



FALL 2025

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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*CareSource*®



## Chief Medical Officer's Note

### **Chronic Disease Management and Maternal & Child Health: A Commitment to Care**

At CareSource, we want to take a moment to express our heartfelt gratitude for your unwavering dedication to patient care, particularly in the realms of chronic disease management and maternal and child health. We recognize that many patients, whether living with chronic conditions or navigating the complexities of pregnancy and early childhood, have faced challenges in re-engaging with the health care system. This has led to delays in preventive care, routine screenings, and essential treatments. Your commitment to guiding them back to prioritizing their health is invaluable, and we stand ready to support you in this vital mission.

At CareSource, we continue to seek innovative ways to assist you, particularly as we acknowledge that patients are becoming increasingly complex in this post-pandemic era. For individuals managing chronic diseases, timely and coordinated care is crucial. The management of conditions such as diabetes, hypertension, and asthma require not only medical intervention but also ongoing support and education. Our dedicated Care Management team is here to assist, offering patient education, service coordination, and help in addressing social determinants of health that may hinder access to care. We encourage you to connect with us or direct your patients to our services, so together we can ensure they receive the comprehensive care they need.

In addition to chronic disease management, we want to highlight the importance of maternal and child health initiatives. The well-being of mothers and their children is foundational to the health of our communities. We understand that pregnant individuals and new parents face unique challenges, and we are committed to providing resources and support to help them navigate this critical period. From prenatal care to postpartum support, our programs are designed to empower families and promote healthy outcomes for both mothers and children.

As we move through the winter season, we also want to emphasize the importance of preventive health measures, particularly vaccinations. The ongoing risks posed by influenza and respiratory syncytial virus (RSV) underscore the need for immunization as a vital tool in reducing transmission and protecting vulnerable populations. 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 essential health care to those who need it most in our communities. We are proud to stand beside you, united in our mission to enhance chronic disease management and maternal and child health. Together, we can make a significant impact, ensuring that every individual receives the care they deserve.

Sincerely,

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




 UPDATES
 

## 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:

- [September 2025 Policy Updates](#)
- [Revised Process for Clinical Practice Guideline \(CPG\) Audits](#)
- [Pharmacy Policy Updates August 2025](#)

Network notifications can be accessed at [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](#) > 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 updated regarding the preferred drug list (PDL), prior authorization requirements, and medical and reimbursement policies.

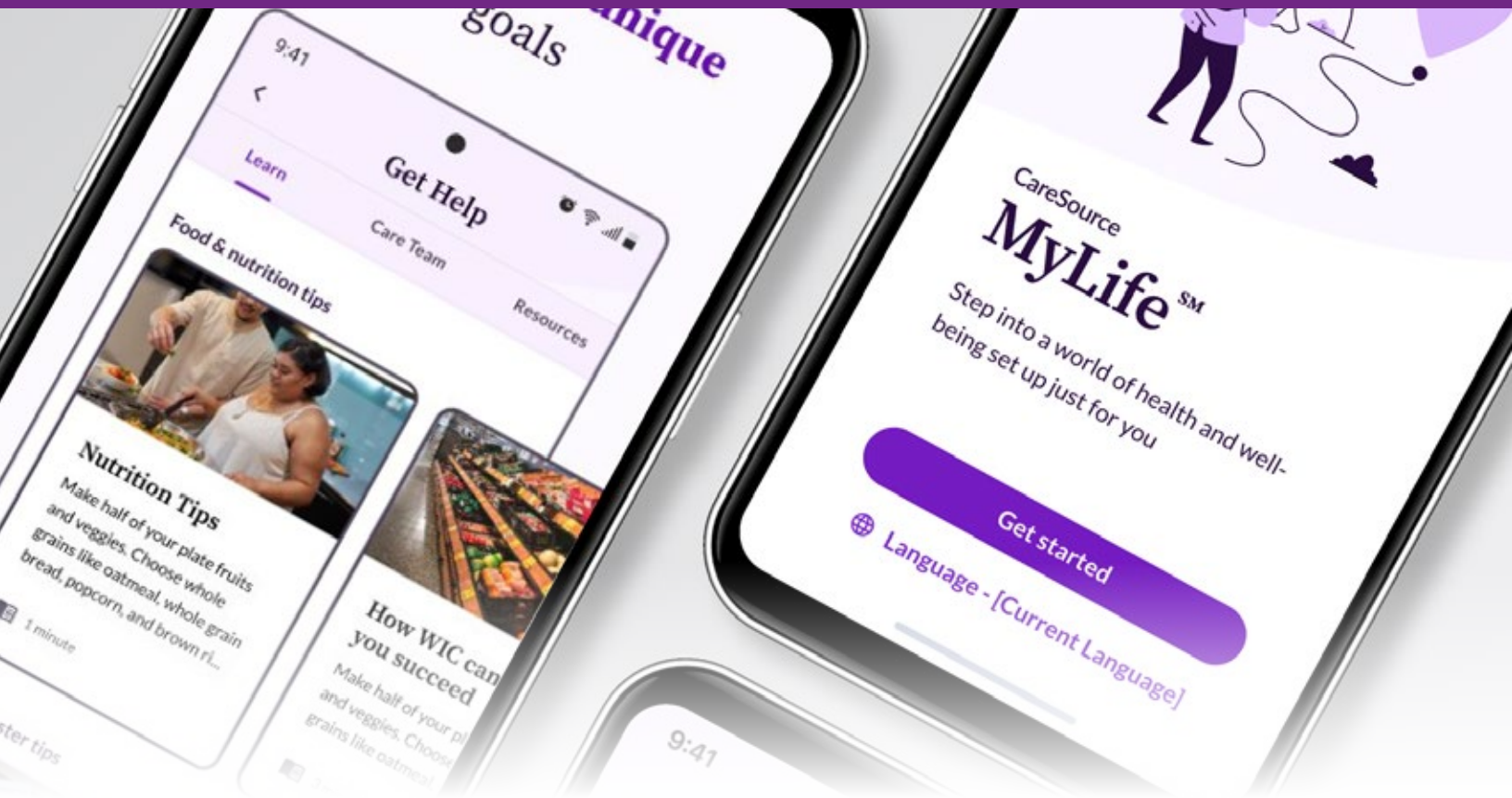
## CareSource MyLife, the New Digital Health Companion for Members

CareSource PASSE has introduced CareSource MyLife, a personalized digital experience for our members. CareSource is migrating all members to the new app and portal by end of year 2025.

Available on any device, CareSource MyLife empowers members to manage their health and benefits efficiently. Focused on access, community and personalization, CareSource MyLife allows members to:

- View, share or print digital ID cards.
- Find benefits and resources included in the member's plan.
- Update primary providers.
- Locate providers based on plan, specialty and more.
- Link dependents and family members to manage coverage under one account.
- Submit annual assessments and screenings.
- View important health alerts.

Members can sign in or register by visiting [MyLife.CareSource.com](https://MyLife.CareSource.com). Or download CareSource MyLife from the Apple App Store® or Google Play®.





## Fall Into Better Health

School is in session – and so is the flu season. Encourage our members to stay healthy by getting the flu vaccine. Newborns through 17 years old children get rewarded through the CareSource MyKids program for completing preventive care like:

- Flu Vaccine
- Well Child Visits
- Dental exam
- Immunizations
- And much more

Members can use their rewards to buy everyday items like groceries, snacks, school supplies and even personal items for the upcoming holidays. Each member must enroll in the program to earn the rewards.

Encourage them to enroll today! The sooner they enroll in CareSource MyKids, the sooner they can start earning rewards!

Adult members 18 and older are automatically enrolled in the MyHealth program and can start earning rewards today! Visit the [CareSource.com](https://www.caresource.com) to see what rewards and incentives are available for each program: [Rewards](#) | [CareSource](#).

## Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)

The APP measure assesses the percentage of patients one to 17 years old who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment, defined as a psychosocial care appointment within 90 days before to 30 days after the initial prescription date of service. Psychosocial interventions may be safer than antipsychotic medications and help reduce medication-related risks.

### Best Practices for Improving APP Rates:

- Schedule psychosocial care for patients before or concurrently when starting a new antipsychotic medication.
- Continuously monitor the need for ongoing therapy and complete recommended metabolic monitoring at least yearly when utilizing antipsychotic medications i.e., blood glucose and cholesterol monitoring.
- Document patients for whom first-line antipsychotic medications may be clinically appropriate and are therefore excluded from the measure i.e., schizophrenia, schizoaffective disorder, bipolar disorder, other psychotic disorder, or autism or other developmental disorder.

**APP Measure Codes** (These codes are for the purpose of measuring HEDIS compliance and are in addition to codes utilized for billing purposes.)

#### Psychosocial Care

CPT: 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90846, 90847, 90849, 90853, 90875, 90876, 90880

HCPCS: G0176, G0177, G0409, G0410, G0411, H0004, H0035, H0036, H0037, H0038, H0039, H0040, H2000, H2001, H2011, H2012, H2013, H2014, H2017, H2018, H2019, H2020, S0201, S9480, S9484, S9485

#### Residential Behavioral Health Treatment

HCPCS: H0017, H0018, H0019, T2048





## 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 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 at **1-855-202-0729**. A CareSource Representative will help members find out if a medication is covered and how much it will cost.



## Virtual Education

Did you know that CareSource offers virtual educational forums?

We invite you to visit our website and navigate to the [Training and Events](#) section to register for these informative sessions. View our [2025 Virtual Training Schedule](#) online to see what's coming up.



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 [Instagram.com/CareSource](https://www.instagram.com/CareSource)



## 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](https://www.caresource.com/members/education/newsletters).

*Thank you for your partnership!*