



NETWORK *Notification*

Notice Date: July 21, 2023
To: Georgia Medicaid Providers
From: CareSource
Subject: New Process for Clinical Practice Guideline (CPG) Audits

Summary

The Georgia Department of Community Health (DCH) has revised the process for quarterly Clinical Practice Guideline (CPG) audits.

Impact

To ensure consistent compliance with evidence-based care, DCH requires all Georgia Medicaid Care Management Organizations (CMOs) to complete quarterly CPG audits on a random selection of medical records for three diagnoses. Per DCH's revised process, CareSource will audit providers on CPGs for depression, diabetes (as before), and hypertension utilizing new audit tools created by DCH. Providers will be audited for **one** of the three diagnoses for the year. The CPG audits for ADHD and asthma have been discontinued.

Each DCH audit tool includes specific quality indicators (required documentation) that CareSource must look for in the medical records. Providers will receive formal audit results in writing. If providers score less than 80% on any indicators, CareSource will perform targeted reaudits for the applicable indicators after a minimum of 90 days to reassess compliance and take additional steps to support providers with improvement as designated by DCH.

For specific details regarding this new process, please review our [Clinical Practice Guideline: Medical Record Audit brochure](#).

Importance

Implementation of this new audit process ensures that CareSource and providers remain compliant with DCH requirements.

Questions?

Please call CareSource Provider Services at **1-855-202-1058** with any questions or concerns. Hours of operation are Monday through Friday from 7 a.m. to 7 p.m., Eastern Time (ET).

We look forward to collaborating with you to continue providing high-quality care to CareSource members.

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DCH Approval: 7/20/2023