



SUMMER 2025

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Chief Medical Officer's Note

With the arrival of spring, nature offers us a powerful reminder of the importance of renewal, both in the world around us and within ourselves. As the days grow longer and the air grows warmer, it is the perfect time to focus on the health and well-being of your patients. Preventive care is the cornerstone of maintaining long-term health. As part of our ongoing commitment to improving the whole person health of your patients, including physical, behavioral, oral and social needs, we are dedicated to making preventive care accessible and easy for everyone. Whether it is through our wellness programs, chronic disease management, educational resources, or social supports for healthy living initiatives, we strive to empower individuals to take control of their health before problems arise. We understand the impact that non-medical drivers of health can have on an individual's health journey and can assure these needs are met through support from our case management team, Life Services, and our community partners. All these efforts aim to improve the quality of life for your patients.

In this current climate, it is important for consistent messaging to your patients regarding preventive services and specifically, vaccines. Misinformation about vaccine safety, effectiveness, or necessity can lead to confusion, fear and reluctance to vaccinate. It is well known that vaccines play a crucial role in preventing serious illnesses, reducing the spread of infectious diseases, and even eradicating certain diseases. By continuing to recommend and support vaccinations, we create a safer environment for everyone.

In closing, we value our partnership with our health care providers and are here and happy to assist you in any way we can to improve the health and quality of life for your patients.

Sincerely,

Minh Nguyen, MD

Vice President, Market Chief Medical Officer - Georgia



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

- [Prosthesis and Orthosis Claims Editing Logic](#)
- [CareSource Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint - REVISION](#)

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), priorauthorization requirements, and medical and reimbursement policies.

Philip's Remote Patient Monitoring Program



Royal Philips, a global leader in health technology, Amerigroup, CareSource Georgia, and Peach State Health Plan have partnered to provide remote monitoring solutions to expand access to quality health care for high-risk pregnancies in the state.

In support of the Georgia Healthy Babies Act, the program will initially give pregnant and postpartum people with maternal hypertension and diabetes in over 50 counties access to remote patient monitoring. Licensed clinical professionals will provide personalized health coaching to participants, monitoring them and intervening to avoid possible complications.

Pregnant women with maternal hypertension or diabetes who are covered by Medicaid can opt into the program and will receive appropriate monitoring devices. A Philips licensed nurse, dietitian, and certified diabetes care and education specialist will then walk them through how to use the devices as well as schedule coaching calls. The clinicians receive an alert if a participant's blood glucose or blood pressure is out of range and reach out to see if they can help provide coaching, identify additional symptoms, and determine if the participant needs to see their provider. The remote monitoring continues for up to 90 days postpartum.

For additional information, please contact Claire Marcus, Maternal Health Program Lead at Claire.Marcus@Philips.com.

A close-up photograph of a young child's face and arm. The child is smiling and looking towards the left. A large, rectangular, light-colored adhesive bandage is stuck to the upper arm. The child is wearing a light gray t-shirt.

Promoting Well Visits and Immunizations

We want to emphasize the importance of well visits and immunizations in improving the health of our members, and our partnership with you.

Well Visits:

Annual well visits are essential for monitoring growth, identifying health issues early, and providing vaccinations. Please encourage parents to schedule these visits, send reminders, and follow-up with families who may have missed appointments. The well visit needs to occur before the end of the year and can be conducted during a sick visit.

Childhood Immunization or Flu Shot requirement:

Members should receive two flu shots between six months and on or before their second birthday. Educate parents about the importance of flu vaccinations, especially during flu season, and ensure your practice has a streamlined process for administering, documenting, and submitting claims for these very important vaccines.

Adolescent Immunizations:

The HPV vaccine series should start at age nine and be completed by age 11. Discuss the HPV vaccine with preteens and their parents during well visits, addressing concerns and emphasizing its safety. Monitor adolescents who have not yet started or completed their series.

By promoting well visits and adhering to immunization schedules, we can significantly improve health outcomes for our members. Your patients may also be able to earn rewards for completing certain visits and immunizations. Thank you for your commitment to patient care!



Management Recommendations for ADHD

- Information regarding child's behavior should be obtained from those who spend time with the child, parents, teachers, and mental health specialists at the child's school. A successful management process is also helped by encouraging these same strong family-school partnerships.
- While assessing for ADHD, the clinician should also assess for co-existing conditions such as behavioral (anxiety or depression), developmental (learning or language disorders), or physical (tics or sleep apnea) disorders.
- Children diagnosed with ADHD should be considered to have special health care needs and follow the principles of a chronic care model.
- Both behavioral therapy and U.S. Food and Drug Administration (FDA) approved prescription therapy have higher level of risk. Behavioral therapy requires heightened levels of participation, particularly as FDA approved treatments could have adverse side effects.

Medication doses should be titrated to achieve maximum benefit for child while minimizing unwanted side effect.

The [Clinical Practice Guideline](#) offers recommendations for the diagnosis and evaluation of children aged four to 18 years who present with symptoms of ADHD. This guideline emphasizes:

1. The use of diagnostic criteria found using *Diagnostic and Statistical Manual for Mental Disorders, Fifth Edition* (DSM-V).
2. The importance of choosing an age-appropriate treatment plan consisting of behavioral therapy and prescription therapy.
3. Continual assessment of target outcomes, as well as complicating factors such as co-diagnoses, therapy non-adherence, or decreased family involvement.
4. Establish a realistic plan that will function for the child and caregivers to promote adherence. Your patients can earn rewards for ADHD medication adherence. Patients can call Member Services at **1-855-202-0729** (TTY: 711) for more details.

Quality Risk Adjustment (QRA) Coding Corner

New Aftercare Code for Sepsis

Welcome to this quarter's edition of the Coding Corner! In our ongoing effort to keep you informed about ICD-10 coding best practices and updates, we'd like to highlight a recent coding clinic published by the American Hospital Association (AHA).

In the fourth quarter of 2024, the introduction of Code Z51.A, Encounter for Sepsis Aftercare, represents a significant advancement in coding for post-acute care. This code addresses the ongoing needs of patients who have successfully undergone treatment for sepsis.

Post-acute and home health care services are essential in providing the necessary support during this critical phase. These services help ensure a continuum of care, focusing on rehabilitation and preventive measures to reduce the risk of recurrence.

When utilizing Z51.A, it is crucial to document the patient's history of sepsis, any lingering symptoms, and the specific aftercare services provided.

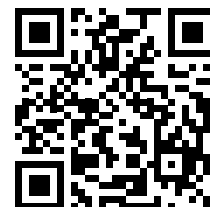
As health care providers, understanding and correctly applying this code reflects the complexity of care, enhances patient outcomes, and improves the quality of care for patients.

Thank you for your continued commitment to accurate coding and documentation!

Send questions to:

RAProviderEducation@CareSource.com.

If you'd like to learn more about documentation best practices, please scan the QR code to register for a quick 15-minute webinar.



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.



Maximize Patient Outcomes: Partner with Pharmacists

Physicians can enhance patient outcomes by actively encouraging patients to engage with their pharmacists. Pharmacists offer vital services beyond dispensing medications, including:

- Medication therapy management,
- Adherence counseling,
- Chronic disease monitoring,
- And immunizations.

By leveraging pharmacists' accessibility and expertise, physicians can reduce medication errors, improve adherence, and decrease hospital readmissions. Collaborative care models have shown significant benefits in managing hypertension, diabetes, and other chronic conditions. Encouraging patients to utilize their pharmacist strengthens the care continuum, optimizes therapeutic outcomes, and reduces overall health care costs. Physicians and pharmacists working together empower patients and advance quality of care.



Cool Perks for Hot Days: Earn Rewards to Kickstart Summer!

Summer break is upon us and what better way to celebrate than with rewards! Did you know that we have free rewards programs for our members? The [MyHealth](#) and [CareSource MyKids programs](#) are designed to encourage our members to complete healthy activities throughout the year. Members can earn rewards for completing various activities such as baby well visits, flu shots and much more!

- Registration is required for each child in the CareSource MyKids program. This rewards program is for newborn through 17 years old.
- Registration is not required for the MyHealth program. Members are automatically enrolled. This rewards program is for adults 18 and over.
- Learn more about the rewards programs today! In the link, you will find the reward amount, incentives, and CareSource MyKids registration form.



Diabetes Screening for Members with Schizophrenia or Bipolar Disorder on Antipsychotic Medications

As part of our commitment to your health and well-being, we want to highlight an important health initiative regarding diabetes screening for individuals diagnosed with schizophrenia or bipolar disorder who are using antipsychotic medications.

Why is diabetes screening important?

Individuals with schizophrenia or bipolar disorder are at an increased risk of developing diabetes, especially when they are prescribed antipsychotic medications. These medications can lead to weight gain and changes in metabolism that heighten diabetes risk. Regular screening for diabetes is essential for early detection and management, which can help prevent serious health complications such as heart disease, kidney failure, and nerve damage.

Screening Recommendation: it is recommended that individuals in this group receive a diabetes screening at least once a year. This can be done through a fasting blood glucose test or a hemoglobin A1c test.

What are the benefits of regular diabetes screening?

Early Detection: regular screenings help identify diabetes before symptoms develop, allowing for timely intervention and management.

Looking for more resources?

Check out **CareSource.com** or call the Care Management team at **1-844-438-9498** and choose the third option. You can also call the CareSource24® Nurse Advice line at 1-844-206-5944 or call 988 to reach a crisis counselor 24 hours a day, seven days a week.

Importance of Follow-Up After ED Utilization

Per the Healthcare Cost and Utilization Project, each year one in five people visit emergency departments (ED). There are many reasons a decision is made for utilizing the ED including mental health (intentional/unintentional self-harm), or substance misuse. Some ED visits may result in hospital admission, while other visits may result in treatment and discharge. Therefore, it is important for the member follow-up after a visit to the ED within five days, with physical or behavioral health supports. These supports may include primary care physician, therapist, or psychiatrist.

Outpatient or community-based providers can help members:

- Understand the reason for the ED visit
- Review medication listing and side effects
- Answer questions
- Make recommendations/referrals for on-going care

The Substance Abuse Mental Health Services Administration (SAMHSA) recommends follow-up appointments within seven and no more than 30 days after ED visit. Depending on care needs, follow-up via telehealth is also an option. Review the resources below to assist with questions:

- Provider Services at **1-855-202-1058**
- SAMHSA's Behavioral Health Treatment Locator
- Telehealth online or 1-800-TELADOC (835-2362)
- CareSource Behavioral Health Addiction Line (1-833-674-6437)
- DisposeRx, gives members the option to throw away unwanted medications and shares medication disposal resources and education



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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!