

SPRING 2018

PROVIDERSource

A newsletter for CareSource Health Partners

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OPERATIONAL NEWS

NATIONAL PRESCRIPTION DRUG TAKE-BACK DAY

The DEA has set April 28, 2018, from 10 a.m. – 2 p.m. as the next National Prescription Drug Take-Back Day. More about the event is posted at the web site linked below. www.dea diversion.usdoj.gov/drug_disposal/takeback/index.html

Collection sites will be posted on the website above on April 1. The National Prescription Drug Take-Back Day aims to provide a safe, convenient and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications. Please spread the word!

FROM THE MEDICAL DIRECTORS

With busy practices and rushed schedules, health care providers can find it challenging to communicate effectively and empathetically with patients. However, patient-centered communication can be achieved, even during brief encounters.

Understanding your patient's perspective and expressing empathy are key features of patient-centered care. Keep these general guidelines in mind:

- Elicit your patient's agenda with open-ended questions, especially early on.
- Do not interrupt the patient.
- Engage in focused, active listening.
- Express empathy, understanding and positive reinforcement.

These are just a few ways you can strengthen your patient-centered communication skills. In addition, studies show that training programs, even those less than 10 hours in duration, can improve skills. More detailed information can be found on the American Family Physician website at www.aafp.org/afp. As always, CareSource supports your efforts to serve and communicate effectively with our members. We value your partnership.

Sincerely,

Karim Lopez, M.D.
Medical Director, Ohio

Lisa Galloway, MD, MRO, FACOEM
Medical Director, Kentucky and West Virginia

FIND PDL (PREFERRED DRUG LIST) UPDATES ONLINE

CareSource regularly reviews and updates the PDLs for all of our product lines. These PDL updates and other important pharmacy information can be found at CareSource.com. Drug coverage information is also available via apps on your smartphone, including 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 Health Partner Services to request the most recent PDL.



PREVENT PRESCRIPTION DRUG MISUSE WITH GENERATION Rx

Generation Rx is an excellent educational resource for people of all ages. It was created in 2009 by The Ohio State University College of Pharmacy and the Cardinal Health Foundation to provide free, easy-to-use, educational tools about preventing misuse of prescription drugs.

Generation Rx programs are developed for seven different audience groups: elementary, teen, college, adult, senior, patient, and workplace. From activity sessions and games for elementary-aged children, to waiting-room videos and brochures for patients, Generation Rx raises awareness of the importance of proper storage, use, and disposal of prescription drugs to decrease harm and misuse. Generation Rx also has steps to take if someone overdoses or needs help for a drug problem.

For more information, go to www.generationrx.org.

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 by ensuring your information is up to date. CMS has asked that we provide expanded information in our provider directories including:

- Provider website information
- Indication of a provider's completed cultural competency training

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

You can 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 side of the page.

HOW TO USE ASSESSMENTS AND CARE TREATMENT PLANS – PROVIDER PORTAL

CareSource encourages our health partners to take an active role in patients' care management programs through the Patient Profile feature on the Provider Portal. We invite and encourage you to provide input into patient assessment activity and participate in the development and monitoring of a care plan individualized to the needs of your patient, by following the steps outlined below:

- Visit the Provider Portal at **providerportal@caresource.com** and review the patient's assessment and care treatment plan on the "Provider Member List" link.
- Click the "Acknowledgement" button to confirm your review of the care plan and/or assessments. You can provide feedback about the treatment plan and enter comments to share with the care manager.
- We will notify you when updates to the care plan are made; however, feel free to check the Provider Portal for updates and any changes to the member profile.

PORTAL REGISTRATION

If you are not registered with CareSource's Provider Portal, please follow these easy steps:

1. Click on the "Register Now" button. You will need to have your Tax ID number, provider ID number (found in your welcome letter) and nine-digit ZIP code.
2. Click "Continue."
3. Create a username and password to access the helpful tools located on the portal.

Call Health Partner Services if you forget your username or password.



PROMOTING CHILDREN'S DENTAL HEALTH

Did you know that the American Dental Association held the first national observance of Children's Dental Health Day on Feb. 8, 1949?

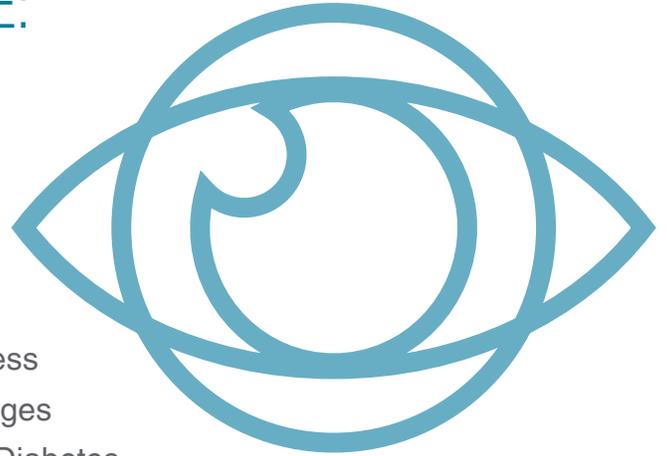
In 1981, the program was extended to a month-long observance in February known today as National Children's Dental Health Month. At CareSource, we believe every month is the best month to promote children's dental care because of the importance of oral health to every patient's overall health.

WHAT CAN YOU DO?

- Assess and reassess the covered dental benefits for your CareSource patients. Are you encouraging preventive services? What about fluoride varnish?
- Dedicate a team member in your office to calling your patients for preventive visits.
- Visit some other local health care providers, community centers or schools to collaborate on oral health risk assessments and referrals to your office.

We will be implementing provider incentive programs for dental wellness visits so stay tuned. Join us on social media and use #CareSourceSmiles as we contribute to the message of optimum oral health for all.

COMPREHENSIVE DIABETES CARE: RETINAL EYE EXAM



Individuals with diabetes are at an increased risk for experiencing eye problems including complications such as retinopathy, cataracts and glaucoma. Diabetic retinopathy is the most common diabetic eye disease and is the most common cause of new cases of blindness in adults in developed countries who are between the ages of 20 and 74.* CareSource recommends the American Diabetes Association standards to help guide the care of CareSource members with a diagnosis of diabetes.

CareSource uses the NCQA HEDIS Comprehensive Diabetes Care measure to monitor member quality of care. The measure is defined as the percentage of adults 18-75 years of age with diabetes (Type 1 and Type 2) who had one of the following:

- A retinal or dilated eye exam by an eye care professional (optometrist or ophthalmologist) in the measurement year
- A negative retinal or dilated eye exam (negative for retinopathy) by an eye care professional in the year prior to the measurement year
- Bilateral eye enucleation anytime during the member's history through December 31 of the measurement year

Documentation of the retinal or dilated eye exam includes:

- A note or letter from the ophthalmologist, optometrist, primary care physician or other health care professional stating that the ophthalmoscopic exam was completed by an eye care professional and includes the date and the result of the exam.
- A chart or retinal photograph indicating the date that it was performed and evidence of the test being read by an eye care professional or a qualified reading center operating under the direction of a medical director who is a retinal specialist.
- A negative retinal or dilated exam by an eye care professional in the year prior to the current year stating "retinopathy not present" or "normal findings" on dilated or retinal eye exam.



CLAIM CODES

Please remember to submit claims with the appropriate codes for the eye exam services that were completed. Please see the table below for more information.

Compliance Codes

Eye exam CPT	65091, 65093, 65101, 65103, 65105, 65110, 65112, 65114, 67028, 67030, 67031, 67036, 67039, 67040-67043, 67101, 67105, 67107, 67108, 67110, 67112, 67113, 67121, 67141, 67145, 67208, 67210, 67218, 67220, 67221, 67227, 67228, 92002, 92004, 92012, 92014, 92018, 92019, 92134, 92225-92228, 92230, 92235, 92240, 92250, 92260, 99203, 99204, 99205, 99213, 99214, 99215, 99242-99245
Eye exam CPT II	2022F, 2024F, 2026F, 3072F
Eye exam HCPCS	S0620, S0621, S3000

*Source: www.diabetes.org/newsroom/press-releases/2017/ADA-Diabetic-Retinopathy.html

Health Partner Services Contact Information

 OHIO	Medicaid	1-800-488-0134
	Marketplace	
	MyCare	
	Medicare Advantage	1-844-679-7865
 KENTUCKY	Marketplace	1-855-852-5558
	Medicare Advantage	1-855-202-1059
 WEST VIRGINIA	Marketplace	1-855-202-1091



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

VISIT US
CareSource.com

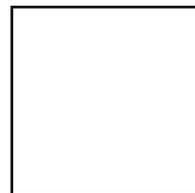
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WHAT YOU SHOULD KNOW WHEN YOU SUBMIT AN APPEAL

When you submit an appeal, you are asking CareSource to review a claim decision. You can submit an appeal on claims that have been appropriately adjudicated with all required documentation. The most efficient and preferred method for submitting an appeal is through the CareSource Provider Portal.

Claims that have denial codes requesting documentation do not have to be appealed. These should be submitted using the corrected claim process.

You must include appropriate documentation when you file an appeal. The list of the required documents can be found in the Grievance and Appeals Guide located at <https://www.caresource.com/documents/cs-p-0257-grievance-and-appeals-guide/>. Here you will also find valuable tips on submitting your appeal. You may also view applicable medical and reimbursement policies at www.CareSource.com/providers/policies/.

