



NETWORK *Notification*

Notice Date: August 19, 2021
To: Georgia Medicaid Laboratory Service Providers
From: CareSource
Subject: CareSource Partnership with Avalon Healthcare for Laboratory Benefit Management
Effective Date: December 1, 2021

Summary

CareSource is partnering with Avalon Healthcare Solutions (Avalon) on a new laboratory benefit management program for the provision of routine testing management services. This will allow CareSource to achieve consistent application of laboratory policies and automated review of laboratory claims that are consistent with industry best practice while also remaining provider and member friendly.

Providers of laboratory services (both referring and performing) will need to be aware of this new partnership as there will be important changes to new and existing medical policies, guidelines and consistent reviews of laboratory services and related claims.

Impact

Effective for dates of service beginning Dec. 1, 2021 and forward, CareSource will apply an automated policy implementation (post-service) to claims reporting laboratory services performed in office, hospital outpatient and independent laboratory places of service. This automated policy implementation solution combines clinical science-based research with innovative technology and is designed to help ensure the consistent application of CareSource laboratory policies and guidelines to claims with laboratory services.

Laboratory services reported on claims will be reviewed for adherence and consistency with CareSource's laboratory policies and guidelines, as well as industry standardized rules. The review will include and/or investigative, as well as clinical appropriateness based upon patient demographic information. Additionally, codes reporting multiple units billed will be reviewed for appropriateness to code-specific unit allowances under CareSource laboratory policies and guidelines. Providers will continue to submit claims for laboratory services to CareSource, and CareSource will continue to adjudicate the applicable claims for payment.

In addition, Avalon has developed a Trial Claim Advice Tool that allows users to simulate claims submission and adjudication by inserting codes for services, along with related patient diagnoses to determine outcomes in advance of submitting claims. Avalon's Trial Claim Advice tool will review claims with laboratory services for adherence and consistency with CareSource laboratory policies governing the criteria listed above. This is a simulation tool and does not guarantee approval or reimbursement of

claims. Access to the Trial Claim Advice Tool will be available via a link provided on the CareSource Provider Portal (**CareSource.com** > Providers > [Provider Portal Log-In](#)) beginning Dec. 1, 2021.

Importance

CareSource is committed to our health partners in the provision of care for our members. This partnership is an effort to ensure consistency with industry best practices. While we recognize the impact of this change, we request your assistance in this enhancement to ensure continued high-quality health services.

Questions?

If you have questions regarding this notice, please contact Provider Services at **1-855-202-1058**. (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time).

GA-MED-P-655200

DCH Approved: 7/7/2021