry at this time.*



Contacts

CareSource Provider Relations

1-800-488-0134

Ohio Department of Medicaid (ODM) Provider Hotline

1-800-686-1516

Ohio CPC Website

<https://dx-stg.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/special-programs-and-initiatives/payment-innovation/comprehensive-primary-care/comprehensive-primary-care>

Ohio CPC participating managed care plan contact information is available upon request.

