



NETWORK *Notification*

Notice Date: November 22, 2022
To: Georgia D-SNP, Indiana D-SNP and Ohio D-SNP Providers
From: CareSource
Subject: Face-to-Face Visit Encounter Requirement
Effective Date: January 1, 2023

Summary

Within the Code of Federal Regulations is requirement 42 CFR § 422.101(f)(1)(iv), which states that we must provide, on at least an annual basis, beginning within the first 12 months of enrollment, as feasible and with the individual's consent, for face-to-face encounters for the delivery of health care, care management or care coordination services, and be between each enrollee and a member of the enrollee's interdisciplinary team or the plan's case management and coordination staff, or contracted plan healthcare providers. A face-to-face encounter must be either in-person or through a visual, real-time, interactive telehealth encounter.

To comply with the requirements, plans and providers must conduct an annual face-to-face encounter with the enrollee. This can include visits with the following team members:

- Primary Care Provider
- Behavioral healthcare provider
- Social worker
- Member of the interdisciplinary team
- Member of the plan's case management team
- Other contracted plan health care provider

Getting preventive care reduces the risk for disease, disabilities and death. An annual face-to-face preventive care visit is key to overall health. It is important that all providers submit the appropriate codes when submitting claims for these visits to ensure services are recognized.

Questions?

For questions, please contact CareSource D-SNP Provider Services at **1-833-230-2176**. Hours of availability are Monday through Friday, 8 a.m. to 6.p.m Eastern Time (ET).

Y0119_Multi-DSNP-P-1685805_C