



# SUBSTANCE USE DISORDER: Integrated Care



CareSource understands the multifaceted, chronic, and relapsing nature of substance use disorders (SUD). As an industry leader, CareSource has developed innovative and collaborative programs that not only address the member's substance use, but also his/her medical, psychological, social and safety issues. We cover a full spectrum of psychosocial support interventions to help integrate behavioral and physical healthcare for our members.

## Psychosocial Support Interventions

- Traditional SUD outpatient therapy programs
- Psychiatry and/or therapy to address co-occurring substance use/mental health disorders
- Coordination with the member's primary care provider for follow-up with high correlating co-occurring disorders
- Identification and coordination of medical issues impacting the treatment plan
- Identification and elimination of barriers, including transportation, housing, food and prescriptions

## Goals

The overall goal of the SUD program is to improve access to treatment and care coordination for CareSource members. Strategies to reach this goal include:

- Integration of physical and behavioral health care
- Coordination of care across providers and systems
- Collaboration with medical treatment interventions
- Member and provider education
- Referral and collaboration with community mental health resources
- Care management for specific disease states and pain management
- Ongoing care management monitoring and evaluation of treatment program progress

## Partnering and Collaboration

The co-occurring and co-impacting conditions that arise with SUD require a collaborative approach between CareSource, providers and community stakeholders. Following national guidelines, CareSource assists with the coordination of care across systems. Strategies include:

- Assessing and collaborating to address community needs
- Engaging providers, groups, committees and initiatives
- Coordinating benefits with key stakeholders

## Additional Care Management Services

### CareSource24® Nurse Advice Line

Our nurse advice line provides a resource for members who face medical issues when the primary care provider (PCP) office is closed. CareSource nurses help callers navigate the health care system by explaining to members how and when to access services. In addition, they facilitate follow-up care as needed. CareSource24 provides unlimited access to an experienced staff of registered nurses through a toll-free number 24 hours a day, seven days a week.

Members can call CareSource24 at: 1-844-206-5944 (TTY: 1-800-255-0056 or 711)

### Care Management Program

Care4U addresses the member's needs by focusing on the multifaceted, chronic and relapsing nature of substance use disorders. The program uses a community-based approach by working with various internal and external clinicians. In addition, Care4U addresses medical, psychological, social and safety issues.

Members can call the care management program at: 1-855-202-0729

### Emergency Department Diversion and Collaboration

CareSource closely monitors Emergency Department (ED) utilization and identifies frequent users, outreaching to members to help reduce avoidable ED utilization through education, identification of barriers, and by linking members to a regular source of care.

### Medication Therapy Management

Medication Therapy Management (MTM) is designed to help identified members take active control of their health through better understanding of their medication and engagement with their local pharmacist.

### Screening, Brief Intervention, and Referral to Treatment

Screening, Brief Intervention and Referral to Treatment (SBIRT) services are covered by Medicaid. SBIRT is an early intervention approach that targets individuals with non-dependent substance use in order to proactively intervene, prior to the urgent need, and to avoid more intense treatment

### Pharmacy Lock-In

CareSource works with Georgia LIP, a health and safety program that protects members whose use of services exceeds medical necessity. In this program, use of controlled substances is monitored and members are assigned designated providers. Enrollees fill their prescriptions at one pharmacy and use their primary care provider for medical care.

Providers can request a 45-minute training to learn more about SBIRT, or visit [CareSource.com](https://www.caresource.com) > Providers > Education > Training & Events to access an on-demand training resource.

### Addiction Help Line

CareSource offers addiction help to get connected to treatment options. Members can call the Addiction Help Line at 1-833-674-6437.

For more information about services and programs, contact  
Provider Services at **1-800-202-1058**.