



FALL 2019

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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CareSource®

Medical Director's Corner

Screening for and Preventing Disease

Preventing disease, or catching it earlier in its course through screenings, are two very cost effective ways we can improve the health of the populations we serve. Many of these services are yearlong initiatives for healthcare; however, with Fall upon us, I thought it would be good to discuss a few of these measures that are focal points this time of year.

- **Flu Vaccine**

- An annual flu vaccine is recommended for everyone 6 months of age or older.
- I encourage you to make a special effort to vaccinate patients who are at a high risk for flu-related health complications, including:
 - Preterm babies
 - Patients with chronic medical conditions, including asthma and other chronic lung diseases, heart disease, diabetes and weakened immune systems
 - Pregnant women
 - The elderly

- **Breast Cancer Screening**

- October is Breast Cancer Awareness Month with a great deal of media attention and events dedicated to breast cancer awareness.
- This is a good time to make sure all your eligible patients are caught up with their mammographies.
- CareSource covers all common versions of mammography without a prior authorization (please see posted Breast Cancer Screening policy).

- **Lung Cancer Screening**

- November is National Lung Cancer Awareness month.
- This is a good time to work with your patients who smoke on their cessation readiness.
- The United States Preventative Task Force (USPSTF) recommends annual screening for lung cancer with low-dose computed tomography (LDCT) in adults aged 55 to 80 years who have a 30 pack-year smoking history and currently smoke or have quit within the past 15 years.
- CareSource's Lung Cancer Screening policy

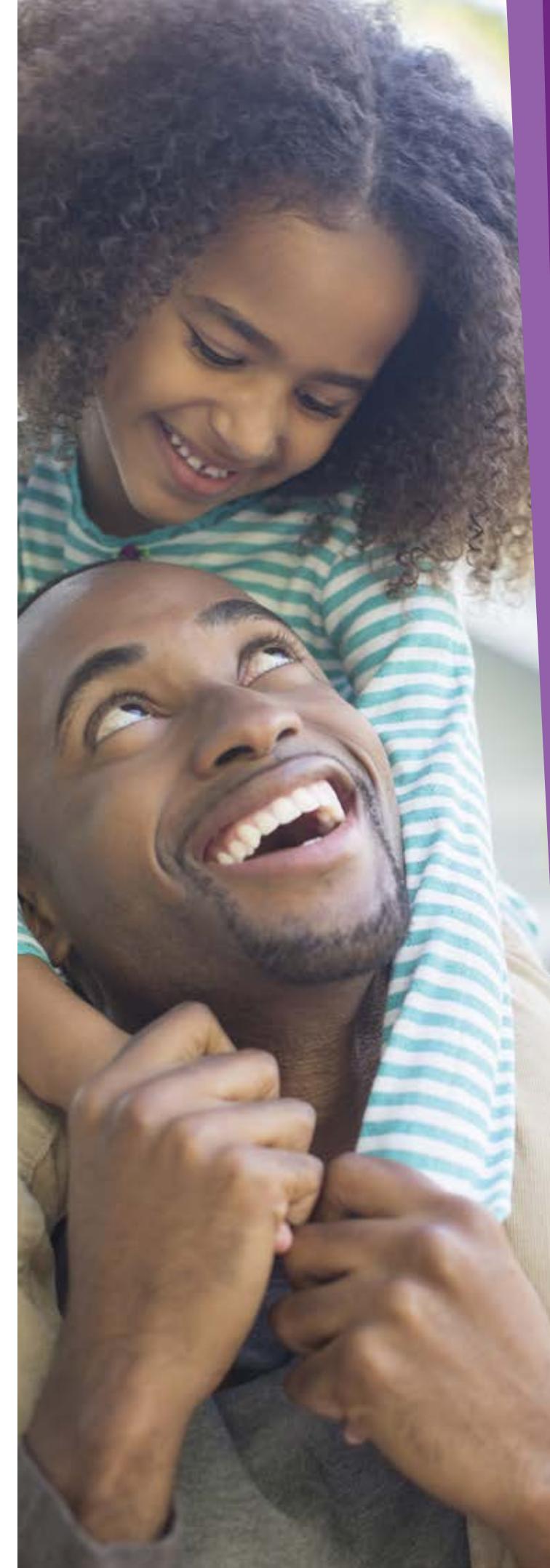
With your help, we can offer patients the best protection against seasonal influenza and screen for the two most common cancers in the United States.

Thank you for all the work you do on behalf of your patients!

Karim Lopez, MD

Karim Lopez, M.D.
Medical Director, Ohio





Antipsychotic Prescribing for the **Child Population**

Current literature suggests that in recent years the prescribing of antipsychotic medications to children was rising. To address concerns related to over-prescribing, National Committee for Quality Assurance (NCQA) utilizes two quality measures (monitoring of children prescribed more than one antipsychotic medication and first line psychosocial treatment for children prescribed antipsychotic medication) to help guide appropriate care for the child population who is prescribed antipsychotics. Along with this guidance, it is important to ensure appropriate clinical follow-ups (including lab monitoring, ongoing follow up visits and therapeutic interventions) are included in the child's comprehensive treatment plan. Lastly, addressing social determinants of health that may be impacting the child and/or his or her family can greatly improve the overall health of the child. Ensuring that the child and his or her family are engaged in a care management program can provide an extra layer of support to encourage treatment adherence and assist in removing barriers that may inhibit full participation in treatment.

Streamlining your Prior Authorization Submissions with our **Provider Portal**

CareSource's Provider Portal is the preferred method for providers to complete their prior authorizations (PA) and notifications to CareSource.

Using our portal, providers can streamline many of their tasks including:

- Checking eligibility
- Uploading supporting documentation for a PA request
- Receiving an immediate approval, pending decision or check a pending request

We are always working to improve our portal to meet your needs and have recently added some new enhancements including:

- Entering Newborn and Observation notifications
- Submitting information for a concurrent review
- Requesting a change or update to an existing PA, such as:
 - Attaching additional documentation after initial request
 - Changing Admit Date or Date of Service
 - Updating or providing discharge date
 - Adding or changing diagnosis and/or procedure codes
 - Updating number of requested units
 - Updating provider information

We offer training for general portal use twice a month or individual training can be scheduled by request. Contact us by email at CiteAutoAssistance@CareSource.com for more information about registering for the portal, to sign up for one of our training sessions or if you have any questions.





New “**Controlled Substance Report**” Provider Document Available on Provider Portal

CareSource has created a new Controlled Substance Report (CSR) for our providers as a tool to provide awareness of prescribing patterns for controlled substances.

The CSR shows a consolidated view of all members for whom the provider has written a controlled substance prescription. The report is available 24/7 on the Provider Portal and contains a glossary that defines how each of the metrics is calculated and shaded. We will continue to enhance the CSR with additional metrics.

How to Access the CSR:

Providers can access the report through the Provider Portal on **CareSource.com**:

- First, look for the “Are you a provider?” section on the left hand menu bar.
- Either log in or register, if a first time user.
- After choosing the state from which you practice, enter your username and password.
- Once logged in, go to the left navigation, under the Provider options, and select “Provider Documents”.
- Select available reports.

If there are questions about the Controlled Substance Report, providers can send requests to the following secure email: Controlled_Substance_Report@caresource.com. CareSource places the utmost importance on providers delivering quality member care. We encourage your use of the CSR as an enhanced tool to help you monitor your prescribing patterns.



New Pharmacy Innovation Partner

CareSource is excited to tell you about our new pharmacy innovation partner. Beginning on Jan. 1, 2020, medication claims will now be processed by Express Scripts. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for our members. Express Scripts will process medication claims for Medicare, Medicaid and Marketplace plans to provide continuity for your office and our members.

How Will These Changes Affect You?

- Each of your CareSource patients will receive a new insurance card. Remind them to bring their new card with them to appointments and pharmacy.
- The CareSource preferred drug list (PDL) will still be available online at **CareSource.com**. We are working hard to ensure that our members experience minimal disruption.
- The process for obtaining prior authorizations (PA) and Formulary Exceptions will not change. You can find PA request forms on our website at **CareSource.com**.



Returning Overpayments to **CareSource**

The Affordable Care Act (ACA) requires providers to report and return any overpayment within 60 days after identification of said overpayment. An overpayment is defined as any funds that a provider receives or retains from Medicare or Medicaid to which the person is not entitled.

There is no minimum monetary threshold for returning an overpayment. The 60 day time period for reporting and returning begins when the overpayment is identified or the provider is informed of the potential overpayment.

If you have received an overpayment from CareSource, please complete the Overpayment Recovery Form or Claim Refund Check Form located on **CareSource.com** within 60 days.

For further assistance, please contact Provider Services.



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

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Ohio Hepatitis A Outbreak

Ohio is in the midst of a statewide outbreak of Hepatitis A. From Jan. 5, 2018 to Jun. 11, 2018, 3,070 cases of Hepatitis A have been identified in Ohio, impacting individuals from one to 89 years of age. Historically, Ohio has seen about 40 cases per year.

Hepatitis A is a vaccine-preventable illness. Vaccinating high-risk individuals, or those who have contact with high-risk individuals, is one way we can stop this outbreak. Our goal is to collaborate with you to remind patients to get the Hepatitis A vaccination.

CareSource would like to remind our providers that our Medicaid and MyCare plans do not require a prior authorization (PA) for the Hepatitis A vaccine. Identifying at-risk populations and taking the appropriate steps to ensure they are aware of the vaccine and post-exposure options is critical in stemming this outbreak.

For more details, please visit www.odh.ohio.gov/hepa and www.cdc.gov/hepatitis/hav/index.htm.

Health Partner Services Contact Information



OHIO

Medicaid, Marketplace, MyCare **1-800-488-0134**
Medicare Advantage **1-844-679-7865**



KENTUCKY

Marketplace **1-855-852-5558**



WEST VIRGINIA

Marketplace **1-855-202-1091**