



# 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](mailto: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

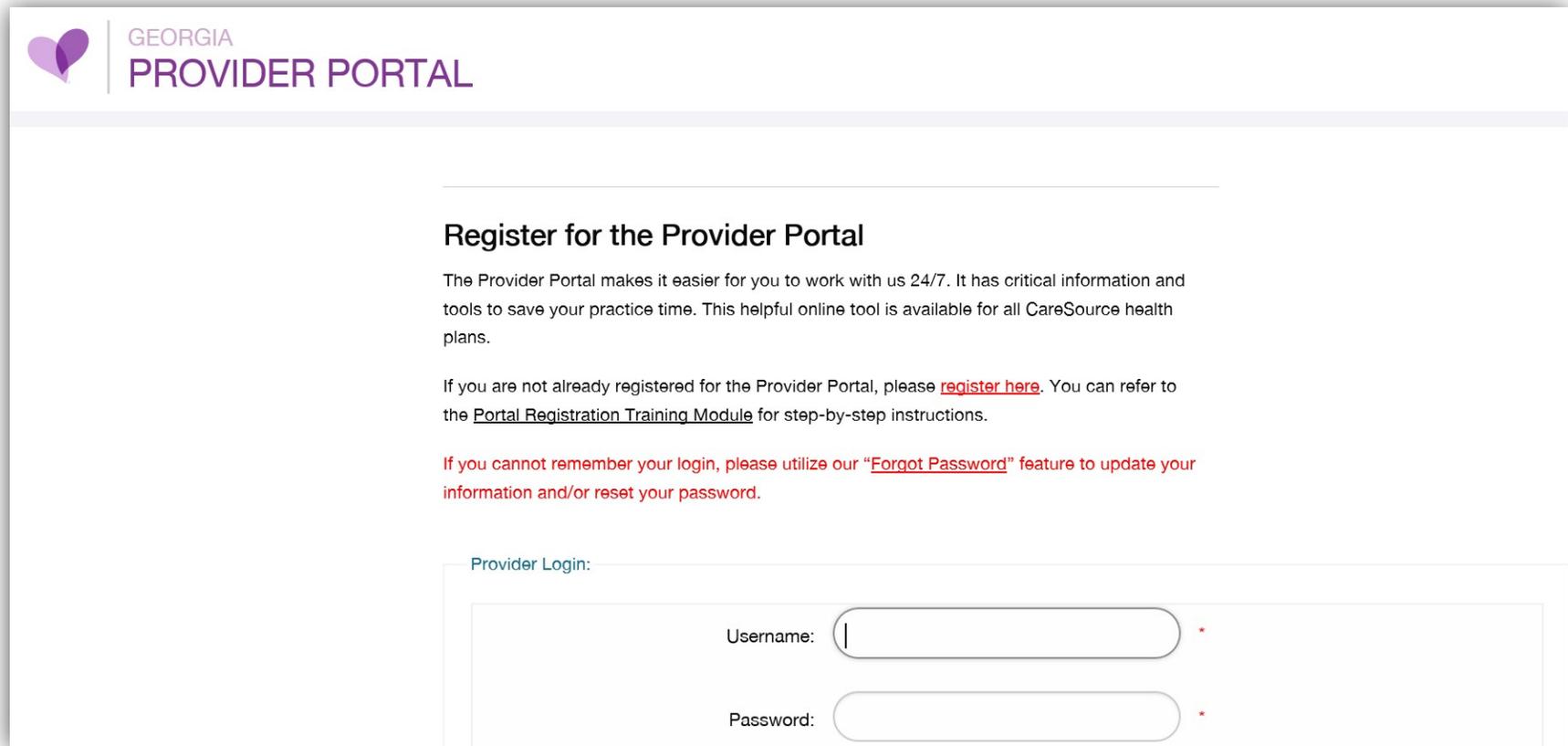


*How can I track my patient care gaps?*

# 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 logo, which consists of two overlapping purple hearts. To the right of the logo, the text "GEORGIA PROVIDER PORTAL" is displayed in a purple, sans-serif font. Below the header, the main content area has a white background. A horizontal line separates the header from the main content. The heading "Register for the Provider Portal" is centered in a bold, black font. Below the heading, there is a paragraph of text: "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." This is followed by another 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, there is a red paragraph: "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, there is a "Provider Login:" section. It contains two input fields: "Username:" and "Password:". Each field is a rounded rectangle with a thin border and a small red asterisk to its right. The "Username:" field has a vertical cursor inside it.

 GEORGIA  
PROVIDER PORTAL

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### 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. At the top left is the logo for Georgia Provider Portal. The main content area is divided into several sections:

- MEMBER SEARCH** (minus sign):
  - Member Eligibility
  - Coordination of Benefits
  - Claim Information
  - Rejected Claims
  - Member File Upload (highlighted with a red box)
- MEMBER REPORTS** (minus sign):
  - Provider Membership List
  - Clinical Practice Registry (highlighted in yellow)
- USERS** (plus sign):

Announcements and notices are displayed in the main content area:

- 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...
- 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.



# *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 <sup>th</sup>	49.86 %	49.86 %	33.33 %	3	0.00 %
ADD0200 - Follow-up Care for Children on ADHD Meds - Continuation	75 <sup>th</sup>	62.69 %	62.69 %	40.00 %	2	-
AMR0100 - Asthma Medication Ratio - Performance Rate	75 <sup>th</sup>	68.52 %	68.52 %	57.14 %	2	-
AWC0100 - Adolescent Well-Care Visits - 1 or More Visits	50 <sup>th</sup>	54.26 %	54.26 %	15.30 %	105	22.09 %
BCS0100 - Breast Cancer Screening - Breast Cancer Screening	75 <sup>th</sup>	63.98 %	63.98 %	33.33 %	1	-
CBPO100 - Controlling High Blood Pressure - Controlling High Blood Pressure	50 <sup>th</sup>	61.04 %	61.04 %	5.41 %	21	0.00 %
CCS0100 - Cervical Cancer Screening - Cervical Cancer Screening	75 <sup>th</sup>	66.49 %	66.49 %	53.59 %	24	51.16 %
CDC0200 - Comprehensive Diabetes Care - Poor HbA1c	75 <sup>th</sup>	32.85 %	32.85 %	92.31 %	8	100.00 %
CDC0300 - Comprehensive Diabetes Care - HbA1c <8%	50 <sup>th</sup>	50.97 %	50.97 %	7.69 %	6	0.00 %
CDC0500 - Comprehensive Diabetes Care - Eye Exam	75 <sup>th</sup>	64.72 %	64.72 %	30.77 %	5	33.33 %
CDC0800 - Comprehensive Diabetes Care - Neph	75 <sup>th</sup>	91.85 %	91.85 %	92.31 %	0	100.00 %
CDC1000 - Comprehensive Diabetes Care - BP < 140/90	50 <sup>th</sup>	63.72 %	63.72 %	0.00 %	9	16.67 %
CHL0100 - Chlamydia Screening - Chlamydia Screening	75 <sup>th</sup>	66.24 %	66.24 %	38.60 %	16	66.67 %
CIS1100 - Childhood Immunization Status - Combo 2	75 <sup>th</sup>	77.13 %	77.13 %	27.27 %	6	0.00 %
CIS1900 - Childhood Immunization Status - Combo 10	50 <sup>th</sup>	34.79 %	34.79 %	9.09 %	3	0.00 %
COL0600 - Colorectal Cancer Screening - Approp Screened	75 <sup>th</sup>	0.00 %	0	-	-	-
DEVO400 - CHIPRA Developmental Screening 1-3 Years - Total	75 <sup>th</sup>	0.00 %	0	51.61 %	0	60.00 %
FUH0100 - Follow-up After Hosp for Mental Illness - 7-Day Follow-up	75 <sup>th</sup>	42.69 %	42.69 %	100.00 %	0	100.00 %
FUM0100 - Follow-up after ED Visit for Mental Illness - 7-Day Follow-up	75 <sup>th</sup>	49.65 %	49.65 %	50.00 %	0	-
FUM0200 - Follow-up after ED Visit for Mental Illness - 30-Day Follow-up	75 <sup>th</sup>	64.67 %	64.67 %	50.00 %	1	-
IMA0400 - Immunization for Adolescents - Combo 1	90 <sup>th</sup>	89.54 %	89.54 %	62.96 %	8	83.33 %
IMA0500 - Immunization for Adolescents - Combo 2	50 <sup>th</sup>	34.43 %	34.43 %	3.70 %	9	16.67 %
MMA0200 - Medication Mgmt for People with Asthma - 75%	50 <sup>th</sup>	37.01 %	37.01 %	42.86 %	0	-
MRP0100 - Medication Reconciliation Post-Discharge - Medication Reconciliation	75 <sup>th</sup>	0.00 %	0	6.25 %	0	-
PPC0100 - Prenatal and Postpartum Care - Timeliness of Prenatal Care	90 <sup>th</sup>	90.98 %	90.98 %	48.28 %	13	45.00 %
PPC0200 - Prenatal and Postpartum Care - Postpartum Care	75 <sup>th</sup>	69.83 %	69.83 %	37.93 %	10	60.00 %
W150600 - Well-Child Visits in 1st 15 months - 6+ Visits	50 <sup>th</sup>	65.83 %	65.83 %	72.22 %	0	-
W340100 - Well-Child Visits 3-6 Years - 1 or More Visits	75 <sup>th</sup>	78.46 %	78.46 %	40.16 %	49	50.00 %
WCC0100 - Weight Assessment Children - BMI Percentile	75 <sup>th</sup>	85.16 %	85.16 %	30.05 %	224	30.11 %
WCC0200 - Weight Assessment Children - Nutrition	75 <sup>th</sup>	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](mailto:Terry-Ann.Harriott@CareSource.com)
- 404-210-2684



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

# Care4U

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

# Care4U

## 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

# Care4U

- Referring and Access
  - Online utilizing the Provider Portal on CareSource.com
  - Call member services at 1-855-202-0729
  - Email [Care4U\\_GA@caresource.com](mailto: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)*



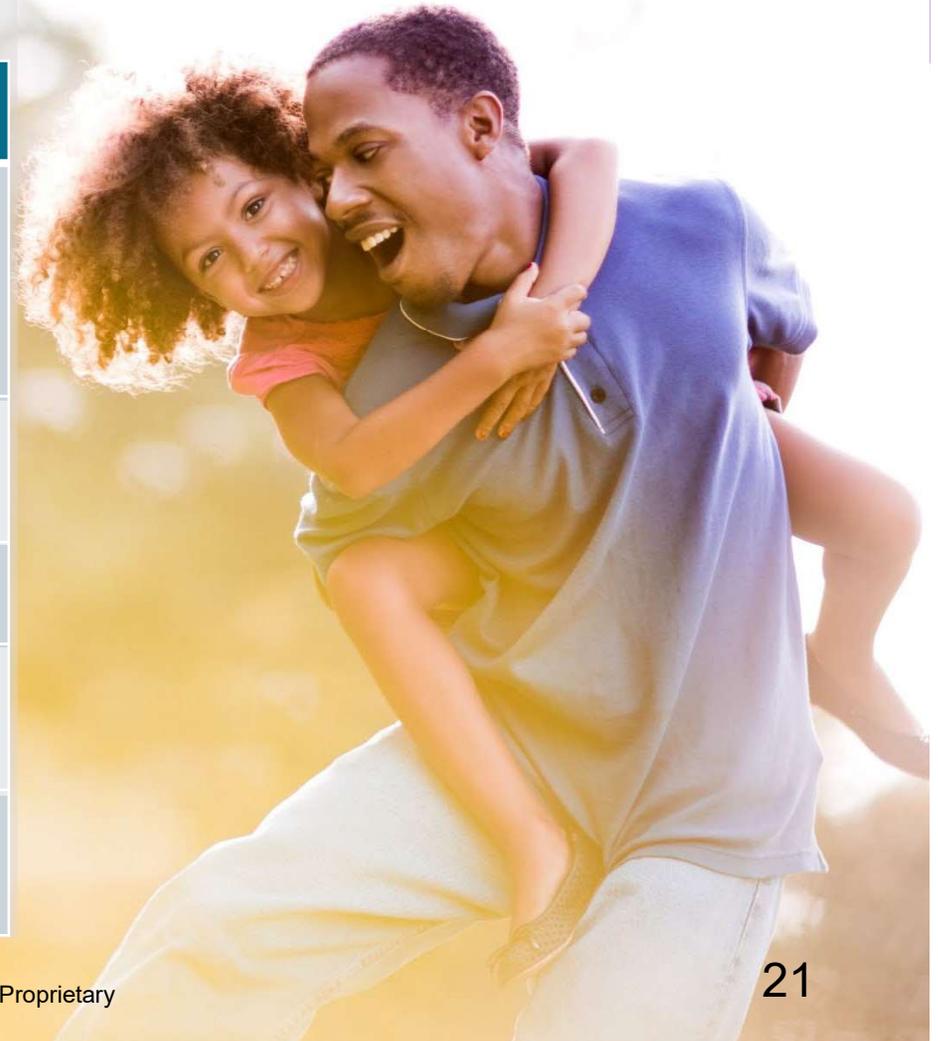
# REWARDS PROGRAMS

## *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 8<sup>th</sup> 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*



# 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 <sup>rd</sup> smoking cessation call	1x/year	\$10	All adults
Complete 5 <sup>th</sup> 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:*

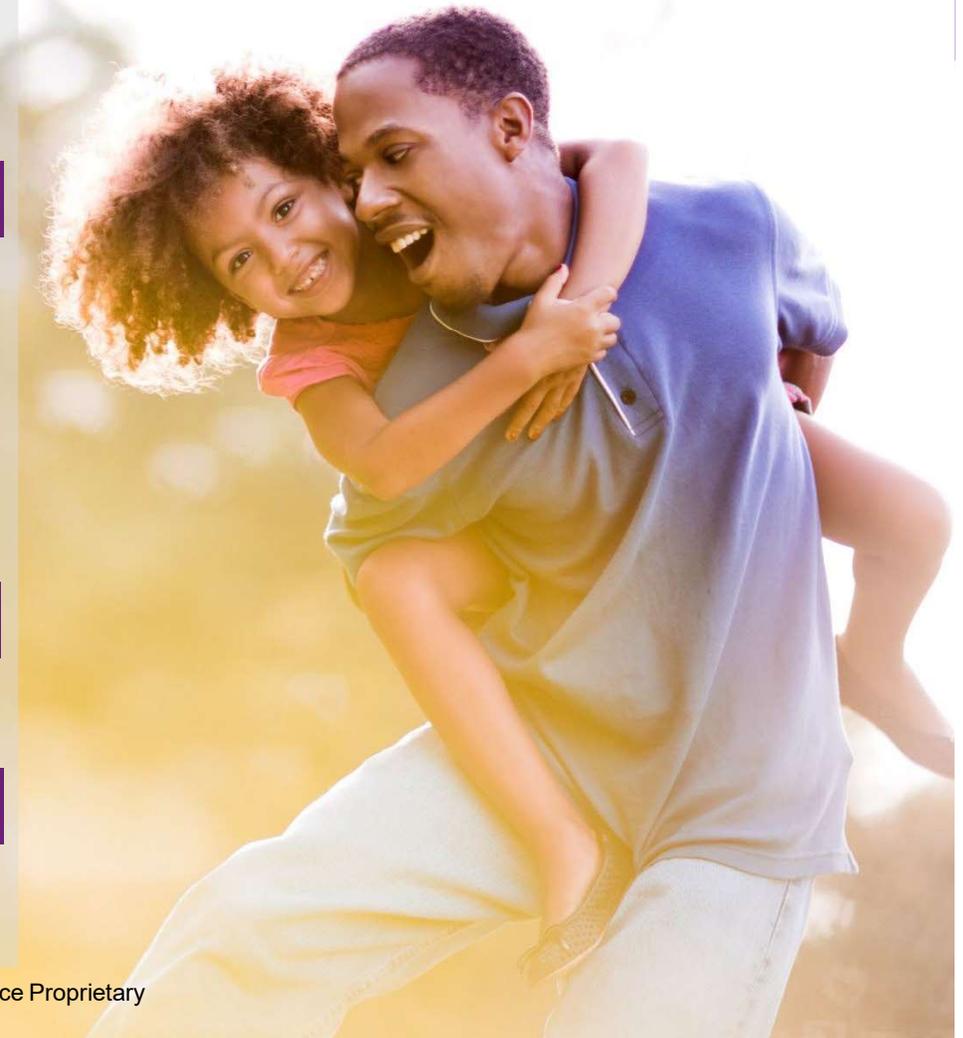
- *Free resume review*
- *Access to more than 100 employers statewide*
- *Free interview support*
- *Coaching beyond employment*
- *Invitations to local hiring events*

### 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](mailto:Tony.Gray@CareSource.com)

Chastidy Harvey

[Chastidy.Harvey@CareSource.com](mailto:Chastidy.Harvey@CareSource.com)

## **Club Memberships, JobConnect and Wellness Initiatives**

[LifeServicesGeorgia@CareSource.com](mailto: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®