

Fall 2016

# ProviderSource

A newsletter for CareSource health partners



## CareSource to offer new Medicare Advantage plan in 2017

CareSource is expanding our Medicare Advantage plans 2017:

- CareSource Medicare Advantage® (HMO)
- CareSource Medicare Advantage Plus™ (HMO)
- CareSource Medicare Advantage Zero Premium™ (HMO) – **NEW**

Our new Zero Premium plan offers members affordable out-of-pocket costs and Rx copays as low as \$6.

### WHAT IS MEDICARE ADVANTAGE?

Medicare Advantage plans (Part C) provide eligible members with all the benefits of Medicare Part A and B, plus prescription drug coverage (Part D). Medicare Advantage plans offer more than traditional Medicare, including prescription drugs; enhanced dental, hearing and vision benefits; and limited out-of-pocket expenses.

The Medicare Annual Enrollment Period runs from October 15 – December 7. If you have patients interested in learning more about CareSource's Medicare Advantage plans, they can find out more by calling **1-888-320-9397** (TTY: 1-800-743-3333 or 711), Monday through Friday, 8 a.m. to 8 p.m., or by visiting [CareSource.com/Medicare](http://CareSource.com/Medicare).

**CareSource**<sup>®</sup>  
Health Care with Heart

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## From the Medical Director

Helping patients reduce their risk of cardiovascular disease can be difficult since many risk factors, such as high cholesterol and hypertension, can be asymptomatic at onset. One strategy involves the use of a heart attack risk assessment tool like the one offered by the American Heart Association at [www.cvriskcalculator.com](http://www.cvriskcalculator.com).



*Dr. Vaughn Payne*

The assessment tool can help estimate a patient's risk of having a heart attack or dying from coronary heart disease. Tools like this can also help patients discover how small changes and improvements in risk factors can reduce their risk estimate. In addition, the tool encourages patients to make a plan to reduce risk through medication or lifestyle changes.

Screenings are an important part of assessing heart attack risk. However, please keep in mind that the U.S. Preventive Services Task Force recently concluded that insufficient evidence exists to make a recommendation on whether to screen for lipid disorders in children and adolescents 20 years old or younger. (Source: U.S. Preventive Services Task Force. Screening for lipid disorders in children and adolescents. JAMA 2016; 316:625-633.)

We appreciate your partnership as we continue to support our members with compassionate care. Please feel free to contact me about this or any other topic. You can reach me by email at [vaughn.payne@caresource.com](mailto:vaughn.payne@caresource.com) or by phone at 502-213-4730.

Respectfully,

A handwritten signature in black ink that reads "Vaughn". The signature is written in a cursive style with a horizontal line underneath the name.

Vaughn Payne, Pharm.D., M.D., MBA, FACC, FACP, CPE  
Medical Director, CareSource

## Marketplace plans name announcement

Effective Jan. 1, 2017, our Marketplace plans will no longer be branded under "CareSource Just4Me™." With this change, our goal is to make the plan selection process simple for Marketplace consumers, who can now simply look for CareSource while shopping in the Health Insurance Marketplace.

## Find policy updates online

CareSource continues to provide our health partners with valuable information on our website. Our medical policy statements, network notifications and announcements are just some of the ways we strive to keep you fully informed about any changes to policies that may impact your business as well as new processes that make doing business with us more efficient.

Some recent network notifications include:

- "Notice of Medical Documentation Requirement for Claim Modifiers"
- "Home Infusion Therapy Prior Authorization Requirements, Pharmacy Criteria and Billing Guidelines" (Just4Me only)

This is not an all-inclusive list, so please refer to our website and check back frequently to view updates at [CareSource.com](http://CareSource.com).



## Partner with us

CareSource appreciates your partnership with our health plan. We encourage you to contract with all of our plans in Indiana if you practice in our service areas. Our health plans in 2017 will include:

- Hoosier Healthwise
- Healthy Indiana Plan
- CareSource Advantage, CareSource Advantage Plus & CareSource Advantage Zero Premium
- CareSource's qualified health plans in the Health Insurance Marketplace

We make contracting easy with a secure online form. Access it at [CareSource.com/Contracting](https://www.caresource.com/Contracting).

## CareSource will serve Hoosier Healthwise and Healthy Indiana Plan members in 2017

CareSource was one of four plans selected by the Indiana Family and Social Services Administration to serve Hoosier Healthwise and Healthy Indiana Plan members. CareSource was the only new plan selected, in addition to three incumbent plans.

CareSource has always been committed to serving at-risk populations, and beginning Jan. 1, 2017, we will coordinate care for recipients of state supported programs that provide health services to recipients, through Hoosier Healthwise and the Healthy Indiana Plan (HIP). Hoosier Healthwise is available to pregnant women and children, and HIP covers adults 19-64 whose incomes are less than 138 percent of the federal poverty level, and do not meet certain eligibility requirements for other health coverage programs.

### Behavioral health care guidelines available

Clinical practice guidelines are a set of systematically developed protocols designed to assist practitioners and members in making decisions about appropriate health care. Behavioral health clinical practice guidelines for ADHD, prescribing antipsychotic and psychotropic medications to children, depression, bipolar disorder and substance use disorder are available at [CareSource.com](http://CareSource.com).

### Cite AutoAuth now accepts inpatient authorization requests

We have expanded our use of Cite® AutoAuth to include requests for inpatient authorizations. Health partners are now able to request authorizations for inpatient services using the Cite AutoAuth system located on our secure Provider Portal.

Health partners can get the fastest response to authorization requests by using Cite AutoAuth. Advantages include:

- Immediate approval or pend status of an authorization
- No initial phone call, email or fax is necessary
- Ability to upload clinical information to support request for authorization

Simply enter the clinical criteria within Cite AutoAuth to request an authorization for services. A determination is then made based on the clinical criteria that has been selected – and in many cases, within seconds!



### LEARN MORE

Visit our Provider Portal at [www.providerportal.caresource.com](http://www.providerportal.caresource.com). Log in to the portal (registration required) and select “Prior Authorization.”

## False Claims Act can help reduce fraud

Using the False Claims Act (FCA), you can help reduce fraud against the federal government. It allows citizens to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or individuals defrauding the government through programs, agencies, or contracts. Whistleblowers can receive from 15 to 30 percent of the proceeds of the action or settlement.

Details can be found at: [CareSource.com/providers/indiana/just4me/contact-us/fraud-waste-abuse/false-claims-act/](http://CareSource.com/providers/indiana/just4me/contact-us/fraud-waste-abuse/false-claims-act/). For free education materials on the FCA and other federal fraud and abuse laws, visit <http://oig.hhs.gov/compliance/physician-education/index.asp>.

## Report Fraud

You have a choice when calling us to report fraud, waste and abuse. You may choose to identify yourself or remain anonymous.

You can anonymously report fraud, waste or abuse to the CareSource Special Investigations Unit by:

- Calling:
  - CareSource Just4Me: **1-866-286-9949**
  - CareSource Advantage, CareSource Advantage Plus, CareSource Advantage Zero Premium: **1-855-202-0557**and selecting the menu option for reporting fraud.
- Writing a letter or completing the Fraud, Waste and Abuse Reporting Form and sending it to:  
CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

If you choose to remain anonymous, we will not be able to call you back for more information, so leave as many details as possible including names and phone numbers. Your report will be kept confidential to the extent permitted by law.

The following reporting options are not anonymous:

- Fax: 800-418-0248
- Email: [fraud@caresource.com](mailto:fraud@caresource.com)

## COPD and spirometry

Chronic obstructive pulmonary disease (COPD) is one of the leading causes of death and disability in the United States, so early diagnosis is important to help improve health outcomes for patients. Spirometry is a simple test that can be used to help confirm a COPD diagnosis.

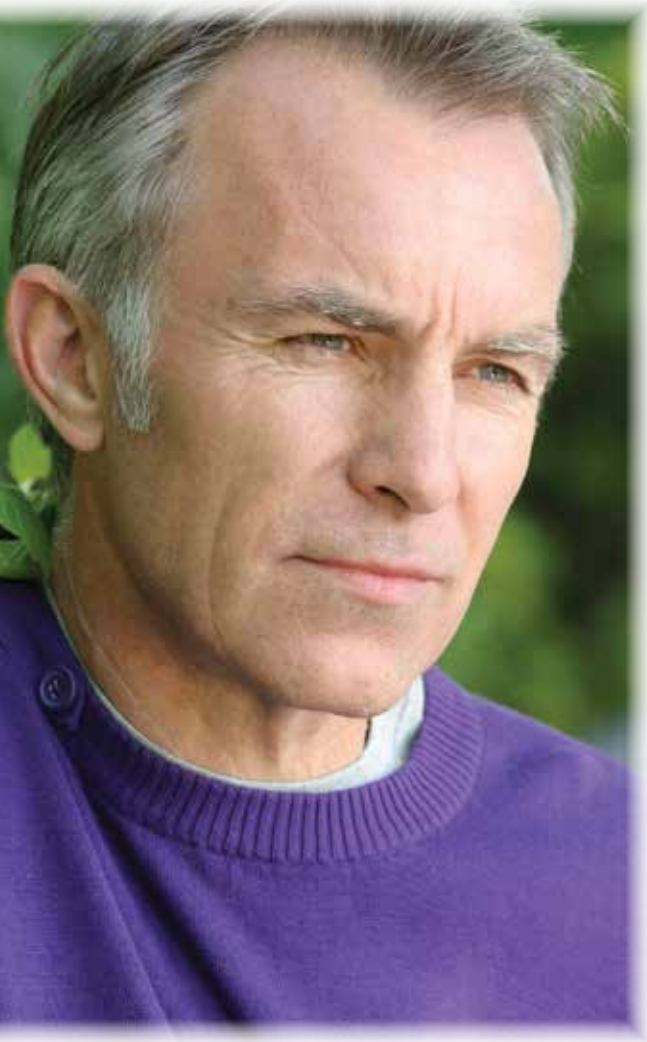
We recommend the use of spirometry in diagnosing COPD. More information about our COPD clinical guidelines can be found in the “Health Care Links” section of our website at [CareSource.com](http://CareSource.com).



## Breast health

October is Breast Cancer Awareness Month. Regular mammograms can lower the risk of breast cancer deaths. Please help us remind our members about the importance of mammograms.

Please engage in shared, informed decision-making with your CareSource patients about the best preventive screening schedule for them based on their medical and family history and other risk factors.



# Suicide prevention

As a health partner, you play a critical role in suicide prevention. Take the opportunity during primary care and outpatient general appointments to conduct suicide and depression screenings. Assessing suicide risk and connecting members with the appropriate resources is an important component in suicide prevention.

### *Risk factors for suicide*

- A previous suicide attempt
- Availability of lethal means
- Limited supportive relationships
- A family history of suicide
- Major physical illness such as chronic pain
- Having depression, a mental illness or substance use disorder

### *How health partners can help*

Health partners can help by watching for warning signs. Patients considering suicide may display warning signs including hopelessness; withdrawal; feeling trapped, anxious or agitated; or talking about hurting/killing oneself or dying. You can help by:

- Developing protocols on warning signs of suicide
- Training staff on suicide and depression screenings, as well as the action to take if they see warning signs
- Making member educational materials available

Thank you for partnering with us in suicide prevention.

## Use Provider Portal for delivery notifications

CareSource must be notified of all vaginal and C-section deliveries via the Provider Portal. Notifying us is simple. Just use our convenient self-service features:

- Visit the Provider Portal and select your state.
- Log in to the portal. If you do not have an account, registration is easy. Follow the guide found at [CareSource.com/documents/provider-portal-solutions](https://www.caresource.com/documents/provider-portal-solutions).
- On the left navigation bar, click on “Prior Authorization” under “Providers.”
- Search for the infant’s mother. You can search by CareSource ID number, Medicaid ID or member information.
- Scroll down to the “Authorization Request” dropdown menu and select “Inpatient Delivery.” From there, you can easily submit the required information to us.



## Screenings for members with diabetes

Regular screenings for patients with diabetes are an integral part of a comprehensive diabetes management plan. It requires the coordinated efforts of members, providers and health care organizations to be successful.

We encourage our members with diabetes to, schedule regular screenings and tests, and to comply with their treatment plans, including adherence with medications and recommended changes in diet and exercise. Please visit **CareSource.com** to get more information about the current standards of care for members with diabetes along with expected treatment outcomes and practical strategies to improve diabetes care processes.



## Coming soon: Electronic prior authorizations for pharmacy prescriptions

In the near future, as a prescriber or representative of a prescriber, you will be able to request a prescription prior authorization (PA) decision from CareSource electronically.

### ADVANTAGES

- Confirm the need for PA and view criteria during the prescribing process.
- Access benefit and formulary information.
- Receive approval or denial of the PA in one system.
- Submit patient information and receive criteria questions online, often immediately.
- Process PAs with no paperwork or phone calls to the plan.
- Enjoy faster PA approvals, many times before the patient leaves your office.

The electronic PA process can save an estimated 416 hours per year and can provide the ability to send 11 electronic PA requests in the time it takes to fax one. Stay tuned for more details.





201 N. Illinois Street, Indianapolis, IN 46204  
**CareSource.com**

## HOW TO REACH US

### Health Partner Services

Just4Me: **1-866-286-9949**  
(TTY: 1-800-0750 OR 711)

CareSource Advantage/CareSource  
Advantage Plus: **1-855-202-0557**

### Follow us on Social Media

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

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## Find quarterly formulary updates online

Notifications of important formulary changes for CareSource plans are mailed to members and health partners. CareSource also posts formulary updates on our website. You can find CareSource pharmacy information and formulary changes at:

- CareSource Just4Me: **CareSource.com/providers/indiana/just4me/patient-care/pharmacy/**
- CareSource Advantage, CareSource Advantage Plus, CareSource Advantage Zero Premium: **CareSource.com/providers/indiana/medicare-advantage/patient-care/pharmacy/**

If you do not have access to the internet, please call us and we will send you the updates. Please call:

- CareSource Just4Me: **1-888-815-6446**
- CareSource Advantage, CareSource Advantage Plus, CareSource Advantage Zero Premium: **1-800-833-3239**

and follow the prompts to reach the Pharmacy department.

## National Drug Take-Back Day set for Oct. 22

The Drug Enforcement Administration (DEA) has set Oct. 22, 2016, from 10 a.m. – 2 p.m., as the next National Prescription Drug Take-Back Day. More about the event is posted at [www.deadiversion.usdoj.gov/drug\\_disposal/takeback/index.html](http://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html).

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. Help us spread the word.