



FALL 2023

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

- 2 | Chief Medical Officer's Note
- 3 | Resources You Don't Want to Miss
 - Network Notification Bulletin
 - Pharmacy Updates
- 4 | Got (Breast) Milk?
 - BabyLiveAdvice Available to Members
 - Mom & Baby Beginnings
- 5 | Suspect Telemedicine Companies
 - Get Rewarded for Commitment to Health Equity
- 6 | The Importance of Cultural Intelligence in Providing Mental Health Care
- 7 | Peer Services



CareSource believes everyone should have the right to achieve the best possible health outcomes regardless of race, ethnicity, primary language, physical ability, geography, gender identity and/or sexual orientation. Unfortunately, many individuals in our communities are at a disproportionate risk for poor health consequences simply because of their demographic identity. National data reveals health disparities in multiple areas, including diabetes, cancer outcomes, maternal and infant mortality, cardiovascular disease, and other chronic conditions. The drivers for these inequities are vast and include factors such as genetic components, health-related behaviors, racism, discrimination, provider implicit and explicit biases, historical trauma, lack of representation, environmental toxins/hazards, and poor-quality health care.

While many of these factors are deeply rooted in American history and may take time and cross-sector efforts to fully address, there are things we can alter now as health care providers. The first step to remedying any issue is admitting there is a problem - recognizing implicit bias in ourselves and in our systems. Medical risk tools that incorporate race/ethnicity, research studies with inadequate diversity in participants, differences in the treatment of certain conditions amongst different populations are all examples of pervasive biases in health care that we must eliminate. Conducting health equity training and listening sessions for staff that support patients can help challenge existing beliefs, raise consciousness and create a culture of health equity. Collecting race, ethnicity, sexual orientation and gender identity on patients and then stratifying the data by demographic category can help to identify disparities at your own institution. Data-driven initiatives can then be designed to eliminate these disparities. Establishing health equity as a priority in your institution can help transform medicine and ensure equitable care for all.

Sincerely,



Dr. Seema Csukas

Vice President, Market Chief Medical Officer – Georgia



Resources You Don't Want to Miss!

This edition of the ProviderSource Newsletter highlights various CareSource resources. Be sure to read each article to find opportunities for your practice and your CareSource patients.



UPDATES

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

- [Provider Revalidation](#)
- [Incentive Limit for Social Determinants of Health Screening in Quality Enhancer Program](#)
- [Dental Claims Processing Issues](#)

Network notifications can be accessed at **CareSource.com** > Providers > [Updates & Announcements](#).

CareSource would 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** > Providers > Provider Policies.



Get Rewarded for Your Commitment to Health Equity!

Earn continuing education (CE) credits when you participate in the free activities made available to CareSource providers through CareSource's partnership with [CME Outfitters](#).

Visit the [Diversity and Inclusion Hub](#) to begin taking actionable steps toward mitigating health care disparities and earn 10+ hours of free CME/CE credit!

CME Outfitters offers **free digital badge credentials** for education in Health Equity, Diversity and Inclusion.

Learn more about this digital credential, its earning criteria and skills [here](#).

Got (Breast) Milk?

Is your patient pregnant or postpartum? We want your CareSource patient to have the tools they need, if planning to breastfeed. CareSource covers breast pumps at no cost to the member! Members can order their breast pump online within 90 days of their due date. Members can choose their breast pump. The website has many brands and models for the member to make a selection. Members should fill out in the information on the website, and we will work with them to deliver the pump. Members can call Member Services with any questions.



BabyLiveAdvice Available to Members

Johnson & Johnson is giving CareSource soon-to-be mothers free access to pregnancy support through BabyLiveAdvice. Check out the pregnancy flier associated with this newsletter to learn about BabyLiveAdvice and share with your patients.





Mom & Baby Beginnings

Consider referring your patient to this program! The CareSource Mom & Baby Beginnings maternity case management program has an overarching goal of optimization of maternal and neonatal outcomes. This is done with a specialized team of maternity-experienced nurses, social workers, behavioral health case managers, nurse practitioners and lactation consultants. Mom & Baby Beginnings works with members as soon as pregnancy is identified all the way through the postpartum period and develops member-centric care plans to achieve optimal outcomes related to medical, social determinants of health (SDOH), behavioral or substance use disorder (SUD)/opioid use disorder (OUD). Referrals can be sent to the program by submitting a notification of pregnancy or by calling **1-833-230-2034**.



Suspect Telemedicine Companies

Many physician and non-physician practitioners have used telemedicine services during the public health emergency to care for their patients. Some telemedicine companies are entering into suspect arrangements with practitioners that could present a heightened risk of fraud or abuse. The Office of Inspector General issued a list of suspect agreement characteristics and urges practitioners to use heightened scrutiny and exercise caution when entering into telemedicine agreements. An example of a concerning business practice is when a telemedicine company compensates the provider based on the volume of services ordered. The full list of suspect characteristics is available here: <https://oig.hhs.gov/documents/root/1045/sfa-telefraud.pdf>.

If you have any information about suspicious telemedicine related issues, please call the Provider Services line (**1-855-202-1058**) and ask to report fraud.



Pharmacy Updates for Medicaid and Marketplace

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. A CareSource Representative will help members find out if a medication is covered and how much it will cost.



Peer Services

Peer services is a specialized service that connect individuals to others who have lived their experience. Peer support programs provide an opportunity for consumers who have achieved significant recovery to assist others in their recovery journeys. A Certified Peer Specialist (CPS) is a professional who provides support to peers in a collaborative and caring relationship. They are trained and certified to provide ongoing support to individuals and their loved ones receiving mental health and/or substance use recovery supports and services¹.

Peer Support Services have been shown to:

- Reduce symptoms and hospitalizations
- Increase social support and participation in the community
- Decrease lengths of hospital stays and costs of services
- Improve well-being, self-esteem, and social functioning
- Encourage more thorough and longer-lasting recoveries

CareSource members can take advantage of peer support services with a variety of agencies in Georgia.

Families Advocating for Voices of Resilience (F.A.V.O.R.) Supports children ages 5-21

798 Rays Road
Suite 94
Stone Mountain, GA 30083

Website: www.favorfamilies.com
Phone: 404-499-0078
Fax: 404-499-0079

CARES Warm Line Available 365 days/year

For individuals seeking recovery from
substance use disorder

Call or text 844-326-5400 from
8:30 a.m. to 11:00 p.m. Eastern Time (ET)

Georgia Parent Support Network
1381 Metropolitan Parkway
Atlanta, GA 30310

Email: info@gpsn.org
Toll free: 844-278-6945 or 404-758-4500
Fax: 404-758-6833

Source:

1: <https://dbhdd.georgia.gov/recovery-transformation/cps>



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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!