

# The CareSource Compass: Guiding Provider Success

## Medicaid Quality Withhold

The Ohio Department of Medicaid (ODM) has introduced the 2025 Quality Withhold Program, an initiative designed to enhance the quality of care for Medicaid recipients while promoting accountability among Managed Care Organizations (MCOs) and healthcare providers. Under this program, a percentage of total reimbursement for specific services will be withheld and redistributed based on the achievement of key quality metrics. These metrics will focus on critical areas such as patient outcomes, care coordination, preventive services, adherence to evidence-based practices, patient experience, and health equity.

The program aims to foster collaboration between all Medicaid Managed Care Organizations (MCOs) and providers by aligning financial incentives with the goal of improving health outcomes for Ohio's Medicaid population. CareSource is committed to supporting providers through training, technical assistance, and data analytics to help them succeed in this initiative.

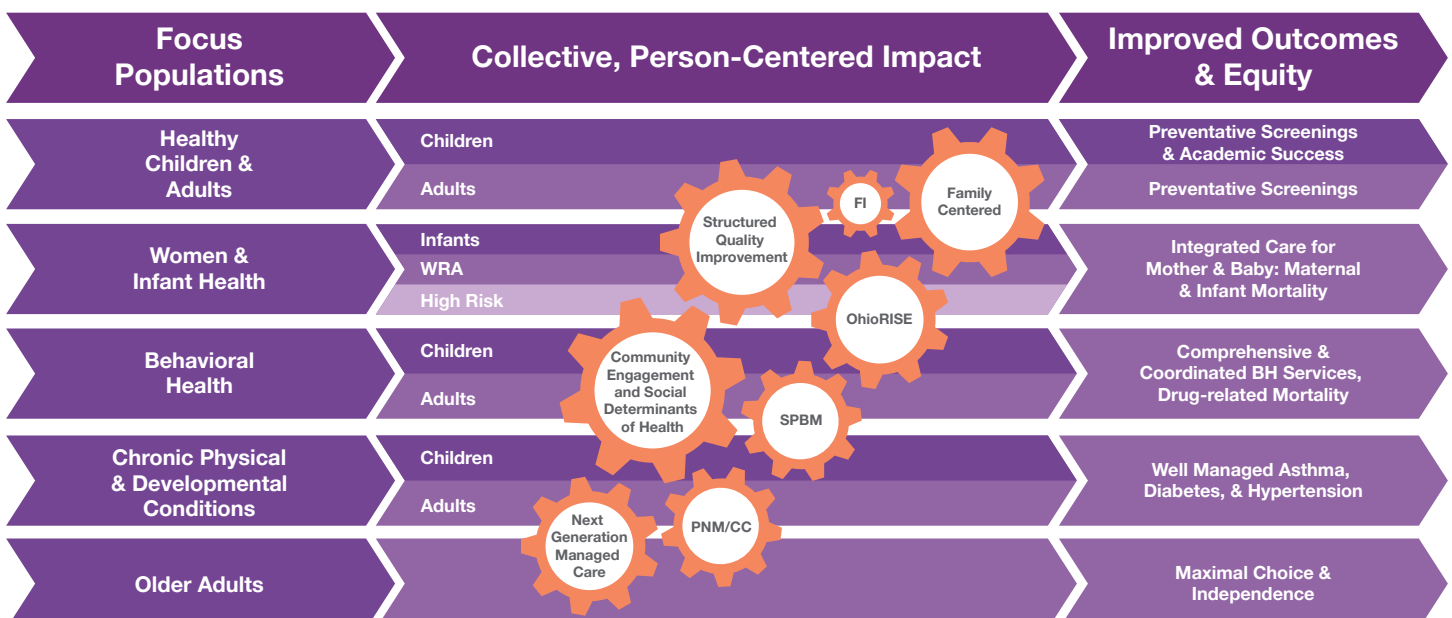
As we move forward, the 2025 Quality Withhold Program represents a significant step toward creating a sustainable healthcare system in Ohio that prioritizes high-quality care and better health outcomes for all Medicaid members. Providers are encouraged to work with their Provider Performance Liaison (PPL) and their Provider Relations Account Manager (PRAM) to learn more about these initiatives.

### Focus populations include:

Adults	Pediatrics (OAK Network)
1. Behavioral Health	1. Asthma
2. Preterm Birth	2. Behavioral Health
3. PRAF	3. Sickie Cell
	4. Well Child

**For more information:** [MMC QW24-25 Payout Methodology v1.0 FINAL 01-12-2024.pdf](#)

## Ohio Medicaid's Population Health and Quality Strategy



## Staff Spotlight

### Jason Little

Health Partner Incentive Analyst

Jason has been with CareSource for almost eight years in his role as the Health Partner Incentive Analyst. Since joining CareSource, he has experienced a strong sense of community, service and a positive corporate culture that remains evident today. He has been vital in the Alternative Payment Model (APM) reporting and program administration throughout his time at CareSource. Jason is also supporting our Ohio Provider Network and Performance Teams with data and reporting requests. He is a travel enthusiast and loves to spend time with his wife, Chanel, and teenage boys, Jason Jr. and Camden.

### Sheena Styles

Health Partner Network Manager

Sheena joined CareSource in 2015 as a Pharmacy Technician. From there, she rose through the ranks and garnered experience with Pharmacy Benefit Management, Quality, Regulatory/Compliance, Marketing, Member Benefits and Provider Relations. Currently, Sheena is a Contract Manager on the Ohio Market Contracting team. She is responsible for provider contracts, network adequacy and negotiations specializing in durable medical equipment (DME) agreements.

## Meet the Team

We are excited to introduce the Provider Network Strategy and Performance (PNSP) leadership team, a dynamic group dedicated to enhancing our provider relationships and optimizing the performance of our healthcare network. This talented team brings together diverse expertise in healthcare management, data analytics, and strategic planning, all aimed at ensuring that our providers have the support they need to deliver high-quality care to our members.

Under their leadership, the PNSP team will continue to focus on developing innovative strategies to strengthen provider engagement, improve network performance, and ensure that our services align with the evolving needs of the communities we serve. With a commitment to collaboration and continuous improvement, the PNSP leadership team is poised to drive meaningful change and enhance the overall effectiveness of our provider network. We look forward to the ongoing partnership with our valued providers and key stakeholders as we work together to achieve our mission of providing exceptional care to all.



## From the VP's Desk

**Matt Barrett, VP, Network & Contracting**

As we step into 2025, I'm excited to share our team's vision for the future. We are dedicated to fostering meaningful partnerships, driving innovation, and delivering exceptional value to our members and providers – partnership is at the core of our strategy.

We believe that collaboration and mutual support are essential to achieving our goals and making a lasting impact. Whether we're working with providers, community organizations, or industry leaders, we're committed to building strong, productive relationships that drive positive change.

Innovation is another key area of focus for us. We're constantly exploring new ways to leverage technology, improve care delivery, and enhance the overall experience for our members and providers. From telehealth and data analytics to population health management and beyond, we're pushing the boundaries of what's possible in healthcare.

As we embark on this new year, I want to express my gratitude to our entire community – including our employees, partners, and stakeholders – for your ongoing support and collaboration. Together, we're shaping a brighter future for healthcare, and we're excited to see what the future holds.

## Professional Development

We are pleased to announce that two of our employees are certified to offer both Question, Persuade, Refer (QPR) training and Counseling on Access to Lethal Means (CALM) training at no cost. If you are interested in learning more about these valuable training opportunities, please reach out to Stephanie Stitt at [Stephanie.Stitt@CareSource.com](mailto:Stephanie.Stitt@CareSource.com) for more information!

CareSource and the Montgomery County Alcohol, Drug Addiction and Mental Health Services (MCADAMHS) Board developed a partnership with the goal to support the workforce. Through this partnership, we are offering professional development training to licensed and paraprofessionals across all healthcare industries at no cost. Training Topics:



- **Q1:** Highly requested repeat of Fundamentals in Healthcare 2SLGBTQ+ & the start of a Wellness Series - complete
- **Q2:** Wellness Series & Supervision Training
- **Q3:** Transgender Experiences in Healthcare & Wellness Series
- **Q4:** Caring for Older Adults & Wellness Series

Dedicated to excellence in customer service, CareSource Provider Relations has created dedicated platforms for Ohio Providers to directly engage with our teams on operational matters. These connections are geared towards offering our valued provider partners insight on claim denial trends, offer billing and coding education, systems and process education, a chance to connect with fellow providers, and help reduce overall administrative burden.

If you would like to attend these events, please register via the Microsoft forms links below. Once registered, you will receive an invite to the next event within 2 business days:

- **CareSource Connections:** monthly opportunity for Behavioral Health providers
  - [Register Here](#)
- **Provider Connections - Ohio:** quarterly opportunity for Physical Health providers
  - [Register Here](#)



CS-25-OHM-0229-Q12025

CareSource is partnering with CME Outfitters to create webinar based CME education on cultural humility, health equity, trauma and gender informed care, and serving members with Limited English Proficiency (LEP).



- Foundational Principles of Cultural Humility and Safety in Healthcare Delivery
- Validating the Patient Experience through Trauma and Gender-Informed Care
- Examining your Role in Inclusive Patient Management to Improve Health Equity
- Identifying and Serving Patients with Limited English Proficiency (LEP)
- [www.cmeoutfitters.com/caresource-education-hub/](http://www.cmeoutfitters.com/caresource-education-hub/)
- CME available for physicians, nurses, pharmacists and pharmacy techs, optometrists, dentists, PAs, psychologists, social workers, and dietitians.

## Mission Moment: Heartbeat Award

We are thrilled to announce that Pam Sanborn, LISW-S, a valued member of our team, has been awarded the prestigious CareSource Heartbeat Award. This esteemed recognition is the highest honor our company bestows, and we couldn't be prouder of her for receiving this well-deserved accolade.

The Heartbeat Award celebrates individuals who embody our company's values and consistently demonstrate exceptional dedication, passion, and commitment to excellence. Pam exemplifies these qualities, and her tireless efforts have made a significant impact on our team and the organization as a whole.



Congratulations, Pam! Please join us in congratulating her on this outstanding achievement. We are grateful to have her on our team and look forward to her continued contributions to our organization's success.

## PNSP Team Mission and Vision

### Our Mission

To Innovate, support, and empower Providers in the pursuit of delivering person-centered and high-quality care to members.

### Our Vision

Increasing collaboration with Providers as we navigate the glidepath to alternative payer model (APM), while increasing provider satisfaction and reducing overall administrative burden.