



# BEHAVIORAL HEALTH IS CRITICAL TO OVERALL WELLNESS



## About Us

CareSource's **mission** is to make a lasting difference in our members' lives by improving their health and well-being. We consider behavioral health a critical part of the member's overall wellness.

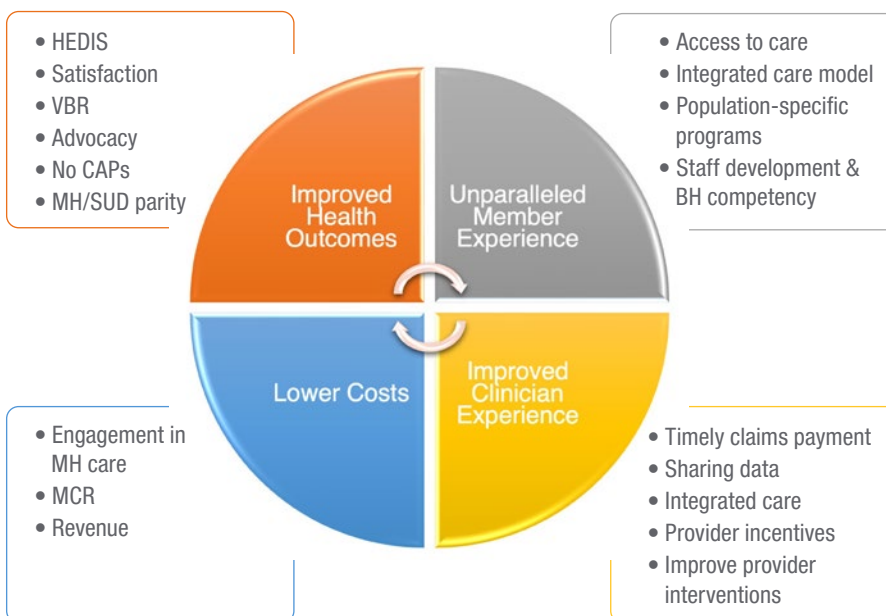
As a **non-profit** for over 30+ years, we remain a member-centric company who is accountable to our members and the communities we serve, not to shareholders.

## Our Behavioral Health Strategy

Our behavioral health strategy is to assist with the member's behavioral, physical, and social needs as they move through the different phases of change from prevention through recovery.

We maintain a **robust network** for immediate access to behavioral health care. We are always ready to partner with quality and certified providers. We **integrate** physical and behavioral health care by staffing Licensed Registered Nurses, Licensed Counselors, and Licensed Social Workers on our care management and behavioral health teams. We believe in prevention by screening for early identification and referrals.

### Our Quadruple Aim Helps Us Innovate and Lead



## A Continuum of Care

A robust continuum of care, including both billable and non-billable services, is necessary to ensure access to adequate and timely treatment services. The treatment continuum for behavioral health services – from early intervention such as screening and evaluation to more intensive levels of care such as residential treatment – needs to be accessible and available in every community. The continuum of care is a model of treatment delivery where the intensity

### Care Coordination Between Providers

CareSource encourages and promotes providers to collaborate when managing coexisting behavioral and physical health conditions. The behavioral health and medical conditions of members are often intertwined with one diagnosis creating complications for another diagnosis. Provider communication for the management of behavioral and physical health conditions is essential to improving overall health outcomes for patients.

- CareSource will now reimburse Department of Behavioral Health and Disabilities (DBHDD)-certified behavioral health providers for appropriate coordination of care between behavioral health providers and the member's primary care provider (PCP) and/or specialist provider quarterly/four times per year using CPT code G9001.
- CareSource suggests PCP and specialist to look at possible codes for consultation such as CPT codes 99451 and 99542.
- CareSource recommends educating parents and caregivers on early intervention as the services should be provided at as early as an age as necessary to provide relief of pain and infections, restoration of teeth and maintenance of dental health.

### Preventive and Clinical Practice Guidelines

CareSource approves and adopts evidence-based nationally recognized standards and guidelines and promotes them to practitioners to help inform and guide clinical care provided to members. CareSource reviews guidelines at least every two years or more often as appropriate and updates them as necessary. The guidelines include behavioral health guidelines such as depression, ADHD, and more.

## Provider Resources

Our program is designed to support the care and treatment you provide to our members. We strive to limit the administrative burden while advocating for member access to quality behavioral health care.

### Our Website

Visit **CareSource.com** > Providers > [Behavioral Health](#) to explore the web resources we have available, such as:

- ADHD information
- Opioid information
- Substance use disorder information
- Suicide prevention information
- CareSource Life Services
- MyStrength tool

### Provider Portal

Providers can save time and money by using the secure Provider Portal. This online tool lets you verify member eligibility, submit claims electronically, check claim status and more all in one convenient location.

### Care Management

Visit **CareSource.com** > Providers > Education > [Care & Disease Management](#) to find information about care management resources and referrals.

CareSource offers care and disease management that can provide a broad spectrum of educational and follow up services for your patients. Our care management program is a fully integrated health management program that strives for member understanding of and satisfaction with their medical care. If you have a patient with a chronic condition who you believe would benefit from support and they are not currently enrolled, please call 1-844-438-9498.

### Member Services

Members can call our Member Services line at 1-855-202-0729 (TTY: 1-800-255-0056 or 711) Monday through Friday 7 a.m. to 7 p.m.