



SUMMER 2021

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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CareSource®



Helping Members Navigate the Healthcare System

As we begin to emerge from the pandemic, it has become apparent that both healthy patients and those with chronic or complex medical issues have exhibited hesitancy when it comes to interaction with the health care system. Routine screenings, preventative health and even acute care services have either been postponed by patients or delayed by the pandemic-driven operational changes.

We know that preventative care and adhering to a treatment plan is critical to overall health and longevity of those we serve.

As demand for these services begins to return to pre-COVID-19 utilization, providers may be overwhelmed by trying to accommodate the myriad of patient needs while ensuring high-quality care. It is particularly important that members with complex medical conditions be provided support, coordination and guidance as they begin to renegotiate the health care system.

CareSource has a dedicated care management team available to assist your patients and your practice. Care managers are able to develop a relationship with your patient, provide education about their conditions, advise them about services they should seek and coordinate those services. Care managers can assist with negotiating the health care system effectively, including addressing social determinants of health that may be barriers to care. Consider contacting CareSource for further information or urge your patient to contact us.

We at CareSource greatly appreciate all the health care heroes who have placed professional dedication above personal safety during this very difficult time. We are proud to be your partner!

In good health,

A handwritten signature in cursive script that reads "Seema Csukas".

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

- COVID-19: CARES Act Provider Relief Fund Update
- COVID-19: CDC Health Alert on Chloroquine
- COVID-19: Dental Provider Resources
- CMS Interoperability
- Policy Updates June 2021
- Maternity Services, Coordination of Benefits (COB)
- Quality Enhancer Value Based Reimbursement Program

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](#).





UPDATE: Prior Authorization Requirements

CareSource is committed to streamlining operations for providers and recognizes the impact COVID-19 has on many practices and facilities. To support our providers in care for patients during the pandemic, and to provide more flexibility regarding our prior authorization list, CareSource waived new prior authorization requirements temporarily. **All prior authorization requirements will be effective for dates of service beginning Apr. 1, 2021. Providers are required to obtain prior authorization before administering the applicable health care service(s). For dates of service occurring prior to Apr. 1, 2021, CareSource will waive prior authorization requirements as communicated in the previous network notification.**

For dates of service beginning Apr. 1, 2021, CareSource will apply its prior authorization requirements to all applicable services and products.

Look Up Tool is available by clicking [here](#).

CareSource will continue to monitor the impact of COVID-19 on our members and providers. The decision to apply all prior authorization requirements as effective is intended to streamline the determination of medical necessity and claims submission.

Access and Availability Standard Requirements

CareSource would like to remind providers of annual access and availability standard requirements. Participating providers are expected to have procedures in place to see patients within set timeframes and to offer office hours to their CareSource Medicaid patients that are at least the equivalent of those offered to any other patient. Please reference the [Access & Availability Standards Flier](#) for more information on the required timeframes. For questions on access and availability requirements, please contact Provider Services at **1-855-202-1058** (Monday through Friday, 7 a.m. to 7 p.m. Eastern Standard Time (EST)).

Quality-Enhancer Value Based Reimbursement Program

Getting started with CareSource's Quality Enhancer Program is the next step toward earning the rewards you deserve! We recognize the outstanding work you're doing to improve your patients' health and quality outcomes every day. Our Quality Enhancer Program rewards you for prioritizing high-value services in your practice. When you participate in the Quality Enhancer Program, your reimbursement will be based on your submission of claims containing qualifying CPT codes of each target quality measure. For more information about our Quality Enhancer Program, please visit **CareSource.com** > Providers > Updates & Announcements > [Quality Enhancer Value Based Reimbursement Program](#).



Vaccine Education:

Working Together to Eliminate COVID-19

Navigating the pandemic has become our new normal, though things feel far from such. As we strive to work together to end the COVID-19 pandemic, it is critical to us that our members and providers have easy access to accurate resources and education. As the vaccine availability increases, providers serve as a trusted source to encourage patients to get the vaccine. Information regarding vaccine availability can be found at <https://dph.georgia.gov/covid-vaccine>.

We understand that some members may be concerned about the safety of the vaccine and because of this, information accuracy is pertinent to bridging the gap of misinformation and fear that our members may be experiencing. Here are some of the benefits and facts about the COVID-19 vaccine that ***we encourage you to share with your patients:***

- It is safe. Patient safety is the top priority of researchers and manufacturers who created the COVID-19 vaccine.
- The COVID-19 vaccine helps prepare the immune system to fight the virus if exposed.
- Receiving the vaccine helps eliminate the risk of passing the disease to friends, family and others.
- The vaccines are authorized by the FDA, meeting the requirements for scientific standards for safety, effectiveness, and manufacturing quality.

CareSource is committed to ensuring our providers are well equipped with important and relevant information about COVID-19, including a [provider toolkit](#), vaccine toolkit and the [Provider Relief Fund](#). As new developments become available, we aim to keep our providers up-to-date with resources on our [COVID-19 Provider Resource Center](#).

Providers are often the ***trusted resource for information*** when members are seeking information regarding the COVID-19 vaccine. We thank you for your continued commitment to our members, your patients, and hope that you continue to use your platform to educate our valued members about the COVID-19 vaccine.



Prediabetes Screening

According to the Centers for Disease Control (CDC) (2019), more than 1 in 3 adults have prediabetes. 90% don't know they have it. The danger is that 1 in 5 of those individuals will develop type 2 diabetes within five years.

It is critical for providers to screen for prediabetes and take early and aggressive action and follow-up to prevent the transition to type 2 diabetes..

The CDC and American Diabetes Association (ADA) have screening tests to evaluate the risk for prediabetes. Some risk factors include:

- BMI ≥ 25 , if Asian ≥ 22
- Sedentary lifestyle
- High blood pressure
- ≥ 45 years old
- Black or Asian race or Latino ethnicity
- History of gestational diabetes or had a baby greater than nine pounds
- Family history of diabetes

The ADA (2018) recommends prediabetes testing should begin at age 45 for all people. Testing for prediabetes should be considered in adults of any age who are overweight and who have one or more additional risk factors for diabetes. Re-testing should be repeated every 1–3 years.

Prediabetes can be diagnosed by:

- HbA1c = 5.7% to 6.4 %
- Fasting plasma glucose (FPG) = 100 mg/dl to 125 mg/dl
- OGTT= 140- 199

Essential interventions include increased physical activity and healthier food choices that should help the member lose 5-7% of their weight.



CareSource wants to help members with chronic health conditions, including prediabetes health management. We have current educational materials and staff members, including certified diabetes educators, to support members self-manage their disease. Refer your CareSource patients for care management by calling **1-844-438-9498**.

Sources:

1. "Classification and Diagnosis of Diabetes." and "Prevention or Delay of Type 2 Diabetes. Standards of Medical Care in Diabetes—2021. American Diabetes Association. Pages 19-23 and 34-36 https://care.diabetesjournals.org/content/44/Supplement_1/S34.long
2. "About Prediabetes and Diabetes." April 4, 2019 Centers for Disease Control and Prevention <https://www.cdc.gov/diabetes/prevention/about-prediabetes.html>



Jesup Pediatrics

Jesup Pediatrics has recently been recognized as a Patient Centered Medical Home (PCMH) provider by the National Committee for Quality Assurance (NCQA). PCMH is a care delivery model whereby patient treatment is coordinated through their primary care physician to ensure they receive the necessary care when and where they need it, in a manner they can understand. This recognition highlights the efforts of Jesup Pediatrics to improve patient quality, reduce costs, and enhance the patient experience.

The dedicated team of providers include Dr. Platon J. Collipp, who specializes in Pediatric Endocrinology and has been in practice for more than 35 years; Dr. Daniel Collipp who is a Pediatric Specialist and Family Nurse Practitioner Cuyler Cribbs.

Jesup Pediatrics is a three provider group with one location in rural Jesup, GA. The city of Jesup is geographically situated in the



Southeastern Region of Georgia. The practice specializes in Pediatric Endocrinology, Diabetes & Metabolism, Internal Medicine/ Pediatrics, and Adolescent Medicine.

CareSource recognizes Jesup Pediatrics for their long-standing presence within the city of Jesup and their dedication to the care and overall health of the families they service.

Thank you for your partnership!

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 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.



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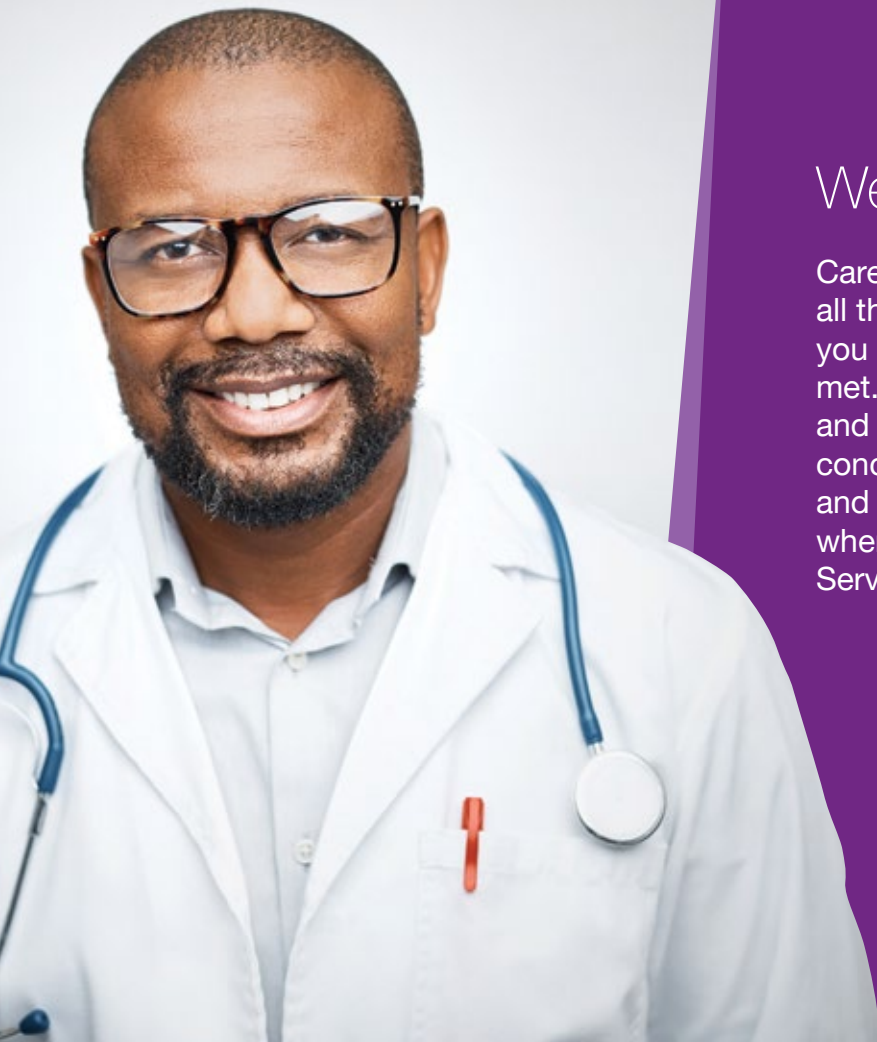
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We are here for **you!**

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.