



NETWORK *Notification*

Notice Date: August 29, 2025
To: Georgia Medicaid Providers
From: CareSource
Subject: Revised Process for Clinical Practice Guideline (CPG) Audits

Summary

The Georgia Department of Community Health (DCH) has revised the process for quarterly Clinical Practice Guideline (CPG) audits.

Impact

To ensure consistent compliance with evidence-based care, DCH requires all GA Medicaid Care Management Organizations (CMOs) to conduct quarterly CPG audits on a random selection of medical records for a minimum of three diagnoses. Please note that the previous CPG audits for hypertension have been discontinued. Per DCH's revised process, CareSource will now perform provider audits on CPGs for depression, diabetes, and perinatal (prenatal and postpartum) care utilizing audit tools developed by DCH. If selected for an audit, providers will be reviewed for only one of the three diagnoses for that year.

Each audit tool includes specific quality indicators (required documentation) that CareSource must look for in the medical records. Providers will receive formal letters detailing the results of these audits. If a provider misses the same quality indicator(s) in three or more medical records, CareSource will perform a reaudit for the applicable indicator(s) after a minimum of one quarter (90 days). This process allows us to reassess compliance and implement additional support measures to assist providers as needed.

For specific details regarding this revised process, please review our [Clinical Practice Guidelines Medical Record Audit Provider Brochure](#).

Importance

Implementation of this new audit process ensures that CareSource and providers remain compliant with DCH's contractual requirements.

Questions?

Please call CareSource Provider Services at **1-855-202-1058** with any questions or concerns. Hours of operation are Monday through Friday from 7 a.m. to 7 p.m. Eastern Time (ET).

We look forward to collaborating with you to continue providing high-quality care to CareSource members.

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DCH Approved: 08/18/2025