



SUMMER 2020

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Georgia Providers,

*We thank you.*

Providing care has never been more critical. We thank you for your efforts to treat patients and lead to a healthy tomorrow.

*We're with you.*

We value our partnership with you. During times of uncertainty, we band together and provide care for those in need. There are resources available to you on [CareSource.com](https://www.caresource.com). We know that rules related to service coverage and requirements are changing quickly as this situation evolves. We will continue to update information so that together, we can continue to keep Georgia covered.

## Medical Director Note

# How to Get the Most Up-to-Date Information

One of the most common questions I receive when meeting with CareSource providers is “What is the best way to get the most up-to-date information from CareSource?” With provider engagement and partnership at the top of our priority list, CareSource strives to streamline our provider processes and policies to reduce as much administration burden for you and your practice.

The CareSource provider website, [CareSource.com](https://www.caresource.com) > [Providers](#), makes it easy to work with us 24/7. Our website allows providers to specify the product you want information on, and explore tools and resources specific to the product, including: the provider manual, drug formulary and other educational materials. In addition, our secure Provider Portal ([CareSource.com](https://www.caresource.com) > Providers > [Provider Portal Log-In](#)) is available to electronically submit claims, request prior authorizations and get rapid turnaround decisions for your requests as fast as minutes or hours, in some cases. Lastly, educational programs are provided for you, free of charge, to assist you and your practice in caring for our members, your patients, and their families.

I believe that the CareSource provider website and secure portal will have a significant positive effect on the way you and your staff manage the health care of our members. Take time to go on the website and sign up for entry into the secure Provider Portal. We welcome your feedback to ensure that the provider experience is as effective and efficient as possible.

In good health,

Seema Csukas, MD, PhD, FAAP  
Medical Director, Georgia Market



## Network Notification Bulletin

CareSource regularly communicates operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. Here were some network notifications posted from the previous quarter that you may have missed:

### Georgia Medicaid Providers

- Superior Vision Go-Live Date Change
- Protecting Members and Reducing the Spread of COVID-19
- Coordination of Healthcare Exchange of Information Update
- Policy Updates February 2020
- Reminder: Provider Claim Reporting to Georgia Medicaid Management Information System (GAMMIS)
- Coordination of Benefits (COB) Reminder
- Prior/Retro Authorization Requirement for Ancillary Providers

Network notifications can be accessed at **CareSource.com** > Providers > [Updates & Announcements](#).

CareSource would also like to remind you of our electronic policy postings, conveniently packaging medical, pharmacy, reimbursement and administrative policy updates into a monthly network notification for your review. You can also find our provider policies listed at **CareSource.com** > Providers > [Provider Policies](#).





# Provider Portal Enhancements

CareSource is continually making enhancements to our Provider Portal, based on your feedback, to improve your experience working with CareSource. Our goal is to not only implement your suggestions, but to keep you updated about the portal features we release so you know the tools that are available. Portal enhancements within the last quarter have included:

**Integration with ECHO® Health for Provider Payments** - Effective Jan. 11, 2020, the ECHO Health Explanation of Payment (EOP) is available on the Provider Portal when viewing a claim.

**Claim Messaging** - Additional detail is now available when viewing a denied claim on the Provider Portal. Clinical edits, which provide detailed information regarding the claim denial, can now be viewed in the Process Reason when viewing the claim details.

**Member Eligibility** - Providers can now search for multiple members at once using an Excel file containing the necessary IDs.

**Provider Maintenance** - Provider submissions for changes to a mailing or remit address using the Provider Maintenance form are immediately updated into the CareSource systems.

**New Workflow for Denied Claim Attachments** - A new Document Upload tab is available on the Claims Detail view when a claim is denied due to missing attachments. You are then prompted to upload the appropriate attachment for the denied claim.

## **Updated Consent Form Attachment** -

When uploading a consent form for abortion, hysterectomy, or sterilization claims from the Member Eligibility section of the Portal, there is a new option to select if the consent form is for a denied claim. If selected, the claim number is a required field.

**Appeal Letters** - The following appeal letters are now available, when applicable, on the Provider Documents page for claim appeals submitted for GA Medicaid:

- Acknowledgment Letter
- Decision Letter
- Extension Letter
- Initial Denial Letter
- NIA Cover Letter
- WOL Dismissal Letter

**Dispute Letters** - Dispute acknowledgement and decision letters are now available, when applicable, on the Provider Documents page for GA Medicaid.

Continue to check our website at [CareSource.com > Providers > Updates & Announcements](https://www.caresource.com/providers/updates-announcements) for updates on Provider Portal enhancements.

## Medicaid Enrollment Requirements

According to 42 CFR 455.410, all providers must be enrolled with the state Medicaid agency, and assigned a valid Medicaid ID in order to provide Medicaid services. Providers billing for Medicaid services without a Medicaid ID may not be eligible for payment for services provided to Medicaid members. If you have questions regarding this, please see the following resource

GA Medicaid: <https://www.mmis.georgia.gov/portal/PubAccess.Enrollment/tabId/63/Default.aspx>

### Pharmacy

## Sticking with **Statins**

Cardiovascular disease is the leading cause of death in the United States. The American College of Cardiology/American Heart Association guidelines for the management of blood cholesterol have identified four statin benefit groups to decrease risk. Accordingly, statin use is included in most provider and plan quality performance measures.

Side effects (actual or expected) are the primary barrier to a patient starting or continuing their statin therapy and ultimately achieving the desired benefits. Although there are no absolute remedies for statin related adverse effects, particularly muscle pain, the following may be recommended to your patients:

- Check for drug interactions.
- Prescribe a different statin, lower the dose, or try an alternate daily or intermittent dosing schedule.
- Keep track of new symptoms that develop while on statin therapy.
- Exercise or ramp up lifestyle changes.
- Check thyroid hormone levels and treat if needed.
- Recommend supplements:
  - Patients with low vitamin D may find restoring to normal levels reduces muscle pain.
  - Coenzyme Q10 may give relief to some patients although small clinical trials haven't substantiated the positive effects.

#### Sources:

1. Glueck CJ, Aregawi D, Agloria M, Khalil Q, Winiarska M, Munjal J, et al. Rosuvastatin 5 and 10 mg/d: A pilot study of the effects in hypercholesterolemic adults unable to tolerate other statins and reach LDL. *Clin Ther.* 2006;28:933–42.
2. Mackie BD, Satija S, Nell C, Miller J, Sperling LS. Monday, wednesday and friday dosing of rosuvastatin in patients intolerant to statin therapy. *Am J Cardiol.* 2007;99:291.
3. Gadarla M, Kearns AK, Thompson PD. Efficacy of rosuvastatin (5 mg and 10 mg) twice a week in patients intolerant to daily statins. *Am J Cardiol.* 2008;101:1747–48.
4. Bakes JM, Venero CV, Gibson CA, Ruisinger JF, Howard PA, Thompson PD, et al. Effectiveness and tolerability of every-other-day rosuvastatin dosing in patients with prior statin intolerance. *Ann Pharmacother.* 2008;42:341–6. Ahmed W, Khan N, Glueck CJ, Pandey S, Wang P, Goldenberg N, et al. Low serum

## Transportation Solutions

Did you know that CareSource participates in the Non-Emergency Medical Transportation (NEMT) program? The NEMT program provides eligible members with transportation to their medical and behavioral health appointments. To be eligible for these services, members must have no other means of transportation available and are only transported to those medical services covered under the Medicaid program.

When performing outreach and services to members, our providers and health partners are encouraged to inform those who have appointments for behavioral health, or with a physical health professional's office, that they may utilize the transportation services to remove any transportation barrier. Sharing this information assists the service provider continually delivering the quality of services that are medically and clinically necessary.

Transportation for CareSource Georgia Families Members:

- Unlimited rides to and from medical health care appointments, behavioral health appointments and pharmacy medication pick-up.
- The member or service provider must request a ride at least two business days prior to appointment.
- To schedule transportation, contact to the NEMT broker who services the member's region must be made, Monday through Friday 7 a.m. to 6 p.m.

**LogistiCare Contact Information:**

Central: 1-888-224-7981

Southwest: 1-888-224-7985

East: 1-888-224-7988

**Southeastrans Contact Information:**

North: 1-866-388-224-7981

Atlanta: 1-888-224-7988



# Telehealth Options

CareSource is committed to ensuring the needs of our members are continuously being met through the continuity of care. We believe telehealth is one avenue to achieving seamless continuity. This is why your partnership is so critical to improve health outcomes. We have ensured that we continue to follow service delivery guidelines that are communicated through the Department of Community Health (DCH) and the Department of Behavioral Health and Developmental Disabilities. This is not in lieu of the medical home or the primary care provider, but an additional point of access. The codes and modifiers are identified in the Telehealth Guidance, which is located on the GAMMIS website at <https://www.mmis.georgia.gov/portal/>.

## Some advantages of telehealth include:

- 1 Unnecessary admissions and readmissions are reduced with the help of remote consultations and monitoring, allowing patients to manage health conditions more effectively at home.
- 2 Remote specialists can often determine if a patient needs to be moved to another facility or if they can stay where they are.
- 3 Members are able to gain access to services not usually available due to transportation challenges or living in rural areas.

To stay connected, providers may access information from DCH at <https://dch.georgia.gov/>.



## Pharmacy Updates for Medicaid and Marketplace

CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under your plan, go to the Find My Prescriptions link under Member Tools & Resources. The most current updates can be found there also. If members do not have access to the internet, they can call Member Services for their respective market and plan. A CareSource Representative will help members find out if a medication is covered and how much it will cost.



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## We are here **for you!**

CareSource wants our providers to be aware of all the ways we offer support and the channels you can access to get your questions and needs met. In an effort to better support our providers and offer an immediate response to questions, concerns and inquiries, we offer claims, policy and appeals assistance through our call center when you call our plan-specific Provider Services departments.