



FALL 2021

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

- 3 | Network Notification Bulletin
- 4 | CareSource Life Services®:  
Job Connect™
- 6 | Be on the Lookout: Identity Theft
- 6 | Pharmacy Updates for Medicaid
- 7 | Breastfeed Atlanta
- 7 | Over-the-Counter (OTC) Drugs



CareSource®



## You are Our Best Weapon in the Fight to End the COVID-19 Pandemic

**AS A PROVIDER**, you play a critical role in the lives of your patients. In addition to being a valued subject matter expert in wellness, disease, and treatments, you serve as a confidante and a trusted guide in health care decision-making. When we at CareSource outreach to members about the COVID-19 vaccine, many express that they want to talk to their own doctor before moving forward with immunization.

While at the point of care, you are best positioned to share the current evidence from the Centers for Disease Control (CDC), the Food and Drug Administration (FDA) and the local department of public health on the safety and efficacy of the COVID-19 vaccine. Such conversations are particularly important for the Medicaid population of whom vaccine hesitancy may be higher and vaccination rates are lagging that for other populations.

Your patients rely on you to understand their unique medical history and speak to how the vaccine may affect them. Sharing your strong recommendation of these vaccines may be pivotal to your patients' making an informed decision on whether to be vaccinated. We encourage you to ask each patient about the COVID-19 vaccination and to have a dialogue with those who have not yet been vaccinated to understand and address their concerns. The CDC provides guidance on how to engage your patient about vaccination at <https://www.cdc.gov/vaccines/covid-19/hcp/engaging-patients.html>. If possible, offer the vaccine in your office so that patients have immediate access to it if they choose.

At CareSource, we appreciate the care that you provide to our members and the vital role you play in ending this pandemic.

In good health,

Seema Csukas, MD, PhD, FAAP  
VP, Market Chief Medical Officer, Georgia





## 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 are some network notifications posted from the previous quarter that you may have missed:

### Georgia Marketplace Providers

- [COVID-19: Vaccination Billing Resource – UPDATE](#)
- [CareSource Partnership with Avalon Healthcare for Laboratory Benefit Management](#)
- [How to Reach Your Dental Health Partner Network Manager](#)
- [EPSDT Referral Codes](#)



### Provider Education: Training and Events

- Provider Education Series: Life Services
- Provider Education Series: Provider Portal
- Major Depression & HEDIS Educational Training
- Antipsychotics Educational Training

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](#).

# CareSource Life Services®: JobConnect™

The CareSource Life Services® program is designed to enhance the economic outcome of Medicaid members by addressing their unique needs through life coaching, access to resources and job opportunities. CareSource JobConnect is a program offered to our Georgia Medicaid members that connects them to services and support in various areas of life. This CareSource program connects members or the parents of our pediatric members to resources that help them reach personal and professional goals.

Partnering with our providers is critical to getting members engaged in programs and services such as JobConnect that improve their health and well-being. One of the ways you can help increase member engagement and awareness of the CareSource JobConnect program is to listen out for key words/phrases during a member's visit and educate them about the assistance that CareSource provides.

Please refer your CareSource patient to this program if they say they are struggling with:

- Finding or keeping a job
- Unemployment or being laid off
- Finding school to fit their schedule
- Going back to school
- Keeping food on the table
- Finding affordable food options
- Financial Hardship
- Eviction
- Finding or starting a new career

For more information about Life Services, please visit **CareSource.com** > Members > [Life Services](#). You can also view success stories that CareSource Life Services has had in Georgia at **CareSource.com** > Members > Life Services > [Success Stories](#).





## Be on the Lookout: Identity Theft

Identity theft is a problem on everyone's radar, including in health care. There are solutions to put in place to be sure you are protected from fraud and identity theft schemes within your practice. These include requiring a photo ID for patients, educating patients on identity theft, and implementing a comprehensive compliance program. The following are some red flags signaling

- Suspicious documents – Do documents look suspicious or forged? Did the patient give you other documentation inconsistent with what he or she has told you — for example, an inconsistent date of birth or a chronic medical condition not mentioned elsewhere?
- Suspicious activities: is mail returned repeatedly as undeliverable, even though the patient still shows up for appointments? Does a patient complain about receiving a bill for a service that he or she didn't get?

If you notice any of these red flags, be sure to report it to CareSource's Program Integrity department for review.

## Pharmacy



### 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.



# Breastfeed Atlanta

**Breastfeed Atlanta** is a specialty practice comprised of a multidisciplinary team including lactation consultants, nurse practitioners and doctors who work collaboratively to support new families. Providing services in two metro Atlanta offices as well as home visits, Breastfeed Atlanta offers a comprehensive line of services for families of new babies. Lactation consultants work alongside the medical teams to provide the most comprehensive feeding support available, treating everything from sore nipples and fussy babies to mastitis and cases of failure to thrive.

Lactation service offerings include consultations, classes, support groups, breast pumps and breastfeeding products, milk banking services and treatment of breastfeeding medical conditions. Similarly, nurse practitioners work with the support of the lactation team to provide short term care to newborn babies who discharge from the hospital without access to a pediatrician, ensuring they continue to thrive while helping them find a permanent pediatrician. Nurse practitioner services include examinations, on-site laboratory services, newborn metabolic screening, hearing screening and specialist referrals. More information is available at [BreastfeedAtl.com](https://BreastfeedAtl.com).

## Pharmacy

### Over-the-Counter (OTC) Drugs

You can buy over-the-counter (OTC) drugs without a prescription. However, CareSource might cover the cost of some OTC drugs if your patient is given a prescription. OTC drugs can be used to treat conditions such as allergies, cough, and acne. Other OTC drugs such as vitamins can help keep your patients healthy. You can check [CareSource.com](https://www.caresource.com) to see what OTCs are covered for your Medicaid patients.

#### Formulary Search Tool:

#### Georgia Medicaid:

<https://client.formularynavigator.com/Search.aspx?siteCode=9726085750>





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## We Want to Hear from **you!**

We value provider feedback and want to ensure we provide adequate communication, education and resources for you to serve our members. Please complete the survey by accessing the link below to rate your satisfaction with the ProviderSource newsletter, as well as share topics you'd like to see in future newsletter publications!

**Complete the survey by visiting this link:**  
**[www.caresource.qualtrics.com/jfe/form/SV\\_eb5VIK9kgmMSrpc](http://www.caresource.qualtrics.com/jfe/form/SV_eb5VIK9kgmMSrpc)**

*Thank you for your partnership!*

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