



SUMMER 2023

PROVIDER*Source*

A Newsletter for CareSource® Health Partners

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 **CareSource®**

Chief Medical Officer's Note

I first would like to express our appreciation for all you do for your patients all year long. Your professionalism, knowledge, and compassion are felt every day in so many ways. As your partner, we take great pride in the quality of care our network physicians provide.

Spring is finally here... and though Covid has not vanished from the scene, it is no longer the pandemic we have all endured the past two and a half years. That's the good news. The bad news is that we all know that people have a tendency to ignore preventive health measures like vaccines, unless there is significant concern about a disease or condition developing.

And while we are on the subject of preventive health measures, since spring is a good time to clean up... spring cleaning is a long-standing tradition. Don't forget to include patient charts so that all of their medical conditions are documented clearly and that information is forwarded to us at CareSource. That is quite important since we have a number of programs which can help to improve the health care coordination needs of your patients if we are aware of their conditions. Our care management teams are composed of specially-trained professionals, who take their responsibilities of regular contact with our members who have complex or special health care needs, very seriously. We also have special health care programs for specific conditions.

Identifying members with diabetes, hypertension, heart disease, and many other conditions is important for another reason. Identifying members with complex or chronic conditions permits regulators to accurately evaluate the patient population covered by our plans, and compare it to others for purposes of assessing population risk, as well as for better evaluating the quality of care for members within the plans.

It is also important to ensure that not only are recommended preventive and diagnostic services done in a timely manner, but that they are clearly documented both in your patient's chart and to CareSource. Without that information, the high quality care that you provide every day can't be adequately credited to you.

We stand ready to assist you in coordinating your patients' care, supporting their needs, and working with you to improve their health status and quality of life.

Again, thank you for all you do, and we wish you a wonderful spring and summer.

Sincerely,



Larry P. Griffin, MD
Vice President and Market Chief Medical Officer
Kentucky, West Virginia and North Carolina

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

- [Pharmacy Policy Updates May 2023](#)
- [Policy Updates May 2023](#)
- [Public Health Emergency Ending – Updates to Benefits and Rates](#)

UPDATES



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](#).



End of the COVID-19 Public Health Emergency

The COVID-19 public health emergency expired on May 11, 2023. Medicare and Medicaid waivers and broad flexibilities for health care providers also ended. Controlled substance prescribing via telemedicine, without an in-person interaction, was also affected by this change. The Drug Enforcement Administration (DEA) plans to issue rules to extend these flexibilities in certain circumstances and will provide additional guidance to practitioners soon. A fact sheet has been released by Centers for Medicare & Medicaid Services (CMS), which outlines the changes that will occur once the public health emergency ends.

This fact sheet can be found at: www.cms.gov/files/document/what-do-i-need-know-cms-waivers-flexibilities-and-transition-forward-covid-19-public-health.pdf.

Members are Rewarded for Completing Healthy Activities



Providers:

Did you know that your patients get rewarded for completing healthy activities?

For adults, we have the MyHealth Rewards program where they are automatically enrolled, and will earn rewards for completing healthy activities such as an Annual Physical. Once they complete their activity, their rewards will be added to their MyHealth Rewards account, which can then be redeemed for gift cards at participating retailers like Panera or TJMaxx. To learn more, visit the [Rewards page](#).

For expecting mothers and children, we have the Babies First and Kids First programs where they will have to enroll each pregnancy and/or child. Depending on the program, once enrolled, they will earn rewards for healthy activities such as completing prenatal or wellness visits. The rewards will be added directly to their Over-the-Counter (OTC) card, and they will be able to use their cards at participating retailers. To learn more about the rewards, check the [Rewards page](#).

Medication Adherence Leads to Better Patient Outcomes



Adherence to medication is a crucial aspect of successful medical treatment. Unfortunately, studies have shown that many patients struggle with taking their medications as prescribed. Here are some steps you can take to improve adherence:

1. Educate your patients about the importance of taking medication as prescribed, and share the potential risks of non-adherence.
2. Simplify medication regimens, tailor prescriptions to the patient's lifestyle, and offer reminder tools such as mobile apps or pillboxes.
3. Regularly follow up with your patients to assess adherence, discuss any challenges, and make any necessary adjustments to the medication regimen.

By working closely with your patients, you can improve medication adherence and achieve better health outcomes!



Pharmacy Updates for Medicaid

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. Member Services can be reached at **1-855-202-0729**. They are open Monday through Friday from 7 a.m. to 7 p.m. Eastern Time (ET).



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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.

Thank you for your partnership!