



FALL 2020

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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# Tips to Help You Improve Patient Satisfaction and Engagement

CareSource wants to help improve your patient engagement and satisfaction. The following tips will not only improve your Consumer Assessment of Healthcare Providers and Systems (CAHPS) rating, but should boost patient compliance, patient retention and health outcomes:

## ***Improve patient experience with provider access***

- Build trust with patients by being an advocate.
- Be willing to offer more than one choice.
- Call the specialist to coordinate care when necessary.
- Help prepare your patient for the appointment.

## ***Be flexible to improve access to care***

- Implement flex schedules outside normal office hours.
- Accept walk-in or same-day visits.

## ***Improve patient engagement***

- Promote flu-shot administration – Have your staff discuss at every encounter.
- Promote smoking cessation – Counsel, prescribe and/or refer to a program. Keep talking to your patients as you have a strong influence on their medical decisions.

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

- COVID-19: CARES Act Provider Relief Fund Update
- COVID-19: CDC Health Alert on Chloroquine
- COVID-19: Dental Provider Resources
- Correct Payer ID for Claims Submissions
- Superior Vision Frequently Asked Questions (FAQs)
- Enhancement to Provider Portal – Updating Prior Authorization Requests
- Patient-Driven Payment Model

Network notifications can be accessed at [CareSource.com](https://www.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](https://www.caresource.com) > Providers > [Provider Policies](#).



## What's New in Extra Benefits?



We've updated our extra benefits to support our members in their journey for better health and wellness. Here are a few enhancements:

- **Rewards Programs:** Members are offered incentives for completing healthy activities. Programs include: Babies First®, Kids First and MyHealth.
- **Dental and Vision Benefits:** Adults and children receive extra dental and vision care.
- **Job Assistance:** Members can receive life coaching, support and guidance finding a job. CareSource JobConnect provides free GED testing and study help.
- **Kids Health and Fitness:** CareSource partners with local organizations (Boys and Girls Club, YMCA, etc.) that members are able to participate in.
- **Disease Management Program:** Our free Disease Management program encourages our members to find a path to better health through use of our online self-management tools, educational materials for specific health conditions, and outreach specialists.
- **CareSource Mobile App:** Members can view their member ID card, watch resourceful videos and search for providers.
- **Help for Mom and Babies:** Like a FREE breast pump, FREE pregnancy tests, FREE health items like a welcome gift for new babies, electric toothbrush for kids and blood pressure monitor.
- **FREE Amazon Prime Membership for those who complete their wellness checks!**

*\*Participating clubs only*

## BE AWARE

### COVID-19 SCAMS

We want you to be aware of COVID-19 fraud schemes so that you can report them and/or warn your patients.

Schemes include:

- Individuals and businesses selling fake cures for COVID-19 online and engaging in other forms of fraud.
- Robocalls, sales calls, social media posts, emails, and door-to-door visits promising free care packages in exchange for patient's Medicaid or Medicare number.
- Phishing emails from entities posing as the World Health Organization or the Centers for Disease Control and Prevention.
- Malicious websites and apps that appear to share COVID-19 related information to gain and lock access to your phone, tablet or computer until payment is received.
- Seeking donations fraudulently for illegitimate or non-existent charitable organizations.

To report suspected fraud, call the CareSource member or provider hotline and tell the automated attendant you wish to report fraud. You will be routed to a confidential fraud hotline. This hotline is available 24 hours/day.

# Prescribers Can Help Improve Medication Adherence

Medication non-adherence contributes to poor patient outcomes. Here are some factors to consider for improving adherence:

## Patient Factors

- **Identify Non-adherence:**
  - Evaluate if the reason a medication is “not working” is due to an adherence issue
- **Provide Clear Communication:**
  - Explain new medications and changes to existing prescriptions to the patient in various forms
  - Give patients a written reminder when prescriptions are transmitted to pharmacies electronically

## Medication Factors

- **Consider Formulary Status:**
  - Ensure the medication is preferred on the formulary ([CareSource.com > Providers > Drug Formulary](https://www.caresource.com/providers/drug-formulary)) to avoid prior authorization delays
- **Consider Pill Burden:**
  - Prescribe medications that are dosed once a day when possible
  - Prescribe combination products when possible
- **Consider Quantity:**
  - Many CareSource plans allow a 90-day supply for chronic medications

## Pharmacy Factors

- **Help Patients Find Convenience:**
  - Suggest pharmacies that offer free delivery
  - Encourage patients to sign up for pharmacy prescription refill programs
- **Cancel Inactive Prescriptions:**
  - Cancel refills on old prescriptions if the dose or medication has changed.



## 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 you do not have access to the internet, you can call Member Services at 1-855-202-0729 (TTY: 1-800-255-0056 or 711). A CareSource Representative will help you find out if a medication is covered and how much it will cost.





## Behavioral Health Quality Monitoring: Supporting You in Member Care

CareSource periodically audits our health partners to assess, improve and ensure the highest quality member care and safety. This includes review of claims data and member medical records, as well as a request for member medical information. It is important to identify opportunities for CareSource to collaborate with providers in our shared goal of improving our members' health and well-being. We are committed to supporting you in the delivery of effective, high-quality clinical care.

Tips to Promote Quality Care:

- Incorporate a process for assessing your patient's progress toward their goals and adjust the plan of care as needed.
- Ensure that documentation is individualized to your patient's unique needs and reflects evidence-based clinical intervention for the service provided.
- Consider how referrals and collaboration with other providers can support your patient's progress, including screening and care for medical issues.

### **We are here to help!**

For questions regarding the benefits and supports we offer to help you provide quality care to our members, please contact Provider Services at **1-855-202-1058**.



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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.

