



SPRING 2025

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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## Chief Medical Officer's Note

As we embark on the new year, we want to take a moment to express our deepest gratitude for your unwavering dedication to patient care. We recognize that many patients, whether healthy or managing chronic conditions, have been hesitant to re-engage with the health care system, leading to delays in preventive care, routine screenings, and even necessary treatments. Your efforts in guiding them back to prioritizing their health are invaluable, and we are committed to supporting you in this mission.

CareSource continues to find innovative ways to support you, as we understand that patients are becoming more complex in this post-pandemic era. It is especially critical that patients with complex medical conditions receive the support, coordination, and guidance necessary to navigate their health care journey effectively. Our dedicated Care Management team is here to assist, offering patient education, service coordination, and help in addressing social determinants of health that may be barriers to care. We encourage you to connect with us or to direct your patients to our services so that, together, we can ensure they receive the care they need.

Additionally, this winter season, we want to emphasize the importance of preventive health measures, particularly vaccinations. Influenza and respiratory syncytial virus (RSV) continue to pose significant risks, and immunization remains a vital tool in reducing transmission, protecting vulnerable populations, and alleviating strain on health care resources. By working together to encourage vaccinations and preventive care, we can help safeguard public health while supporting your efforts to provide compassionate, high-quality medical services.

Thank you for your partnership, your dedication, and for delivering health care to those who need it the most in our communities. We are proud to stand beside you and partner with heart and purpose.

Sincerely,

Minh Nguyen, MD  
Vice President, Market Chief Medical Officer - Georgia



## How Do Your Patients Perceive You?

Every year, from February through May, CareSource is required to conduct patient experience surveys, such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. In this anonymous survey, many of your CareSource patients will be asked questions about their experiences with providers and the health plan. It is the patients' chance to voice their opinion.

We know your team works hard to provide the best care for every patient on every visit! Our partnership makes a big impact on the patient's perception of their health care experience, and we are here to help.

### Some things to consider:

- ✓ How would your patients rate the care you provide?
- ✓ Can patient appointments be scheduled "easily" and "as soon as needed"?
- ✓ When making a referral, do you inform your patients about how long it will take to get the appointment?
- ✓ Are you working with patients to proactively schedule routine care and screenings?
- ✓ Are your patients aware of your hours and where to go for urgent care?
- ✓ Will your patients think you are informed and participating in their health care plan?
- ✓ Will your patients think you spent time explaining things, including necessary vaccinations, test processes and results?
- ✓ How would your patients rate how well you listened carefully, showed respect, and spent the needed amount of time with them?

We appreciate all that you do and look forward to continuing as your partner in delivering a high standard of care!

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

## 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:

- [2025 Order, Prescribe and Refer \(OPR\) Update](#)
- [Prior Authorization Requirement Update](#)
- [Maintaining Provider Information in GAMMIS](#)

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

We 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](#).

## Find Updates from CareSource Online

We strive to make partnering with us simple and easy. We're aware things may change in the way we do business with you and want to communicate these changes to you in an efficient manner.

To find all the latest CareSource news, visit our Updates & Announcements page on the Provider pages of **CareSource.com**. You will find all the updates regarding the preferred drug list (PDL), prior authorization requirements, and medical and reimbursement policies.

## New Year, New Rewards!



As a reminder, we reward your patients for completing healthy activities throughout the year. Our CareSource MyKids program is designed for newborn through 17 years of age, and rewards for various activities such as well baby visits, flu shots, dental exam, and much more! For CareSource MyHealth, we reward adults 18+ for completing healthy activities such as dental exams, physical exam, flu shots, A1C testing and much more.

- Registration is required for each child in a family in the CareSource MyKids program
- Registration is not required for the MyHealth program. Members are automatically enrolled

Learn more about the [Rewards programs](#) today! You will find the reward amount, incentives, and CareSource MyKids registration form.

## Join Us at the Provider Experience Focus Group Meetings

We invite you to join our Provider Experience Focus Groups, where we will gather your feedback on ways to better support to you.

Below you will see the topics to be covered each quarter. If the topic is not relevant to you, please share this invite with the appropriate staff in your office who have knowledge or experience working with the topic. We include a Question & Answer section to allow time to address any additional topics you would like to cover.

The insights gained can help guide our operational, marketing and strategic decisions to help improve your overall satisfaction working with CareSource.

Space is limited and **registration is required**. For additional information, reach out to [ProviderExperiencePanel@CareSource.com](mailto:ProviderExperiencePanel@CareSource.com).

### 2025 Schedule with Registration Links

Q1 Provider Focus Group,

#### **Credentialing:**

February 21, 2025 at 11 a.m. Eastern Time (ET) and 2 p.m. ET

Q2 Provider Focus Group,

#### **Claims:**

May 13, 2025 at 11 a.m. ET and 2 p.m. ET

Q3 Provider Focus Group,

#### **Web Improvements:**

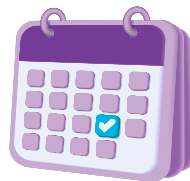
September 18, 2025 at 11 a.m. ET and 2 p.m. ET

Q4 Provider Focus Group,

#### **Emergency Room Usage:**

December 10, 2025 at 11 a.m. ET and 2 p.m. ET

## Returning Overpayments to CareSource



Providers are required to report and return any overpayment within 60 days after identification. An overpayment is defined as any funds a provider receives from Medicare or Medicaid to which the person is not entitled. There is no minimum monetary threshold for returning an overpayment. The 60-day time period for reporting and returning begins when the overpayment is identified, or the provider is informed of the potential overpayment.

If you have received an overpayment from CareSource, please complete the [Overpayment Recovery Form](#) or [Claim Refund Check Form](#) within 60 days.

For further assistance, please contact Provider Services at **1-855-202-1058**.





# How to Reduce Sickle Cell Disease

## Medicines for Your Sickle Cell Disease Patients:

- **Hydroxyurea (Droxia, Hydrea).** Daily hydroxyurea reduces the frequency of pain crises and might reduce the need for blood transfusions and hospital stays. It can increase the risk of infections. Should not be taken by pregnant patients.
- **L-glutamine oral powder (Endari)** helps reduce the frequency of pain crises.
- **Crizanlizumab (Adakveo).** This medicine, given by injection, can help reduce the frequency of pain crises in adults and in children older than 16 years. Side effects can include nausea, joint pain, back pain, and fever.
- **Voxelotor (Oxbryta).** This medicine is used to treat sickle cell disease in adults and in children older than 12 years. Taken by mouth, this medicine can lower the risk of anemia and improve blood flow throughout the body. Side effects can include headache, nausea, diarrhea, fatigue, rash, and fever.
- **Pain-relieving medicines - narcotics.** To help relieve pain during sickle cell pain crises.



## Maintenance Care for Your Sickle Cell Patients:

- Take folic acid supplements daily and choose a healthy diet.
- Take hydroxyurea daily.
- Get immunizations.
- Transcranial Ultrasounds. These should be obtained for children beginning at two years of age and then regularly after that to look for possible stroke risk.
- Drink plenty of water. Dehydration can increase a patient's risk of a sickle cell pain crisis. Drink water throughout the day, aiming for about eight glasses a day. Increase the amount of drinking water if your patient exercises or spends time in a hot, dry climate.
- Avoid temperature extremes. Exposure to extreme heat or cold can increase risk of a sickle cell pain crisis.
- Exercise regularly, but moderately.
- Use medicine with caution. Use pain medicines such as ibuprofen (Advil, Motrin, others) or naproxen sodium (Aleve) sparingly, if at all, because of the possible effect on the kidneys.
- Don't smoke. Smoking increases risk of pain crises.



### 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 member's 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.

### Medication Adherence

Over 50% of adults don't take their medications as prescribed, which can lead to poor health outcomes and more hospital visits. Technology is changing health care by providing tools such as electronic pill bottles and remote monitoring devices that help patients follow their medication schedules. These tools can help improve adherence and identify patients who might be at risk for nonadherence.

While these tools can improve patient care, they can't replace the crucial role of pharmacists and health care providers in managing medications. Emphasize to your patients the importance of taking their medications as prescribed.



# Infant and Early Childhood Mental Health

Infant and Early Childhood Mental Health (IECMH) is a young child's capacity to experience, regulate, and express emotions, form close and secure relationships, and explore the environment and learn.

IECMH as a field spans the spectrum of mental health services from promotion to prevention to treatment and encompasses a wide range of professionals who work with young children and their families, including educators, home visitors, pediatricians and mental health clinicians.

We rarely consider the mental health of infants and young children. Unfortunately, many mental health concerns have roots traceable to challenges occurring in infancy and early childhood, and early interventions for these developing minds are necessary to prevent future mental health disorders.

## Some indicators of infant mental health concerns include:

- Poor sleep patterns
- Difficulties with feeding
- Persistent crying
- Restlessness
- Gastric disturbance
- Anxiety and tension
- Distress and fear
- Lack of weight gain
- Failure to meet expected developmental milestones

## Why IT Matters:

For babies, early trauma can impact lifelong learning, mental and physical health and development. That's why it's critical to act early. A single adverse childhood experience can rewire a baby's brain negatively.

Interested and need more information on proper billing for infant and early childhood behavioral health services in Georgia? Check out the [Georgia Medicaid Infant and Early Childhood Behavioral Health Services](#) site.

## Sources

*Zero To Three: State of Babies Yearbook: 2022 and Disease Control and Prevention 2019, July 11.*





P.O. Box 8738  
Dayton, OH 45401-8738

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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!*