



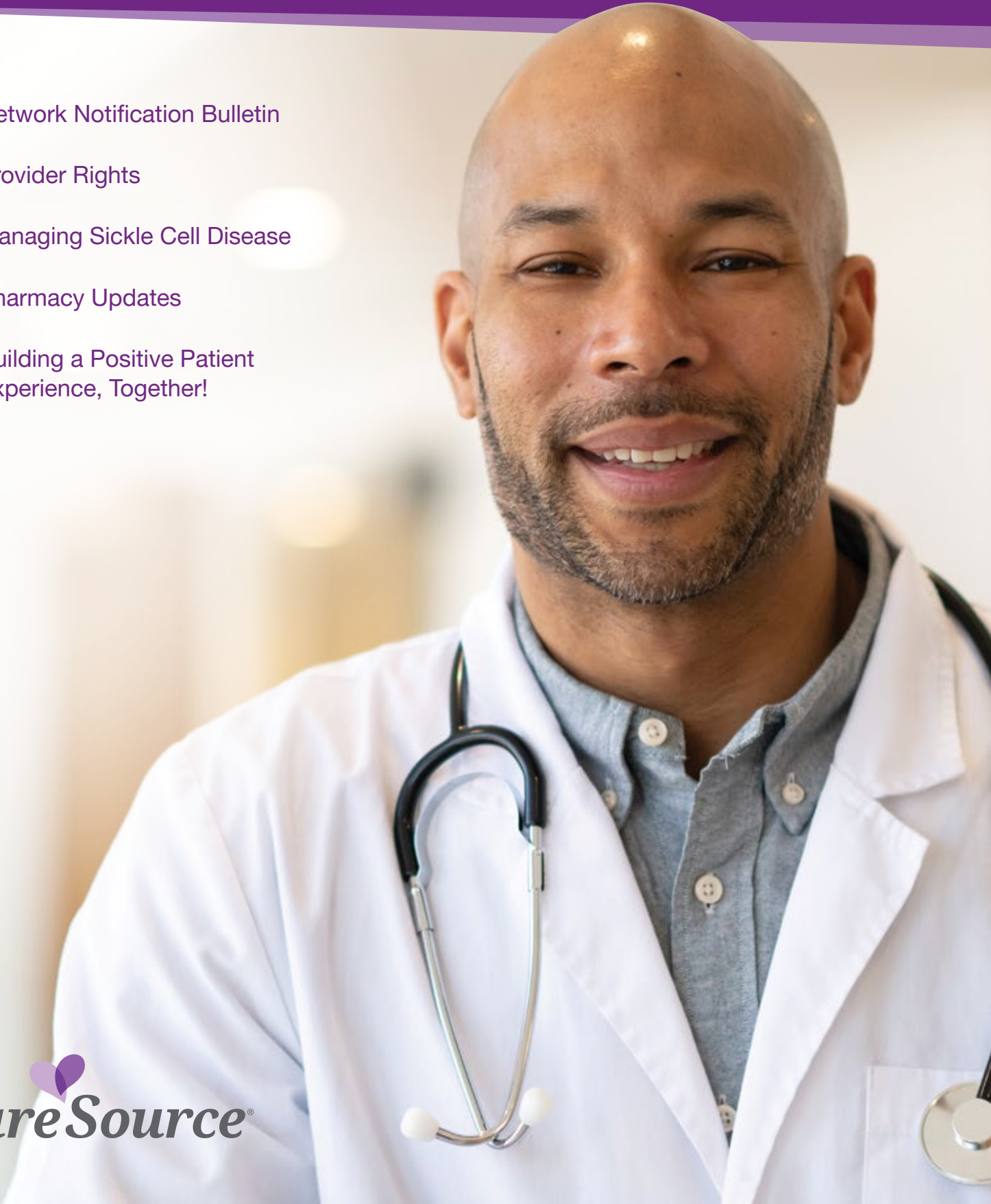
SUMMER 2022

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

- 3 | Network Notification Bulletin
| Provider Rights
- 4 | Managing Sickle Cell Disease
- 5 | Pharmacy Updates
- 6 | Building a Positive Patient
| Experience, Together!


CareSource®



Supporting Infant Nutrition During the Formula Shortage

As many of you are aware, the nation has been facing unprecedented issues related to the scarcity of infant formula. The Federal Drug Administration (FDA) recalled several brands of formula made at one of the largest formula distribution facilities because of contamination concerns, causing significant supply chain issues. Families are understandably distraught and are seeking alternative, potentially unsafe, ways to feed their children.

There is guidance that can be provided to the parents of your infant patients in response to this shortage. The optimal source of nutrition for infants is breast milk. Encourage breastfeeding, when possible, be prepared to answer questions related to nursing and refer to breastfeeding support resources in your area. For those who are unable to breastfeed, but want to supply breast milk to their children, milk banks that provide pasteurized, screened donor milk may be an option.

Inform parents that changing brands of formula is acceptable and help them choose alternative formulations that are appropriate for their infant's specific needs. Only order formula from reliable sources. Discourage families from diluting formula or utilizing homemade recipes which may not provide adequate nutrition. The potential problems associated with improper formula ingredients are very serious and can harm infants. Hopefully, the underlying issues of this shortage will be rectified in a timely manner, but for now, you can serve as a source of evidence-based guidance for your parents during this trying time.

Seema Csukas

Seema Csukas, MD, PhD, FAAP
VP, Market Chief Medical Officer,
Georgia




 UPDATES


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 keeps you informed about working with us. Here are some network notifications posted from the previous quarter that you may have missed:

- [COVID-19: Oral Therapy](#)
- [Member Redetermination Reminder](#)
- [Billing Updates: Chiropractic Unbundling and Duplicate Anesthesia](#)
- [NEW! Quality Patient Experience Guide](#)

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 Rights

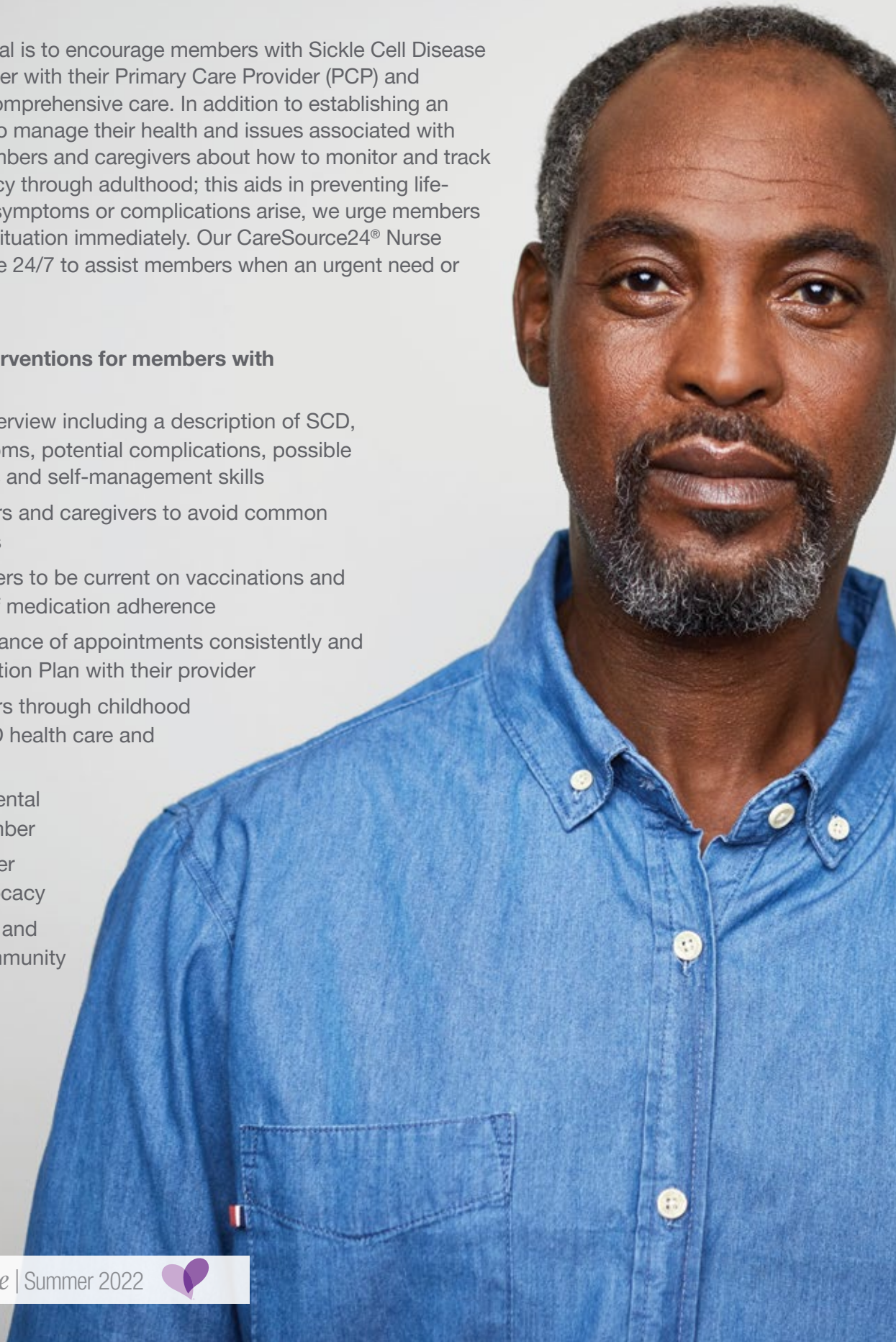
- The right to review information submitted from outside sources (e.g., malpractice insurance carriers and state licensing boards) to support their credentialing application upon request to the CareSource Credentialing department. CareSource keeps all submitted information locked and confidential.
- The right to correct incomplete, inaccurate, or conflicting information that was submitted to support their application prior to presenting to the credentialing committee. If any information obtained during the credentialing or recredentialing process varies substantially from the application, CareSource will request that the provider submit written clarification to the Credentialing Department electronically, by e-mail, fax or certified mail, return receipt requested and the provider will be given five business days to respond. No response within that time frame will result in discontinuance on the sixth day.
- The right to be informed of the status of their credentialing or recredentialing application upon written request to the Credentialing department. An automated email is sent to providers once their application is submitted via the CareSource [Provider Portal](#). This email directs them to contact Provider Services at **1-855-202-1058** to obtain application status updates. Provider Service Representatives can inform providers if their application is completed and they are showing as participating in the CareSource network, or if their application is still in process while referencing the state-specific time frames. Practitioners also have the ability to check the status of their application by visiting [CareSource.com](#), signing into the provider portal, and entering their application and NPI numbers.

Managing Sickle Cell Disease

At CareSource, our goal is to encourage members with Sickle Cell Disease (SCD) to actively partner with their Primary Care Provider (PCP) and specialist to receive comprehensive care. In addition to establishing an inclusive Action Plan to manage their health and issues associated with SCD, we educate members and caregivers about how to monitor and track their health from infancy through adulthood; this aids in preventing life-threatening events. If symptoms or complications arise, we urge members to take charge of the situation immediately. Our CareSource24[®] Nurse Advice Line is available 24/7 to assist members when an urgent need or crisis arises.

Our staff provide interventions for members with SCD such as:

- A written SCD overview including a description of SCD, signs and symptoms, potential complications, possible treatment options and self-management skills
- Teaching members and caregivers to avoid common triggers of a crisis
- Educating members to be current on vaccinations and the importance of medication adherence
- Promoting attendance of appointments consistently and developing an Action Plan with their provider
- Ushering members through childhood to adulthood SCD health care and self-management
- Monitoring the mental health of the member
- Providing caregiver support and advocacy
- Linking members and caregivers to community organizations and support groups for SCD





Pharmacy Updates

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.

Member Corner



The MemberSource newsletter is a great resource to stay up-to-date with health, wellness and plan information for your CareSource patients. To view editions of the MemberSource newsletter, visit [CareSource.com > Members > Education > Newsletters](#).

Building a Positive
Patient Experience,

Together!





CareSource wants to put our best foot forward when it comes to partnering with our providers. That's why we created the new [Quality Patient Experience Guide](#). The guide outlines seven ways we can fulfill our joint commitment to delivering a positive experience – together.

- 1 Help patients obtain appointments with ease
- 2 Offer flexible care options
- 3 Minimize patient wait times
- 4 Ensure readiness to deliver needed care
- 5 Communicate with empathy
- 6 Empower patients with helpful information
- 7 Provide courteous and timely follow-up

The guide covers the topics addressed in annual satisfaction surveys such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). The information is intended to strengthen our partnership and instill quality in every patient interaction. We hope you find it to be a helpful resource for programs and services that support you and your CareSource patients.

Access a copy of the [Quality Patient Experience Guide](#) by visiting the Provider section of our website under Quick Reference Materials in the Quality Scores section. You can also contact your Health Partner Engagement Specialist or Provider Services to learn more.

***We appreciate all that you do to
provide quality care!***





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

VISIT US

CareSource.com

JOIN US

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

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

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



We want to hear from **you!**

We value provider feedback and want to ensure we provide adequate communication, education and resources for you to serve our members. Please complete the **survey** to rate your satisfaction with the ProviderSource newsletter, as well as share topics you'd like to see in future newsletter publications!

Thank you for your partnership!