



TOWN HALL with *CareSource*

Quarter 4 - 2020

About CARESOURCE



OUR MISSION:

To make a **lasting difference** in our members' lives by **transforming** their health and well-being

OUR PLEDGE:

- ✓ Make it easier for you to work with us
- ✓ Partner with providers to help members make healthy choices
- ✓ Direct communication
- ✓ Timely and low-hassle medical reviews
- ✓ Accurate and efficient claims payment

Housekeeping



- Please ensure that the microphone on your computer or mobile device is on mute
- Utilize the chat box throughout the session to submit questions/concerns from this discussion and training
- Further inquiries may be submitted to GAProviderRelations@CareSource.com
- Q&A portion will be conducted at the end on the meeting; individual concerns will be addressed privately

Meeting OBJECTIVES



- Quality Improvement
- Care4U
- Member Rewards



Quality Improvement

Tiffany Parr, DrPH, MSPH

What HEDIS measures are CareSource tracking for 2020?

- Well-Child Visits in the first 15 months of life (6+ visits)
- Childhood Immunization Status (Combo 10)
- Childhood Immunization Status (Combo 7)
- Immunizations for Adolescents (Combo 2)
- Adolescent Well-Care Visits
- Postpartum Care
- Comprehensive Diabetes Care: HbA1c good control (<8%)
- Comprehensive Diabetes Care: Eye Exam
- Comprehensive Diabetes Care – Blood Pressure Control (140/90)
- Follow-up for children prescribed ADHD Medication – Initiation and Continuation

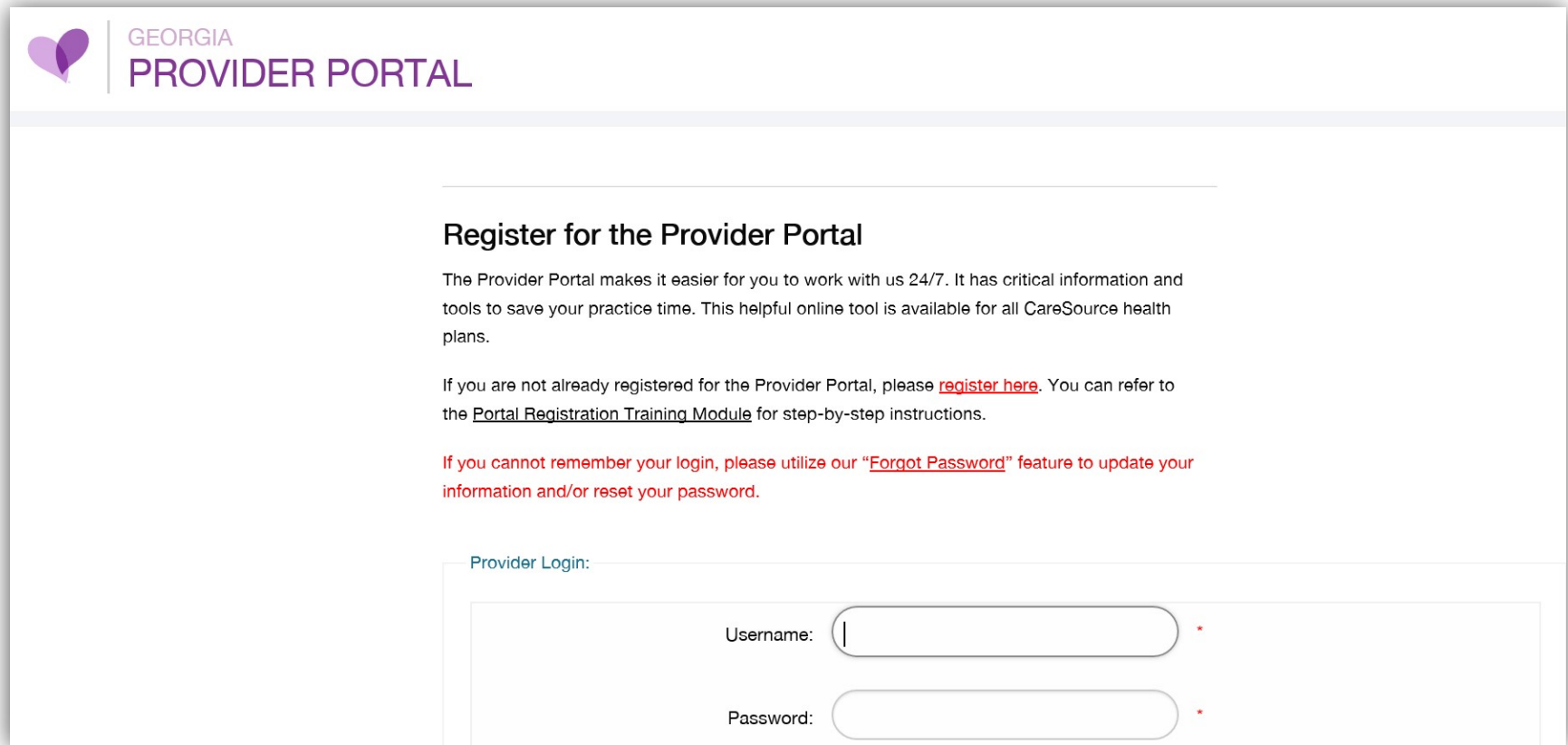


How can I track my patient care gaps?

CareSource: Quality Support – Gaps in Care Reports

Provider Portal

- Monthly Gaps in Care Reports



The screenshot shows the Georgia Provider Portal registration page. At the top left is the Georgia Provider Portal logo, which consists of two overlapping purple hearts and the text "GEORGIA PROVIDER PORTAL". Below the logo is a horizontal line. The main heading is "Register for the Provider Portal". The text below the heading states: "The Provider Portal makes it easier for you to work with us 24/7. It has critical information and tools to save your practice time. This helpful online tool is available for all CareSource health plans." Below this text is a paragraph: "If you are not already registered for the Provider Portal, please [register here](#). You can refer to the [Portal Registration Training Module](#) for step-by-step instructions." Below this paragraph is a red text line: "If you cannot remember your login, please utilize our ['Forgot Password'](#) feature to update your information and/or reset your password." At the bottom of the page is a "Provider Login:" section. It contains two input fields: "Username:" and "Password:". Each input field has a red asterisk to its right. The "Username:" field has a vertical cursor inside it.

GEORGIA
PROVIDER PORTAL

Register for the Provider Portal

The Provider Portal makes it easier for you to work with us 24/7. It has critical information and tools to save your practice time. This helpful online tool is available for all CareSource health plans.

If you are not already registered for the Provider Portal, please [register here](#). You can refer to the [Portal Registration Training Module](#) for step-by-step instructions.

If you cannot remember your login, please utilize our ["Forgot Password"](#) feature to update your information and/or reset your password.

Provider Login:

Username: *

Password: *

CareSource: Quality Support – Gaps in Care Reports

Provider Portal

- Monthly Gaps in Care Reports

The screenshot displays the Georgia Provider Portal interface. The header includes the Georgia logo and the text "GEORGIA PROVIDER PORTAL". The left sidebar contains two main sections: "MEMBER SEARCH" and "MEMBER REPORTS". Under "MEMBER SEARCH", the options are "Member Eligibility", "Coordination of Benefits", "Claim Information", "Rejected Claims", and "Member File Upload", with the latter highlighted by a red rectangle. Under "MEMBER REPORTS", the options are "Provider Membership List" and "Clinical Practice Registry", with the latter highlighted in yellow. The main content area features three announcements: "Attention All Providers:" regarding CMS requirements for provider information updates, "Enroll with ECHO Health, Inc., CareSource's New Provider Payment Partner" regarding a new payment partner effective Dec. 13, 2019, and "Marketplace Custom Fee Schedule" regarding plan codes not priced on the Medicare fee schedule. A "Network Notifications" section at the bottom encourages users to stay informed with updates.

GEORGIA
PROVIDER PORTAL

MEMBER SEARCH

- Member Eligibility
- Coordination of Benefits
- Claim Information
- Rejected Claims
- Member File Upload

Attention All Providers:

The Centers for Medicare & Medicaid Services (CMS) requires CareSource to periodically update provider information. Please make sure your information is up-to-date.

Note: If you have questions on how to update your information, please call Provider Services at: 1-855-202-1058.

Enroll with ECHO Health, Inc., CareSource's New Provider Payment Partner

Effective Dec. 13, 2019, CareSource will partner with ECHO Health, Inc. (ECHO), to deliver provider payments. In order to prevent any interruption in payment, you must enroll with ECHO Health, Inc. by December 13, 2019.

MEMBER REPORTS

- Provider Membership List
- Clinical Practice Registry

Marketplace Custom Fee Schedule

View the CareSource Georgia Marketplace plan codes not priced on the Medicare fee schedule [here](#).

Network Notifications

Stay informed with updates that impact claims, clinical guidelines, Provider Portal functions and more. Visit our [Updates & Announcements](#) page.

USERS

[illegible]

CareSource: Quality Support – Quality (HEDIS) Reports

- HEDIS Quality Reports via sFTP or secure e-mail
 - CY 2019 Quality Report
 - YTD 2020 Quality Report

Example of a Provider Quality Report

Quality Reporting Solution						
Georgia Medicaid						
Modeling Monthly Quality Status Report						
Report Period: December, 2019						
HEDIS Claims Type: 90 DAY						
This Report Uses HEDIS Methodology Year: 2020						
As Of: 6/24/2020						
Attribution Model: PCPAT - Primary Care Provider Attributed						
Measure	NCQA Percentile	NCQA Benchmark For 2019	Target Improvement	Actual Claims For Hedis Reporting Period	Members to Move to Reach Target	Prior Year Hedis Reporting Period
ADD0100 - Follow-up Care for Children on ADHD Meds - Initiation	75 th	49.86 %	49.86 %	33.33 %	3	0.00 %
ADD0200 - Follow-up Care for Children on ADHD Meds - Continuation	75 th	62.69 %	62.69 %	40.00 %	2	-
AMR0100 - Asthma Medication Ratio - Performance Rate	75 th	68.52 %	68.52 %	57.14 %	2	-
AWC0100 - Adolescent Well-Care Visits - 1 or More Visits	50 th	54.26 %	54.26 %	15.30 %	105	22.09 %
BCS0100 - Breast Cancer Screening - Breast Cancer Screening	75 th	63.98 %	63.98 %	33.33 %	1	-
CBP0100 - Controlling High Blood Pressure - Controlling High Blood Pressure	50 th	61.04 %	61.04 %	5.41 %	21	0.00 %
CCS0100 - Cervical Cancer Screening - Cervical Cancer Screening	75 th	66.49 %	66.49 %	53.59 %	24	51.16 %
CDC0200 - Comprehensive Diabetes Care - Poor HbA1c	75 th	32.85 %	32.85 %	92.31 %	8	100.00 %
CDC0300 - Comprehensive Diabetes Care - HbA1c <8%	50 th	50.97 %	50.97 %	7.69 %	6	0.00 %
CDC0500 - Comprehensive Diabetes Care - Eye Exam	75 th	64.72 %	64.72 %	30.77 %	5	33.33 %
CDC0800 - Comprehensive Diabetes Care - Neph	75 th	91.85 %	91.85 %	92.31 %	0	100.00 %
CDC1000 - Comprehensive Diabetes Care - BP < 140/90	50 th	63.72 %	63.72 %	0.00 %	9	16.67 %
CHL0100 - Chlamydia Screening - Chlamydia Screening	75 th	66.24 %	66.24 %	38.60 %	16	66.67 %
CIS1100 - Childhood Immunization Status - Combo 2	75 th	77.13 %	77.13 %	27.27 %	6	0.00 %
CIS1900 - Childhood Immunization Status - Combo 10	50 th	34.79 %	34.79 %	9.09 %	3	0.00 %
COL0600 - Colorectal Cancer Screening - Approp Screened	75 th	0.00 %	0	-	-	-
DEV0400 - CHIPRA Developmental Screening 1-3 Years - Total	75 th	0.00 %	0	51.61 %	0	60.00 %
FUH0100 - Follow-up After Hosp for Mental Illness - 7-Day Follow-up	75 th	42.69 %	42.69 %	100.00 %	0	100.00 %
FUM0100 - Follow-up after ED Visit for Mental Illness - 7-Day Follow-up	75 th	49.65 %	49.65 %	50.00 %	0	-
FUM0200 - Follow-up after ED Visit for Mental Illness - 30-Day Follow-up	75 th	64.67 %	64.67 %	50.00 %	1	-
IMA0400 - Immunization for Adolescents - Combo 1	90 th	89.54 %	89.54 %	62.96 %	8	83.33 %
IMA0500 - Immunization for Adolescents - Combo 2	50 th	34.43 %	34.43 %	3.70 %	9	16.67 %
MMA0200 - Medication Mgmt for People with Asthma - 75%	50 th	37.01 %	37.01 %	42.86 %	0	-
MRP0100 - Medication Reconciliation Post-Discharge - Medication Reconciliation	75 th	0.00 %	0	6.25 %	0	-
PPC0100 - Prenatal and Postpartum Care - Timeliness of Prenatal Care	90 th	90.98 %	90.98 %	48.28 %	13	45.00 %
PPC0200 - Prenatal and Postpartum Care - Postpartum Care	75 th	69.83 %	69.83 %	37.93 %	10	60.00 %
W150600 - Well-Child Visits in 1st 15 months - 6+ Visits	50 th	65.83 %	65.83 %	72.22 %	0	-
W340100 - Well-Child Visits 3-6 Years - 1 or More Visits	75 th	78.46 %	78.46 %	40.16 %	49	50.00 %
WCC0100 - Weight Assessment Children - BMI Percentile	75 th	85.16 %	85.16 %	30.05 %	224	30.11 %
WCC0200 - Weight Assessment Children - Nutrition	75 th	79.81 %	79.81 %	28.33 %	209	33.33 %

CareSource: PCMH Support

- Assign PCMH Coach to provider group upon request
- PCMH coaches can provide support in maintaining PCMH NCQA Recognition status
 - Identifying and monitoring patients for care management
 - Practices must identify at least three of the following categories: Behavioral health, high cost/high utilization, poorly controlled or complex conditions, social determinants of health and referrals
 - Care Plans for care managed patients
 - Clinical quality measures and resource stewardship
 - Performance goals on at least three clinical quality measures across the following categories: immunizations, chronic/acute care, behavioral health

How can CareSource support you with QI?

- Telephonic outreach to member to schedule appointments and transportation
- Monthly quality reports
- PCMH transformation support
- Quality meetings to review provider quality reports

CareSource QI Point of Contact

Terry-Ann Harriott, MPH, BSN (Manager, Clinical QI)

- Terry-Ann.Harriott@CareSource.com
- 404-210-2684



Care4U-Care Management
Ariel Esteves, MSN, FNP-BC

Care Management space at CareSource that works in conjunction with providers to support member needs

- We offer:
 - Education on medical conditions, telehealth, medications, and health benefits such as vision, dental, and prescriptions
 - Help with locating providers, scheduling appointments, and discharge planning
 - Coordinate resources such as transportation, clothing, housing, food, technology, and Life Services Job Connect
 - Maternal and Behavioral Health programs

Providers can help:

- Identifying members who need individualized attention to help meet health and social needs
- Partnering with Care4U and our quality department to increase member compliance on HEDIS measures, readmissions, ER utilizations, and preventative care services
- Completing vital documents such as submitting Notification of Pregnancy forms on GAMMIS swiftly to allow care management to follow up with pregnant members timely
- Acknowledge receipt and provide feedback on members with care plans via the provider portal

- Referring and Access
 - Online utilizing the Provider Portal on CareSource.com
 - Call member services at 1-855-202-0729
 - Email Care4U_GA@caresource.com



Member Services: Extra Benefits and Rewards

Tony Gray

HEALTHY MOMS & BABIES

Enhanced Benefits



BABIES FIRST REWARDS PROGRAM

Pregnant moms and babies can receive up to \$225 in rewards.

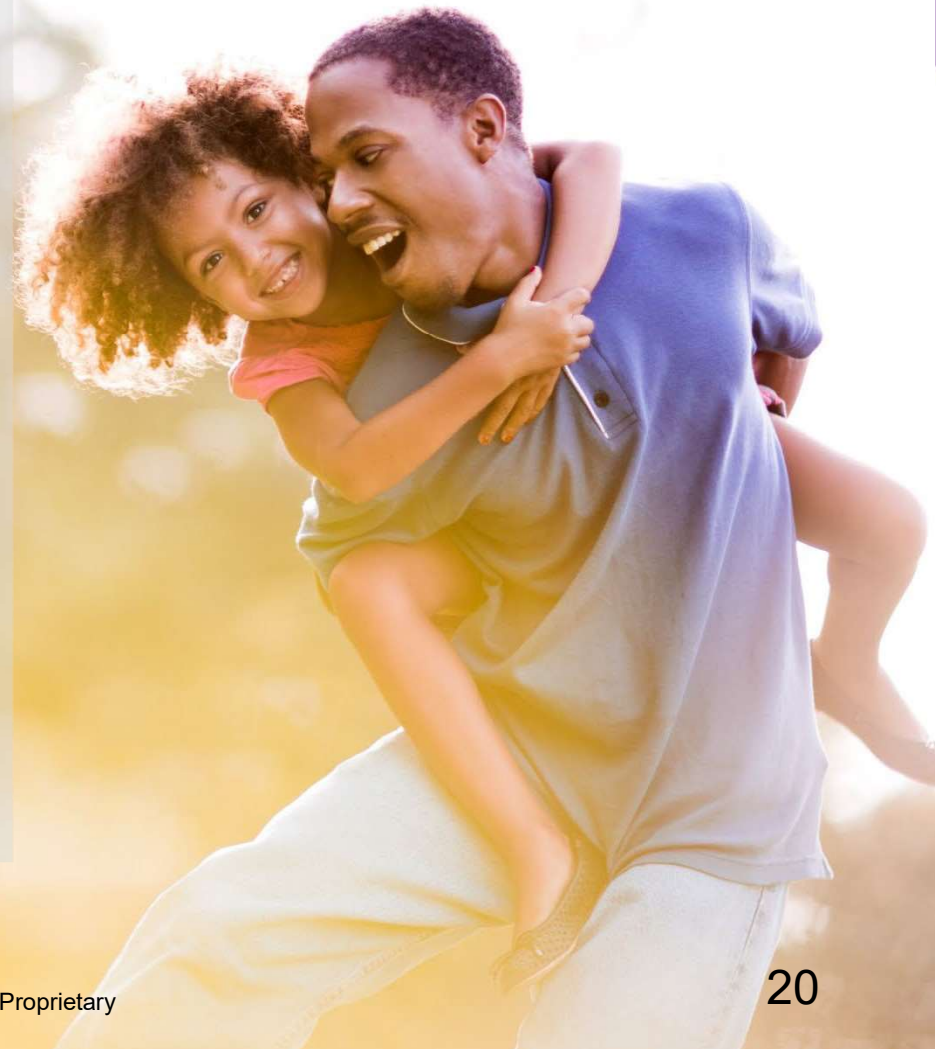
Members can redeem rewards to purchase OTC items, car seats, strollers, health and wellness items at retailers like Walmart and MORE.

NEW BABY WELCOME GIFT

Members who are enrolled in case management can receive a new baby welcome gift for completing a prenatal visit and the postpartum visit.

FREE BREAST PUMP

Members can receive a free breast pump. (\$300 Value)



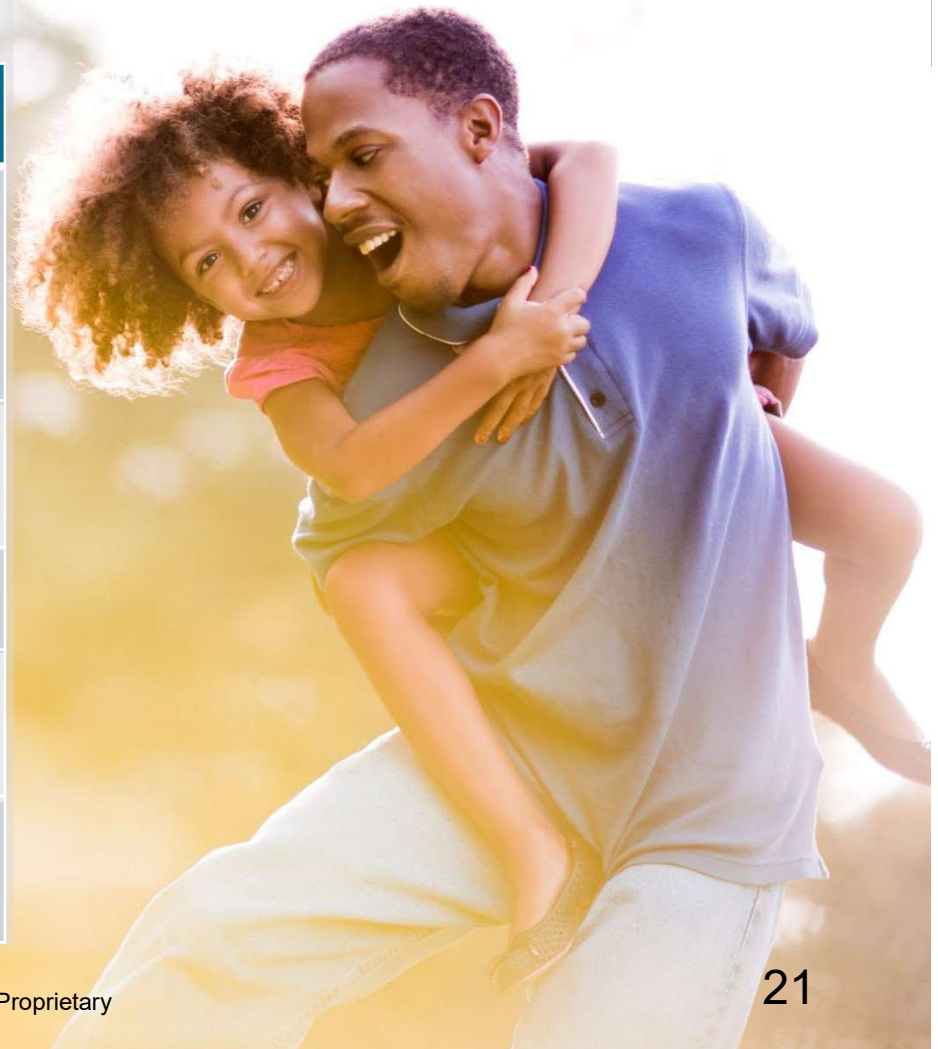
REWARDS PROGRAMS

Enhanced Benefits



Babies First

Activity	Frequency	Reward	Audience
Program registration	1x/year	\$15	Pregnant members, newborns to 15 months
7+ prenatal visits	1x/pregnancy	\$85	Pregnant members
Postpartum visit	1x/pregnancy	\$25	New mothers
Well-baby visits	6 visits within 15 months	\$15/visit, up to \$90	Newborns to 15 months
Lead screening	1x within 15 months	\$10	Newborns to 15 months



HEALTHY & ACTIVE KIDS

Enhanced Benefits



YMCA FAMILY MEMBERSHIP

Members can receive a free family membership to a YMCA in Metro Atlanta, Albany, Valdosta, Coastal GA and Augusta. Membership includes discounts for youth sports programs. (Up to \$1100 Value)

To apply, members will show their CareSource ID at the local club. The club will direct bill CareSource for the annual fee.

BOYS AND GIRLS CLUB MEMBERSHIP

Any members between 6 and 18 years old can receive a free membership annually. (\$65 Value)

To apply, members will show their CareSource ID at the local club. The club will direct bill CareSource for the annual fee.

GIRL SCOUT MEMBERSHIP

Members in Kindergarten to 8th Grade plus adults can receive a free membership annually. Membership includes uniform voucher. (\$55 Value)

To apply, members will show their CareSource ID at the local club. The club will direct bill CareSource for the annual fee.

REWARDS & OTHER BENEFITS

Kids First Rewards program (ages 15 mos to 18 years) – earn \$60 & More

Free sports physicals

Free bedding for youth with asthma

CareSource Proprietary



HEALTHY ADULT

Enhanced Benefits



Kids First

Activity	Frequency	Reward	Audience
Routine dental exam	2x/year	\$10/visit, up to \$20 per year	Children 16 months to 18 years
Well-child visit	3x/year	\$10/visit, up to \$30	Children ages 16-30 months
Well-child visit	1x/year	\$10	Children ages 3-18 years
Vaccinations (Dtap, IPV, MMR, Varicella series)	1x	\$20	Children ages 4-6 years
Vaccinations (Tdap, HPV series, Meningococcal)	1x	\$10 per vaccination, up to \$30	Children ages 11-18 years
Flu shot	1x/year	\$10	Children ages 16 months to 18 years
ADHD follow-up visit within 30 days of initial prescription	1x/year	\$10	Children ages 16 months – 18 years, ADHD diagnosis required
ADHD follow-up visit within 10 months of initial prescription	2x/year	\$10/visit, up to \$20	Children ages 16 months – 18 years, ADHD diagnosis required

HEALTHY ADULT

Enhanced Benefits



MYHEALTH REWARDS PROGRAM

Members, ages 19 and over, can earn up to \$105 in rewards for healthy activities.

Shop at the CareSource online store for OTC, personal care and fitness items, cosmetics and MORE

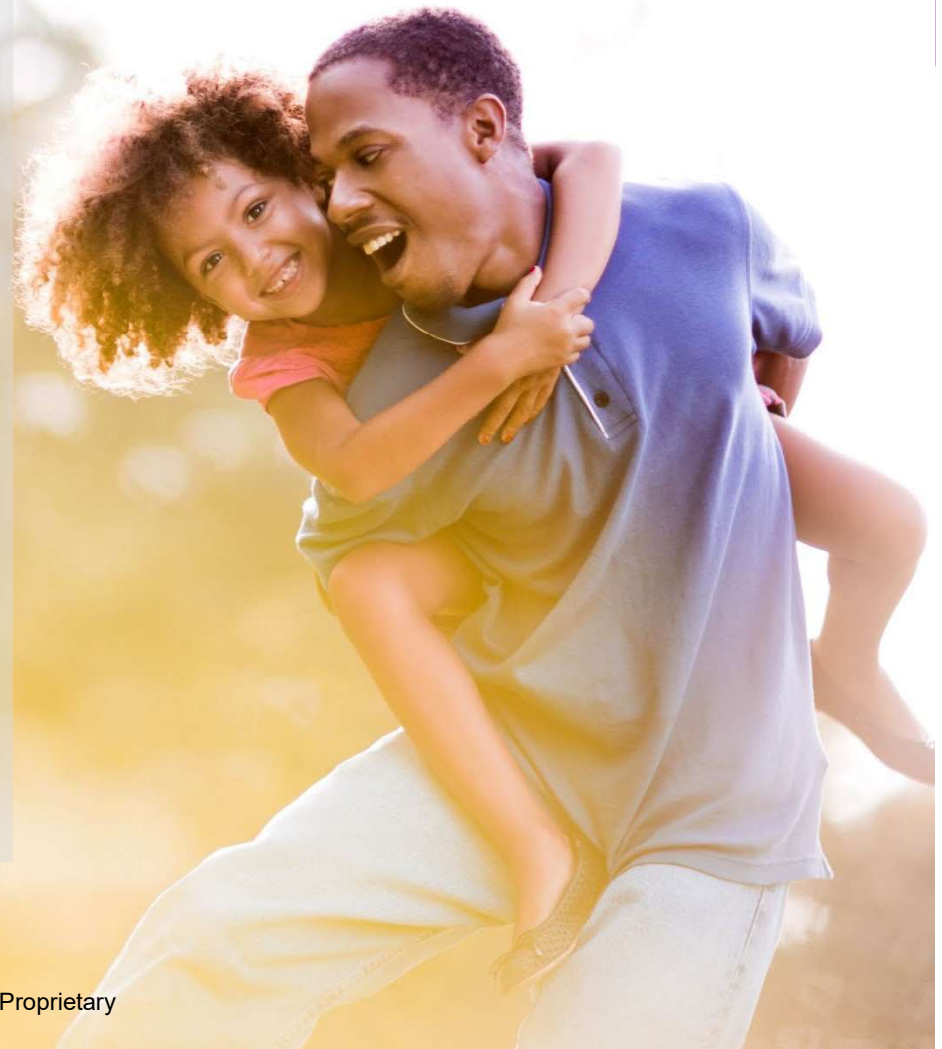
Choose gift cards to stores like Old Navy, TJMaxx, Sephora and More

FREE AMAZON PRIME MEMBERSHIP

Members who are enrolled in case management or Life Services can receive a free AMAZON PRIME membership for up to one year for completing health, wellness, or Life Services goals. (\$72 value)

FREE BLOOD PRESSURE MONITOR

Members who are enrolled in case management with a hypertension diagnosis can receive a free blood pressure monitor. (\$30 Value)



Rewards Programs

Enhanced Benefits



MyHealth Rewards

Activity	Frequency	Reward	Audience
HRA, PCP, Communications Preferences	1x/year	\$15	All adults
Complete MyHealth Journey	4x/year	\$10 per Journey, up to \$40	All adults
Complete 3 rd smoking cessation call	1x/year	\$10	All adults
Complete 5 th smoking cessation call	1x/year	\$10	All adults
Diabetes screening: A1c	1x/year	\$10	Adults diagnosed with diabetes
Diabetes screening: retinal eye exam	1x/year	\$10	Adults diagnosed with diabetes. Exam must be done by a specialty eye care provider
Diabetes screening: micro-albumin	1x/year	\$10	Adults diagnosed with diabetes
Routine dental exam	2x/year	\$10 per visit, up to \$20	All adults
Routine physical exam	1x/year	\$10	All adults
Tetanus-diphtheria booster	1x/year	\$10	All adults

FREE HELP AND BENEFITS

Enhanced Benefits



FREE TELEHEALTH TOOLS

Telehealth support like MyIdealDoc or MyStrengths, mobile app, and 24/7 nurse advice line

FREE JOB HELP

Any member and supporting parent or guardian, age 16 or over, can receive free job assistance through the support of a life coach for up to two years. Free job help includes:

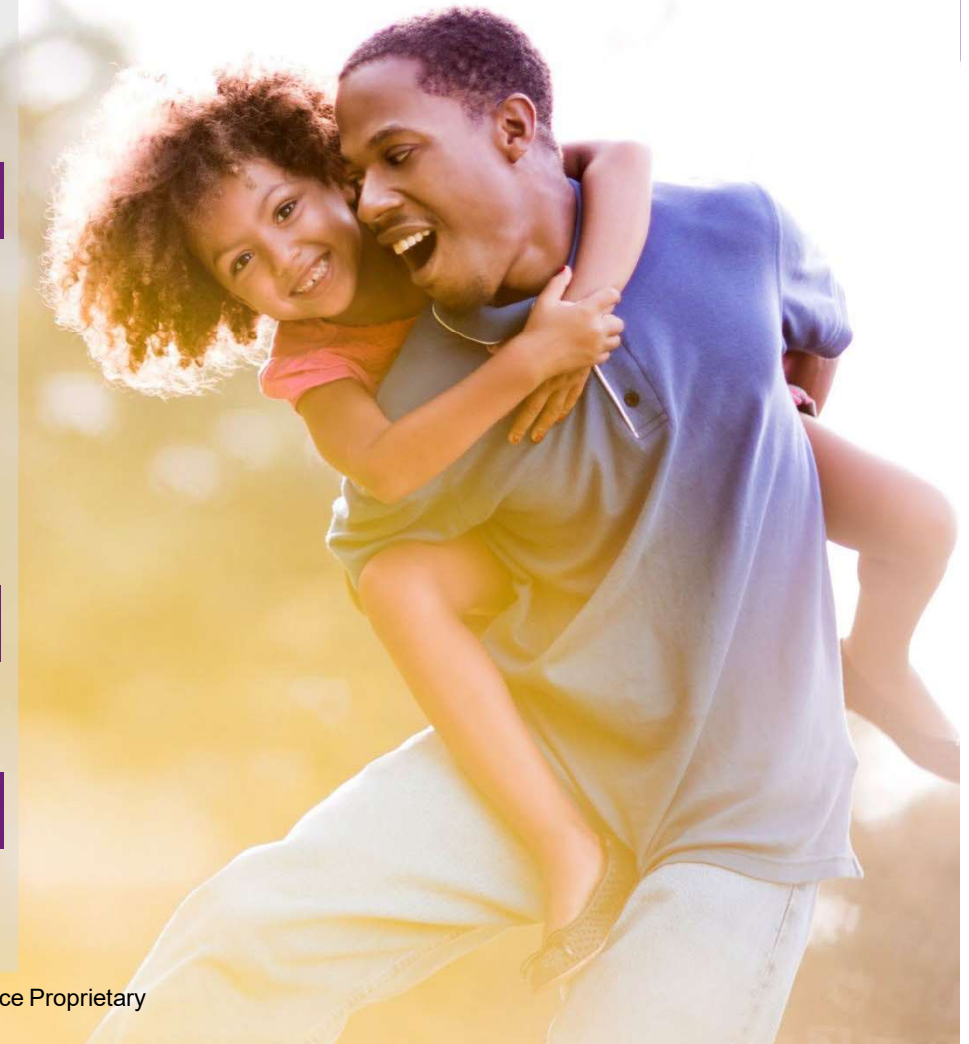
- *Free resume review*
- *Access to more than 100 employers statewide*
- *Free interview support*
- *Coaching beyond employment*
- *Invitations to local hiring events*

FREE GED HELP

Members can also receive free GED test or test prep vouchers, up to \$200.

ADDITIONAL TRANSPORTATION

Members can receive free rides to GED classes and tests, interviews, job fairs, and job training.



For more **INFORMATION**



Member Services – General Questions

855-202-0729

Member Rewards and Incentives

Tony Gray

Tony.Gray@CareSource.com

Chastidy Harvey

Chastidy.Harvey@CareSource.com

Club Memberships, JobConnect and Wellness Initiatives

LifeServicesGeorgia@CareSource.com

844-607-2828

CareSource

Georgia Market **UPDATES**



Q&A PORTION





We are grateful for
the opportunity to
collaborate with
you and build
*partnerships with
purpose.*

GA-Multi-P-256648a
DCH Approved: 01/21/2021


CareSource®