

Fall 2016

ProviderSource

A newsletter for CareSource health partners



CareSource to offer Medicare Advantage plans in Ohio in 2017

CareSource is expanding our product line to include Medicare Advantage plans 2017! Our plans names are:

- CareSource Advantage® (HMO)
- CareSource Advantage Plus™ (HMO)
- CareSource Advantage Zero Premium™ (HMO)

Our new Medicare Advantage plans will allow us to continue help our members navigate the health care system as they move to new stages of life.

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 **1-844-607-2830** (TTY: 1-800-750-0750 or 711), Monday through Friday, 8 a.m. to 8 p.m., or by visiting CareSource.com/Medicare.


CareSource[®]
Health Care with Heart

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From the Medical Director

Deaths from opioid overdoses in Ohio and across the nation continue to climb. The statistics we hear are grim but, as health care professionals, we are in a unique position to help change the course of this epidemic.



Dr. Don Wharton

Some progress has already been made. According to the Ohio Automated Rx Reporting System, there were 81 million fewer opioid doses (not including liquids) dispensed to patients in the state in 2015 compared to 2011. I urge you to reference the opioid prescribing guidelines established by the Governor's Cabinet Opiate Action Team at <http://mha.ohio.gov/Default.aspx?tabid=828>. We can also continue to educate ourselves about treating pain safely and effectively, be diligent in screening patients for substance use disorders, and provide or connect them to treatment resources.

There is much more to do and it will take a comprehensive effort across multiple channels to realize more positive outcomes. We appreciate your partnership as we continue to reach out with compassion to serve the health care needs of those who need it most.

Sincerely,



Don Wharton, MD
Vice President, Medical Director Ohio Market

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.

We have updated our Interventional Pain Management policies and initiated a Sexually Transmitted Infection policy. The medical policy statements are posted at: CareSource.com/providers/ohio/providers/medical-policies

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.

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. Log in to the portal (registration required) and select “Prior Authorization.”

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.



Helping members prepare for emergencies

CareSource will be providing emergency and disaster preparedness information to our members in upcoming member newsletters. This information will include helpful tips for preparedness activities recommended by the American Red Cross, along with links to other websites and smart phone apps that may be of assistance.

WHAT CAN YOU DO TO ASSIST?

We encourage you to discuss and reinforce the importance of emergency preparedness to your CareSource patients who do not have an emergency response plan developed.

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.

Partner with us

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

- Traditional Medicaid
- CareSource® MyCare Ohio (Medicare-Medicaid Plan)
- CareSource Advantage®, CareSource Advantage Plus™ & CareSource Advantage Zero Premium™
- CareSource’s qualified health plans in the Health Insurance Marketplace

In all, we collaborate with health partners across the state to serve more than 1.3 million Ohioans. We make contracting easy with a secure online form. Access it at [CareSource.com/Contracting](https://www.caresource.com/Contracting).

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/ohio/ohio-providers/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>.

You can report fraud, waste or abuse to the CareSource Special Investigations Unit.

Anonymous reporting options

- Call **1-800-488-0134** and select the menu option for reporting fraud.
- Write a letter or complete the fraud, waste and abuse reporting form at CareSource.com/documents/ohio-fraud-waste-and-abuse-reporting-form
 - Mail to:
CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other reporting options

- Fax: 800-418-0248
- Email: fraud@caresource.com

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.



Behavioral health care guidelines available

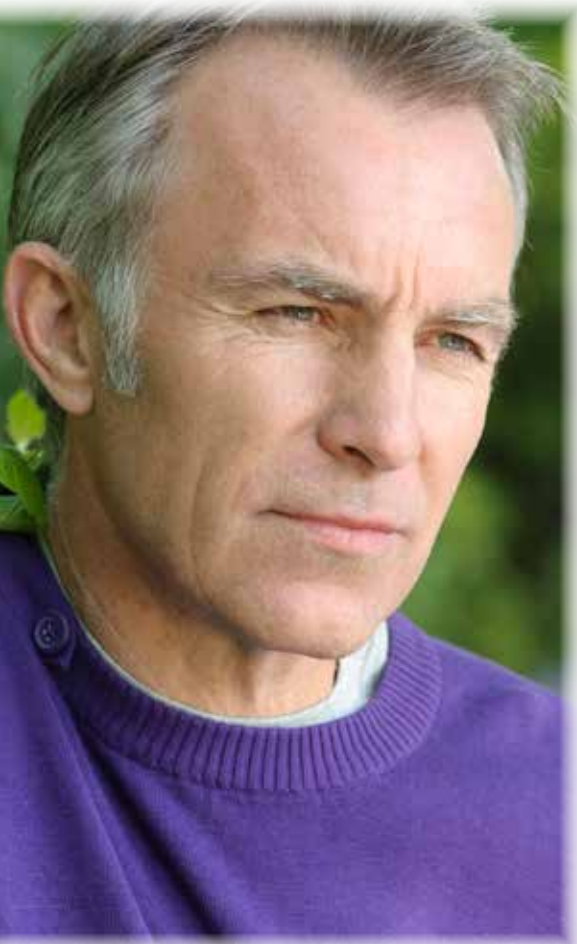
Clinical practice guidelines are a set of systematically developed protocols designed to assist practitioners and members in making decisions about appropriate health care. Behavioral health clinical practice guidelines for ADHD, prescribing antipsychotic and psychotropic medications to children, depression,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

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.

We encourage our members to receive an annual mammogram beginning at age 40. 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.

CareSource implements Community Transition Program

CareSource has contracted with the Ohio Department of Mental Health and Addiction Services (OhioMHAS) to implement the Community Transition Program (CTP). The program was developed to help facilitate continued treatment and recovery support services for individuals with substance use disorder returning from the Ohio Department of Rehabilitation and Corrections.

CareSource coordinates services across community-based health partners for those enrolled in CTP to help reduce the risk of relapse and ensure recovery supports upon release from prison. This may include assistance with housing, vocational supports, life skills, transportation and other supportive services.

CTP provides reimbursement for recovery services for individuals enrolled in the program. CTP provides reimbursement for treatment services as long as the individual does not have Medicaid. If the individual has Medicaid, or other insurance, treatment services are to be billed through that plan. Find more details at [CareSource.com/providers/ohio/community-transition-program](https://www.caresource.com/providers/ohio/community-transition-program).

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](https://www.caresource.com).

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.



Life Services expands reach with grant

CareSource Life Services will oversee a nearly \$750,000 grant from the Ohio Department of Job and Family Services recently awarded to the Montgomery County Healthier Buckeye Council. By helping to bring Medicaid recipients into the workforce, the Life Services division of CareSource creates pathways to self-sufficiency.

The grant will support placing 100 underserved people into jobs, helping them improve their health and rely less on public assistance. Working in coordination with other community partners, CareSource's Life Services addresses barriers to self-sufficiency that include health, food insecurity and substance use. For more information, visit **CareSource.com/LifeServices**.

LIFE SERVICES IMPACT FROM 2015 – AUGUST 2016





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

HOW TO REACH US

Health Partner Services:
1-800-488-0134
(TTY: 1-800-750-0750 OR 711)

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)

Find quarterly formulary updates online

CareSource no longer mails quarterly Medicaid formulary updates. The information is now posted on our website. You can find CareSource Medicaid pharmacy information at:

[CareSource.com/providers/ohio/ohio-providers/member-care/pharmacy](https://www.caresource.com/providers/ohio/ohio-providers/member-care/pharmacy)

Drug coverage information for our Medicaid formulary is also available on ePocrates, a medical application you can download to your mobile device. Find out more at **www.epocrates.com**.

If you do not have access to the internet, please call us and we will send you the updates. Please call **1-800-488-0134** and follow the prompts to reach the pharmacy department.

Notifications of important formulary changes for CareSource Just4Me are mailed to members and health partners. They are also posted on our website at: **[CareSource.com/providers/ohio/just4me/patient-care/pharmacy](https://www.caresource.com/providers/ohio/just4me/patient-care/pharmacy)**

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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.dea.gov/divisions/office-of-public-affairs/press-releases/2016/10/02/national-prescription-drug-take-back-day**

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.