



WINTER 2021

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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CareSource®



Partnering to Improve Health

As we close out another year where COVID-19 was a top priority, we can only hope that 2022 brings us closer to getting past the public health emergency. Through it all, we continue to focus on the basics of health care: annual wellness visits, vaccinations, managing chronic conditions and addressing behavioral health needs. Ultimately, health goes beyond health care. We look to you, our partners in health care, to work with us to address the needs of our members in a holistic way.

We encourage you to leverage our resources to meet the needs of your CareSource patients. CareSource provides a [member newsletter](#) to inform our members of the latest in their benefits or specific health topics of interest. We have resources available through our [provider portal](#) and our [member portal](#) to assist with health needs. Our care management team is available to work with you and our members to coordinate care and improve compliance with your treatment plans. Provider relations managers are available to address any questions you or your staff may have regarding processes to improve care for your patients.

As a way to say “thank you” for closing care gaps, CareSource provides member and provider incentives. Improving the health of our families and community is a collective effort. Let’s continue to leverage each other’s strength and resources to make it happen!

A handwritten signature in black ink that reads "Seema Csukas".

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. To the right, you'll find some network notifications posted from the previous quarter that you may have missed:

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](#).



Georgia Medicaid Providers

- [UPDATE – Laboratory Benefit Management Program for Genetic Testing Management Implementation](#)
- [Support for Your Patients – The CareSource Care Management Program](#)
- [Members on Basaglar or Lantus Transitioning to Semglee](#)
- [CareSource Cultural Competency Training](#)



Provider Education: Training and Events

CareSource has launched a series of education modules that address common questions and provide information about our member programs and benefits. Please check the Training and Events pages for additional information. Go to <https://www.caresource.com/providers/education/training-events/> and select **Georgia Medicaid**.

Provider Portal Introduction: View this presentation to learn more about our portal's functionality and how to work with us through the portal's many self-service features.

CareSource Life Services – Helping Eliminate Socioeconomic Barriers

At CareSource, we know social determinants of health (SDoH) are key drivers of health care access, utilization and outcomes. We understand that we can't treat them separately from members' physical health, so our goal is to work closely with providers creating holistic solutions.

CareSource was an early innovator in SDoH, implementing our CareSource Life Services® program in 2015 to address and eliminate the socioeconomic barriers that our members often experience, such as access to nutrition, affordable housing, transportation, education, and sustained employment.

With that in mind, we have developed a video specifically for you, the provider, to explain more about our Life Services program and how you can refer CareSource members who you think would benefit from a bit more support.

This program is available to our CareSource members at no cost.

You can view this training by visiting <https://www.caresource.com/ga/providers/education/training-events/medicaid/>.

Select the appropriate state and plan.

You will see a list of Training and Events

– Choose Provider Education Series:

Life Services.

To connect with CareSource Life Services, call **1-844-607-2828** or email LifeServicesGeorgia@CareSource.com.





A Few Facts on the **False Claims Act**

The False Claims Act (FCA) is a federal law that prohibits a person or entity from:

- Knowingly presenting a false or fraudulent claim for payment
- Knowingly using a false record or statement to get a claim paid
- Conspiring with others to get a false or fraudulent claim paid
- Knowingly using a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property

"Knowingly" means acting with actual knowledge or with reckless disregard or deliberate indifference to the truth or falsity of information.

An example would be if a health care provider, such as a hospital or a physician, knowingly "upcodes" or overbills, resulting in overpayment of the claim using Medicaid or Medicare dollars.

Using the FCA can help reduce fraud. The FCA allows everyday people to bring "whistleblower" lawsuits on behalf of the government--known as "qui tam" suits-- against groups or other individuals that are defrauding the government through programs, agencies or contracts. Whistleblowers can receive from 15-30% of the proceeds of the action or settlement.

You can find more information regarding the False Claims Act on CareSource's website at [https://www.caresource.com/ga/providers/education/fraud-waste-abuse/medicaid/.](https://www.caresource.com/ga/providers/education/fraud-waste-abuse/medicaid/)



Free QPR Classes!

The CareSource Behavioral Health Department offers **FREE** QPR trainings to our providers to become gatekeepers in suicide prevention. The training will teach how to recognize the warning signs of a suicide crisis and how to ask the **Question, Persuade and Refer** someone to help. The goal of the gatekeepers training is straightforward, it's to enhance the probability that a potentially suicidal person is identified and referred for assessment and care **before** an adverse event occurs.

Key gatekeepers include a variety of professionals who can recognize a crisis and the warning signs that someone may be contemplating suicide, including teachers, school personnel, clergy, police officers, primary health care providers, mental health care providers, correctional personnel, and emergency health care personnel. The class is currently offered virtually and takes an hour to complete. The class size is 20-25 and each person who completes the course receives a certification of completion. There are no CEUs, but all are welcome to attend. To schedule a class for your staff, please contact Donnica Carpenter at Donnica.Carpenter@caresource.com.

Community-Based Resources for Caregivers

CareSource serves a wide variety of members with complex health and social needs, including individuals with intellectual, developmental, and physical disabilities, mental illness and children and families involved with the child welfare system. These members rely substantially on the support of caregivers to ensure their health care and non-health care needs are met. Ensuring caregivers have the support they need is essential to ensure positive health outcomes for our members.

CareSource offers MyResources, a free online tool that provides members and their caregivers access to a database of no-cost or reduced-cost, community-based programs and charitable social services. MyResources is searchable by zip-code and resource need, and includes resources to address food insecurity, education, employment, social isolation, energy insecurity, housing instability and transportation needs.

Additionally, MyResources offers many resources available to support caregivers who provide care and support to CareSource members. For example, caregivers can search for support for adoptive and foster parents, home visiting services, support groups, educational resources, child and adult daycare, respite care and exercise and fitness classes, to name a few.

MyResources is available to CareSource members via **CareSource.com**, our mobile app and from within the member portal. Additionally, members and their caregivers may ask their care manager for specific community-based resources to support caregiver needs.



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.

Health Partner Highlight

Eastchester Family Services



Eastchester Family Services, founded in 2003, is a community-based integrated care provider with offices in Atlanta, Cartersville and Douglasville. An established behavioral health service provider, Eastchester launched primary care services in March 2021. CEO and founder Milton Brown, LMSW, shared some of the benefits of integrated behavioral health and primary care, “We believe in integrated health. Your body is comprised of physical and emotional aspects, one affects the other. If we can combine them in one agency we’ll get higher level outcomes.” Dr. Victoria Thedford, board certified in both pediatrics and internal medicine, dedicates one day a week to these services with a rotation among the locations.

Initially developed with the goal of supporting compliance with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) requirements, Eastchester has expanded to include adult primary care, COVID-19 vaccination, and women’s wellness. Mr. Brown shared that this integration is the culmination of years of thoughtful planning and staffing to address barriers to treatment and support exchange of information amongst providers, “If we’re providing both services, clients don’t have to take off two days of school or work. We’ll have all of their health information under one roof.” With the success of this launch and a continued commitment to accessible care, Eastchester has hopes of eventually converting a 42-foot RV into a mobile clinic to provide primary and behavioral health care, lab services and vaccinations in the community.



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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 at 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!

Access the survey here: https://caresource.qualtrics.com/jfe/form/SV_eb5VIK9kgmMSrpc

Thank you for your partnership!