



SPRING 2023

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Thank you for your collaboration in improving the health of pregnant persons and ensuring healthy and safe deliveries. Multiple resources are available from CareSource to improve the health of pregnant individuals. As you know, healthy pregnancy leads to healthy newborns. Please reach out to our Care Managers to help your pregnant members.

A recent study showed that the number of people under age 20 with Type 2 diabetes in the United States may increase by nearly 675% by 2060, with an increase of up to 65% in young people with Type 1 diabetes.

As you are aware, diabetes is a chronic disease which requires a person with diabetes to make several daily self-management decisions and to perform complex self-care activities. Diabetes Self-Management Education (DSME) provides a foundation for persons with diabetes to understand the disease process and to navigate these complex activities. DSME has been shown to improve outcomes, improve the quality of life, and reduce the total cost of care.

Although different members of the health care team and the community may contribute to the education regarding diabetes, it is important for the health care providers to have the resources and a systematic referral process to ensure that members with diabetes received formal DSME through certified diabetes education providers. American Diabetes Association (ADA) recommends DSME referral for all individuals with diabetes at the initial diagnosis and as needed thereafter.

Continuous Glucose Monitors (CGMs) are devices that are attached to the body that continually monitor blood sugar and give real-time updates. These have become more accurate and reliable over the years and are now a viable option for people with diabetes. CGMs have been shown to avoid or delay serious, short- and long-term diabetes complications. Since CGMs provide positive feedback in real-time, they have been shown to help people with diabetes modify their dietary and exercise patterns.

We thank you for all the great work and support you are providing to our members, and your patients. We look forward to continuing partnering in improving ePRAF submission, and DSME to members with diabetes and encouraging the use of CGMs where appropriate.

Regards,



Beejadi Mukunda, MD
VP & Market Chief Medical Officer
Ohio



Network Notification Bulletin

UPDATES

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 were some network notifications posted from the previous quarter that you may have missed:

- [2023 Pharmacy Network Change](#)
- [White Bagging Prohibited: State-Issued Directive](#)
- [UPDATE - 2023 Quality Enhancer Program for Providers Not Enrolled in a VBR](#)

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 find our provider policies listed at **CareSource.com** > Providers > [Provider Policies](#).



Provider Directory Information Attestation



Did you know that federal and many state regulations require health plans — and often providers — to regularly verify the accuracy of their provider directory information, typically every 90 days? More important, an accurate provider directory ensures we are able to connect the right patients to you more easily.

That's why we're excited to announce our partnership with Quest Analytics to streamline your verification process through their BetterDoctor solution. This validation ensures we have the most accurate information for claims payment and provider directories. This information is critical to process your claims. In addition, it ensures our Provider Directories are up-to-date and reduces unnecessary calls to your practice. This information is also reportable to Medicaid and Medicare.

Providers are required to attest to their directory information every 90 days.

Medicaid Providers: As a reminder, all enrollment updates must be completed via the online Change of Information form. In order to access the online Change of Information form, you must log into the [Georgia Medicaid Management Information System \(GAMMIS\)](#) web portal and use your username and password.



QUEST ANALYTICS

BetterDoctor

Completing the Attestation Process*:

1. You should receive an email or fax from BetterDoctor.
2. Go to: betterdoctor.com/validate.
3. Locate the access token on the fax or email you receive from BetterDoctor (it is an 8-character alphanumeric code (for example ABC123D4), and it is not case sensitive).
4. Enter the access token.
5. Click 'Submit.'
6. Verify and update your information using the online tool via the BetterDoctor portal.

Issues? Contact support@betterdoctor.com

*Larger groups will not use the portal and will be contacted by BetterDoctor with additional instructions.





Provider Portal Multi-Factor Authentication (MFA)

A new enhancement is coming to the Provider Portal that will help safeguard information and add additional security to user accounts. The Provider Portal will be adding a new Multi-Factor Authentication process for all new and existing users that will impact how you register or login to an account. With this new process, you will need to take an additional step in securing and accessing your account by entering an additional code that you receive by text or email. Please review the types of accounts that will be impacted below:

- **Individual Providers** – Individual providers or practitioners accessing the [Provider Portal](#) for one provider
- **Provider Groups** – Group of providers or practitioners accessing the [Provider Portal](#) for the entire group
- **Delegated Vendors** – Third party vendors that access the [Provider Portal](#) on behalf of a provider or group
- **Automated Activities** – Automated activities associated with the [Provider Portal](#)

Additional information and communications will be sent to all users that may be impacted by this process change prior to the implementation. The effective date for this new change is expected mid-year in 2023.



Increasing Focus on Balance Billing Protection for Members

Member Billing Policy, State and Federal regulations prohibit providers from billing CareSource Medicaid members for services provided to them, except under limited circumstances. CareSource monitors this activity based on reports of billing from members. We will implement a stepped approach in working with our providers to resolve any member billing issues that includes notification of excessive member complaints and education regarding appropriate practices. Failure to comply with regulations after intervention may result in potential termination of your agreement with CareSource.

Example of balance billing:

Also referred to as **surprise billing**, balance billing is when a provider bills a patient for the difference between the provider's charge and the allowed amount. For example, if the provider is charged \$100, and the allowed amount is \$70, the provider would bill the patient for the remaining \$30.

To help reduce the instances of balance billing, remember the following steps:

- Verify a member's eligibility prior to each visit
- Be sure to check for a member's enrollment in **both** Medicaid and Medicare

Network providers may not balance bill CareSource Medicaid members for covered services. If you have questions regarding billing policies, please reach out to your Health Partner Representative or call Provider Services at **1-855-202-1058**.

CareSource Partners with CME Outfitters to Eliminate Barriers to Health Care

CareSource is pleased to announce our partnership with CME Outfitters to collaboratively eliminate barriers to health care. This partnership offers continuing education activities designed to foster the professional growth and maintenance of licensure for providers. Through participation in CME/CE activities on the [Diversity and Inclusion Hub](#), providers will learn actionable steps to mitigate racial health care disparities and earn 10+ hours of free CME/CE credit.

The following CME Outfitters CME/CE activities are **free** to learners:

- [Equity and Health Care disparities: The Role of Leaders in Addressing the Crisis](#)
- [Proceedings of the Forum: Addressing Unconscious Bias and Disparities in Health Care: A Call to Action](#)
- [Call to Action: Racial Disparities in Maternal Health](#)

When creating your CME Outfitters user profile to participate, **please enter “CareSource”** in the Company/Organization field.

Digital Badging

CME Outfitters offers free digital badge credentials for education in Diversity & Inclusion.

Learn more about the digital credential and requirements [here](#).

For questions, please contact info@cmeoutfitters.com.



Pharmacy



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 also be found there. 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.



How Do Your Patients Perceive You?

Every year, from February through May, CareSource is required to conduct patient experience surveys, like the Consumer Assessment of Healthcare Providers and Systems (CAHPS®), and submit the results to the National Committee for Quality Assurance (NCQA). In this survey, many of your CareSource patients will be asked questions about their health care experiences and this includes you!

Our partnership makes a big impact on the patient's perception of their health care experience. We know your team works hard to take care of your patients and we want to help. We look forward to continuing as your partner in delivering a high standard of care.

With these surveys underway, here are some things to consider during your patient interactions:

- ✓ How would your patients rate you as their personal doctor, specialist, and the care you provide?
- ✓ Is it easy for patients to make an appointment with you as soon as they need?
- ✓ Are you informed and up-to-date about their care?
- ✓ Do you let patients know when and how they will receive test results?
- ✓ Do you explain things well, listen carefully, show respect, and spend enough time with them?
- ✓ Have you recommended or given their flu vaccination?

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

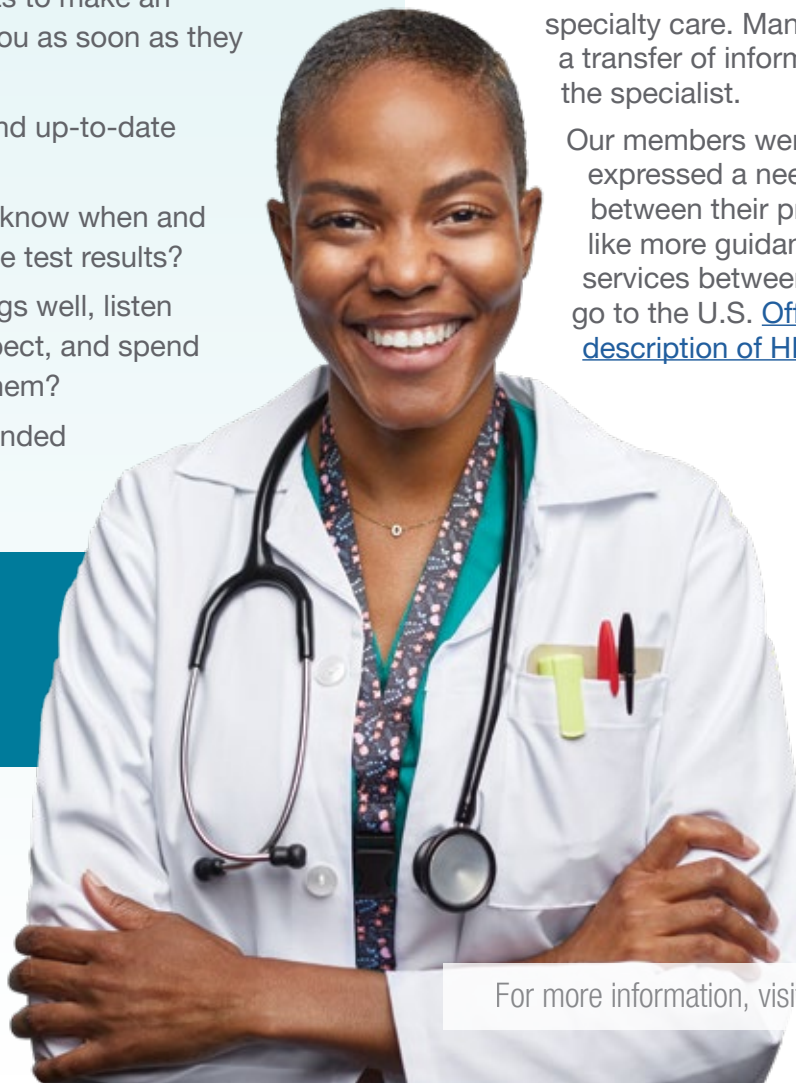
Care Coordination Between Providers

At CareSource, our case management fully integrates both physical and behavioral health. The focus is to provide a dynamic, community-based, member-centric model of service delivery. Behavioral and substance use problems and illnesses seldom occur in isolation. They frequently accompany each other, as well as a substantial number of general medical illnesses, such as heart disease, cancers, diabetes, and neurological illnesses.

Care coordination is the outcome of effective collaboration. Coordinated care prevents drug interactions and redundant care processes. It does not waste the patient's time or the resources of the health care system. Moreover, it promotes accurate diagnosis and treatment because all providers receive relevant diagnostic and treatment information from all other providers caring for a patient (NCBI National Academies Press, 2006).

Referrals are the link between primary and specialty care. Many referrals do not include a transfer of information, either to or from the specialist.

Our members were surveyed and expressed a need for more coordination between their providers. If you would like more guidance on how to coordinate services between other providers, please go to the U.S. [Office of Civil Rights description of HIPAA](#).





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MemberSource Newsletter

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.

Thank you for your partnership!