



WINTER 2020

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Meeting the Needs of Today's World

The world has changed so much this year. We are having to rethink the way we carry on our daily work, our daily lives. As a result, virtual meetings, virtual visits and drive-by care have taken on a new meaning.

CareSource continues to remind members that preventive care is still important and so is the need for follow-up on chronic care conditions. Childhood immunization rates have decreased and we encourage members to prioritize children's immunizations. We are developing materials to help guide members on the use of telehealth services. When in-person care is needed, there are precautions that can be taken to ensure a safe visit. Our Care Management team can bridge the gap between the health care provider office and the patient at home. **Our CareSource 24 Nurse Advice Line** is available to advise members on options for addressing their health care concerns.

All these services are to align members and their health care providers to improve health outcomes. Through it all, don't forget to focus on your own health and well-being. Thank you for all you do!

In good health,



Seema Csukas, MD, PhD, FAAP
Market Chief Medical Officer,
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

- Updates to Georgia Medicaid Prior Authorization List
- Site of Care for Drug Administration
- Home Health Value Code Requirement
- Enhancement to Prior Authorization (PA) on Provider Portal
- Enhanced Claim Editing Implementation
- Georgia Suicide Initiative

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](#).

Provider Portal Updates

Dispute & Appeal Status – Previously, when a Dispute or Appeal was filed the status would show as “**Not Available**” when reviewing immediately after submitting. The status has been updated to now show as “**Received – Pending**”. This will give you the most appropriate status the dispute and appeal is in.

Claims – Enhancements to the Claims section of the portal have been completed that will assist in providing additional details such as any amount due on the claim and the ability to export claim details. Review below for additional details on each enhancement:

- **Exporting Claims** – A new function has been added to the portal that will allow the you to export claim detail information to Excel from any Claims search page including searching by:
 - CareSource ID
 - Medicaid ID
 - Member Info
 - Claim Number
 - Patient Number
 - Check Number
 - External Reference Number
 - Search All Claims

Once the criteria has been entered to search by, you will be able to click **Export Claims List: CSV** to export the claim results into Excel. Once exported, the Excel will show:

- Claim Number
- Status
- Type
- Received Date
- Date of Service
- Member ID
- Servicing Provider
- Patient Number
- Paid DRG
- Total Number of Claims

Search All Claims – There is a new option to search claims by, called *Search All Claims*. This will allow you to search all of your claims by a date range, CareSource ID, and Status. You will type in

a **Start and End Date** and can enter a CareSource ID and Status as optional. This will display all claims with the typed search criteria.

Remaining Claim Balance – A new field has been added to the *Claim Detail* screen to display the remaining balance that is due for the claim. This balance is the recoupment amount that is due from the provider to CareSource. Additionally, the **Total Recovery Amount** field has been updated to display as **Adjustment Amount**.

Recovery Request – After submitting a Recovery Request, you will now receive a reference number to check the status of the recovery. You will be able to contact Customer Care one day after the recovery request has been submitted, however, the request can take up to 30 days to process.

Prior Authorizations – Authorization updates have been made to adjust Behavioral Health Category types to display for certain plans. In addition, authorization letters will now be available to view when reviewing the status of an authorization.

- **Behavioral Health Authorizations** – Updates have been made to specific Behavioral Health related outpatient authorizations to display for specific plans. Review the below on the specific authorization types:

- **Alcohol or Drug Assessment** – This option will now display for all plan types.
- **Psychiatric Diagnostic Evaluation** – This option will now display for all plan types.

Provider Maintenance – The Provider Maintenance page received a few enhancements including changes to the form. Review below for additional details on each update.

- **Provider Maintenance Form** – The form has been updated to no longer allow the form to be submitted without a remittance address. If you attempt to submit the form without a remittance address, you will receive an error (shown below) to add the remittance. Additionally, the new MA/DSNP plans have been added to the maintenance form and will begin showing on 10/1/2020 for to select.



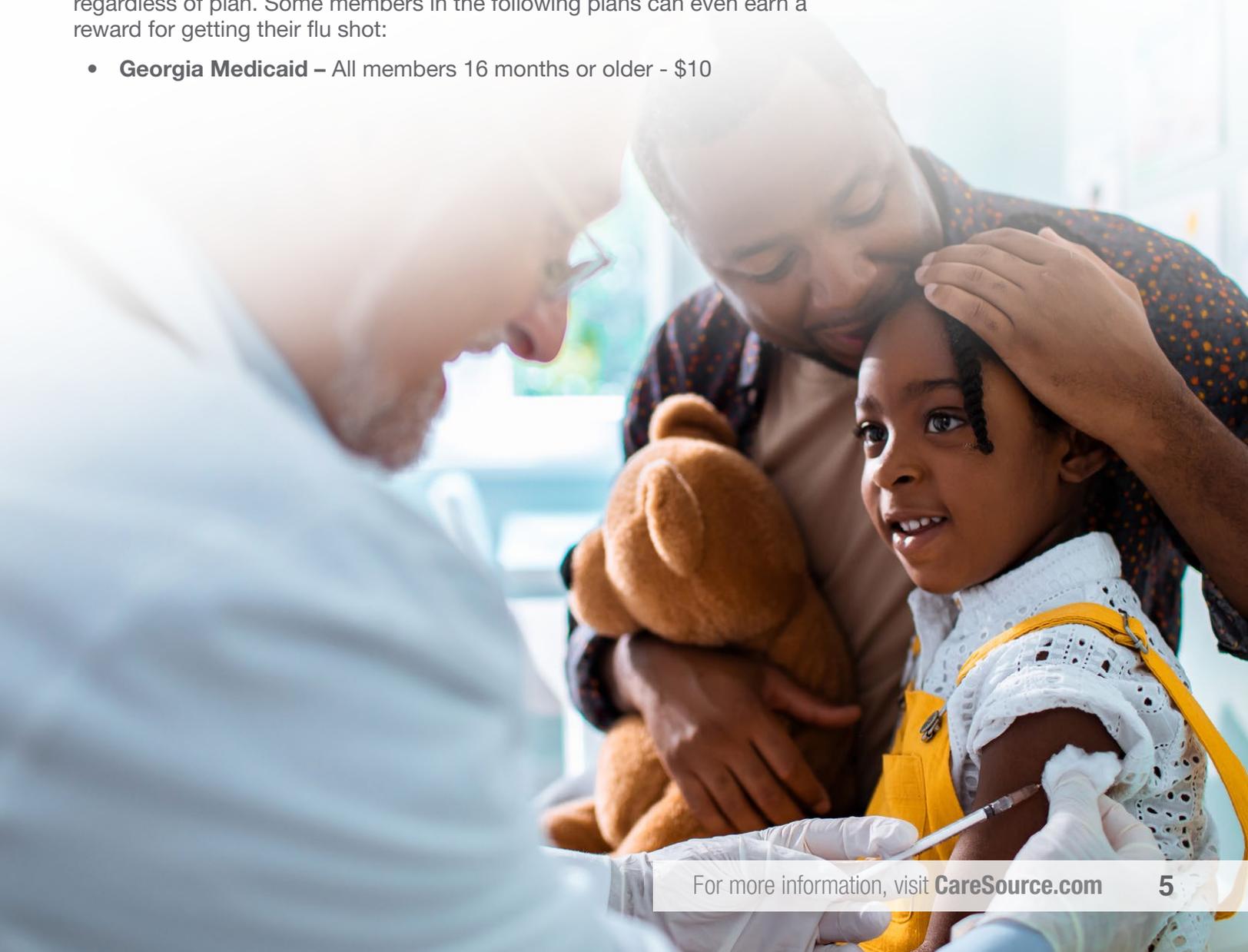
Referrals to In-Network Providers

CareSource uses a select network of hospitals, physicians, and ancillary providers. Typically, CareSource does not pay for non-network, non-emergent services unless there is an approved prior authorization from CareSource's Utilization Management team. Included in these referrals are laboratory services. When referring CareSource members for laboratory services, please ensure you are referring to labs participating in the CareSource network. This enables CareSource to provide quality care to our members while ensuring good stewardship of Medicaid dollars.

Flu Vaccination Coverage

In the midst of the COVID-19 pandemic, we know it is especially important for members to protect themselves against the flu and encourage them to get their flu shot. CareSource covers flu vaccinations at no cost for all members, regardless of plan. Some members in the following plans can even earn a reward for getting their flu shot:

- **Georgia Medicaid** – All members 16 months or older - \$10



Pharmacy Updates

CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under a member's plan, go to the Find My Prescriptions link under Member Tools & Resources. The most current updates can be found there also. 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.



Behavioral Health

Coordination of Care Between PCP and Behavioral Health Providers

Behavioral and substance use issues seldom occur in isolation. They frequently accompany each other as well as many general medical illnesses like heart disease, cancer, diabetes, and neurological illnesses. CareSource Care4U Case Management integrates both physical and behavioral health with a dynamic, community-based, member-centric model of service delivery.

Care Coordination is the outcome of effective collaboration and prevents drug interactions and redundant care processes. It ensures efficient use of both the patient's time and the resources of the health care system. Moreover, it promotes accurate diagnosis and treatment as providers receive relevant clinical information from all other providers caring for the patient (NCBI National Academies Press, 2006).

Referrals are the link between primary and specialty care. Providers report that many referrals do not include a transfer of information, either to or from the specialist; and when they do, it often contains insufficient data for medical decision-making. To

ensure care coordination, it is important to obtain a release of information from your patient so that relevant information may be shared with the patient's PCP or behavioral health specialist.

CareSource joins Medicaid providers in the commitment to meet the health care needs of our members. Let's work together to meet this Medicaid and NCQA requirement. If you need assistance, please reach out directly to your Health Partner Representative.



Patient Safety: Domestic Violence and the Pandemic

According to the National Domestic Violence Hotline, over 1 in 3 women (35.6%) and 1 in 4 men (28.5%) in the United States have experienced rape, physical violence and/or stalking by an intimate partner. It is estimated that between 30% to 60% of perpetrators of intimate partner violence also abuse children in the household.ⁱ

A 2020 publication by Georgia Commission on Family Violence reports that Georgia law enforcement agencies responded to 44,900 family violence incidents in 2018 and Georgia was recently ranked 10th in the nation for its rate of men killing women.ⁱⁱ

Factors that increase stress, isolation, and financial strain can exacerbate a survivor's risk. The COVID-19 pandemic has elements of all three of these factors. Additionally, shelter-in-place orders and public safety guidelines mean that many may be in closer and more frequent proximity to their abusers.

Below are resources for providers to learn more about how to identify and safely address domestic violence.

Domestic Violence:

- National Domestic Violence Hotline: 1-800-799-7233 | <https://www.thehotline.org/>
- GA Commission on Family Violence: <https://gcfv.georgia.gov/> | Hotline: Georgia: 1-800-33-HAVEN, National: 1-800-799-SAFE
- Emory University Domestic Violence Resources: <http://psychiatry.emory.edu/niaproject/resources/community-partners/index.html>

Child Abuse:

- GA Department of Children and Family Services: <https://dfcs.georgia.gov/services/child-abuse-neglect>
- Georgia Center for Child Advocacy: <https://georgiacenterforchildadvocacy.org/learn-more/resources/30-prevention-tips.html>
- Prevent Child Abuse Georgia: <https://abuse.publichealth.gsu.edu/about/>

For questions regarding the benefits and support we offer to help you care to our members, please contact Provider Services at **1-833-230-2155**.

References:

- <https://www.thehotline.org/resources/statistics/>
- <https://www.cdc.gov/violenceprevention/pdf/2015data-brief508.pdf>



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