



WINTER 2021

PROVIDER *Source*

A Newsletter for CareSource® Health Partners



Special Enrollment Period

CareSource is pleased to announce that existing WellCare members have the opportunity to join our network! Your patients affected by the recent PeachState (Centene) acquisition of WellCare will receive communication from DCH that they qualify to switch insurance plans. As the only not-for-profit Medicaid network in Georgia, we look forward to the opportunity to be able to serve more people and commit to our **Choice** to focus on the holistic wellbeing of our members, and partnering with you, our valued Provider, to deliver high-quality care.


CareSource®

We Need **Your Help**

It is clear that 2020 will go down in history as the year of the COVID-19 pandemic. The increasing numbers of infections and deaths from COVID-19 reported daily are reminders of the impact the virus has had on every one of us.

The COVID-19 vaccine will be ready for general use in 2021 if all goes by plan. Promoting the vaccine's safety and effectiveness is critical if we are going to gain herd immunity to the virus. Now more than ever, a consistent message of promoting continued use of facial covering, social distancing and hand hygiene can help to stop the spread of the virus.

It is also not too late to recommend the flu vaccine. Take a moment to make sure your patients are getting other recommended vaccines. Take time to counsel on preventive health measures and to promote healthy lifestyles. Embrace technology and offer telehealth visits as an alternative to in-person visits for those who are afraid to come to the clinic for care.

Let's work together in 2021 to stop the spread and devastation of the COVID-19 virus.

Regards and 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

- Updated Dental Provider Resources – Policy Clarifications and Revisions
- UPDATE – Prior Authorization Requirements
- SolarWinds Cyber Attack

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](#).

CareSource 2021 Benefits & Rewards

As a plan that is committed to serving the overall wellbeing of our members, including access to more doctors and help finding a job, we would like to remind Providers of the benefits offered and services available for CareSource members:

- Dental, Vision and Pharmacy Benefits
- Healthy & Active Kids
- Healthy Moms & Babies
- Healthy Adults
- Free Help and Benefits

To find out more information about the benefits and rewards available to members, please visit [CareSource.com/Georgia](https://www.caresource.com/Georgia).





Developing Your Own Compliance Plan

In order to protect you, your practice, and your patients from fraudulent activities, the Office of Inspector General suggests developing and following a voluntary compliance program. There are seven components of an effective compliance program. Establishing these basic steps within your practice will help to ensure that you are submitting true and accurate claims, as well as establishing a solid foundation of compliance.

1. Audit and monitor internally.
2. Execute compliance and practice standards.
3. Designate a compliance officer for your practice.
4. Train and educate staff as appropriate.
5. Respond quickly and appropriately to any detected issues or concerns and develop corrective actions and plans for future monitoring.
6. Establish and maintain open lines of communication with employees. Ensure that they know who the compliance officer is and the appropriate channels for communication.
7. Enforce and clearly publicize disciplinary standards and guidelines.





Report Fraud, Waste or Abuse:

- Call: Provider Services at **1-855-202-1058** and follow the appropriate menu option for reporting fraud.
- Write us a letter or complete the Fraud, Waste and Abuse Reporting form online at CareSource.com
 - Mail to:
CareSource
Attn: Program Integrity
P.O. Box 1940
Dayton, OH 45401-1940
- Fax: 1-800-418-0248
- Email: fraud@caresource.com

CMS Interoperability and Patient Access Final Rule

The Centers for Medicare and Medicaid Services' (CMS) Interoperability and Patient Access Rule requires health plans to implement a patient data interface, a payer-to-payer data exchange and a provider directory data interface. This rule gives patients and providers access to health information when they need it most. The purpose is to improve the electronic exchange of health care data among payers, providers and patients including provider claims and clinical data. CareSource developed and deployed the initial release of data on Jan. 1, 2021 to make available more detailed health information to third party applications with more releases to follow. To learn more, please visit <https://www.healthit.gov/curerule/what-it-means-for-me/clinicians>.



Pharmacists Can Give Immunizations

Preliminary data from several sources indicate that vaccination rates have fallen during the COVID-19 pandemic.

Pharmacists are poised to help. If patients' primary care provider (PCP) is unavailable, pharmacists are accessible health care professionals and are authorized to order and give vaccines.

Encourage your patients to visit their local pharmacy to get vaccinated and stay up-to-date on their immunizations. Pharmacists can help reduce the burden on providers by assisting in the administration of vaccines, according to State and Federal law.

Note: Children covered under Medicaid plans must be vaccinated through the Vaccines for Children Program (VFC). If you are currently enrolled as a provider in the VFC program, you may administer and bill CareSource for the administration of the vaccine. Very few pharmacies participate in the VFC Program at this time. Your local health department can help you find locations for children covered under Medicaid plans to be immunized. CareSource covers annual flu vaccines for Georgia Medicaid members age 13 and older at local pharmacies.

The administration of the COVID-19 vaccine will be covered as well and is administration billable outside of the VFC for all ages as guided by the State and Federal guidance.





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 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.



Care Coordination Between Providers

At CareSource, our case management fully integrates both physical and behavioral health. The focus is to provide a dynamic, community-based, member-centric model of service delivery. Behavioral and substance-use problems and illnesses seldom occur in isolation. They frequently accompany each other, as well as a substantial number of general medical illnesses such as heart disease, cancers, diabetes, and neurological illnesses.

Care coordination is the outcome of effective collaboration. Coordinated care prevents drug interactions and redundant care processes. It does not waste the patient's time or the resources of the health care system. Moreover, it promotes accurate diagnosis and treatment because all providers receive relevant diagnostic and treatment information from all other providers caring for a patient (NCBI National Academies Press, 2006).

- Referrals are the link between primary and specialty care. Many referrals do not include a transfer of information, either to or from the specialist.

Our members were surveyed and expressed a need for more coordination between their providers. If you would like more guidance on how to coordinate services between other providers, **please go to the U.S. Office of Civil Rights description of HIPAA:** <https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/disclosures-treatment-payment-health-care-operations/index.html>.

Health Parter Highlight

Monroe Pediatrics



Located in Monroe, GA, Monroe Pediatrics was founded in 2002 by Dr. Andrea Hill, MD, MBA, FAAP. She is board certified in Pediatrics and a member of the American Academy of Pediatrics, the American College of Sports Medicine, and the Association of Ringside Physicians. Dr. Hill has built a dedicated team of providers including Dr. Dana Hogan, MD, FAAP, Joy M Bishop PNP, and Dr. Harvey L. Gayer, PhD.

Monroe Pediatrics serves the needs of the whole child and aims to maintain strong relationships with their caregivers and families. They strive to provide efficient, competent and friendly service to ensure that their patients develop into happy, healthy adults. In March 2020, at the beginning of the COVID-19 pandemic, Dr. Hill was asked to create a video for her patients to post to social media. It was important for her patients and their caregivers to hear her voice during an incredibly stressful time. The video was widely received. Since that initial post, Dr. Hill and the Monroe Pediatrics team have used their social media platform to keep their patients, and patients' families and caregivers, informed about every aspect of COVID.

CareSource recognizes the entire Monroe Pediatrics Team in their effort to maintain the health and happiness of the CareSource members they serve during this unprecedented time.

For more information about Monroe Pediatrics, please visit www.monroepediatrics.net



Patient-Centered Medical Home Recognition

CareSource would like to recognize the following practices for earning the Patient Centered Medical Home (PCMH) recognition from the National Committee for Quality Assurance:

- Peds and Parents Family Care in St. Mary's, GA
- Green Willow Pediatrics in Gainesville, GA
- Children's Care Pediatrics in Atlanta, GA
- Imagine Pediatrics in Rome, GA

These practices participated in the **CareSource Pilot PCMH Transformation Program**. PCMH is a care model used to improve patient outcomes by providing holistic and comprehensive care to patients and their families with a focus on patient engagement, care coordination and continuous quality improvement while reducing health care costs. To earn PCMH recognition, the medical practices committed to demonstrating proficiency across six NCQA Standards and Guidelines to ensure a sound operational infrastructure that would facilitate patient relationships and the delivery of trusted, proactive care. To facilitate successful PCMH transformation, each provider was assigned a CareSource Coach from the Quality Improvement team that earned PCMH content expert certification, to provide technical assistance and guidance on a weekly basis throughout the process.

Congratulations on your NCQA PCMH Recognition. All practices that participated in the CareSource PCMH Transformation Program and earned PCMH recognition received a plaque from CareSource.



This is a picture of **Peds and Parents Family Care**, our first practice to earn PCMH recognition. Left to Right: Virginia Knight – APRN, VP Clinical Operations; Wendee Martin MBA – Business Manager; Robert Davenport Ray – APRN, FNP (Owner); Teresa Brown – Administrative Assistant Lead. Louise Easom BSN, CCM, PCMH CCE, CareSource Market Clinical Quality Specialist; Treyson Lawrence, MHA, PCMH CCE, CareSource Health Partner Contracting Manager.



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We are here for **you!**

CareSource wants our providers to be aware of all the ways we offer support and the channels you can access to get your questions and needs met. In an effort to better support our providers and offer an immediate response to questions, concerns and inquiries, we offer claims, policy and appeals assistance through our call center when you call our plan-specific Provider Services departments.