

Fall 2016

ProviderSource

A newsletter for CareSource health partners

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.”

IN THIS ISSUE:

- 2 Marketplace plans name change announcement
- 3 Coming soon: e-PA for pharmacy prescriptions
- 6 Screenings for members with diabetes

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.



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 or by phone at 502-213-4730.

Respectfully,



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"
- "Requirements for Corrected Claims Submission"
- "Home Infusion Therapy Prior Authorization Requirements, Pharmacy Criteria and Billing Guidelines"

This is not an all-inclusive list, so please refer to our website and check back frequently to view updates at CareSource.com.



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.

Coming soon: Electronic prior authorizations for pharmacy prescriptions

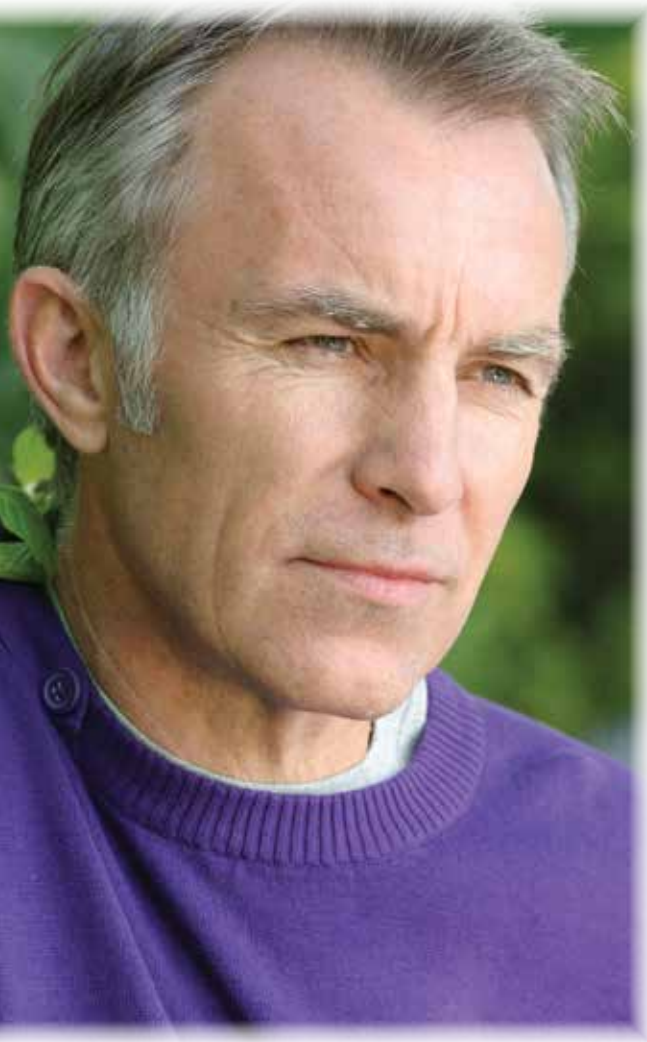
In the near future, as a prescriber or representative of a prescriber, you will be able to request a prescription prior authorization (PA) decision from CareSource electronically.

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.





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.
- 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.

4 CareSource.com

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.

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.

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/westvirginia/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>**.

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

Anonymous reporting options

- Call **1-855-202-1091** and select the menu option for reporting fraud.
- Write a letter or complete the fraud, waste and abuse reporting form at **CareSource.com/documents/wv-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.

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**.

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.



Find quarterly formulary updates online

Notifications of important CareSource formulary changes are mailed to members and health partners. They are also posted on our website at **CareSource.com/providers/westvirginia/just4me/patient-care/pharmacy/**.



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

HOW TO REACH US

Health Partner Services:
1-855-202-1091

CareSource24[®], 24-Hour Nurse
Advice Line: 1-866-206-0701

Follow us on Social Media

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

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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.

