



WINTER 2018

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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 **CareSource**®

# FROM THE MEDICAL DIRECTOR: Collaborating For Quality

We spend a lot of time talking about quality. But what does quality mean? Who is responsible to ensure quality? The reality is, quality is everyone's responsibility and it can mean different things to different people. One thing I do know, we will not achieve the highest quality without our collaboration with our health care providers, community organizations and our members.

At CareSource, we have developed a number of tools to promote the health care needs of our members including the Gaps in Care report and clinical practice guidelines accessible to our primary care providers. We are also working to monitor Healthcare Effectiveness Data and Information Set (HEDIS) measures and strategies to continuously improve metrics. On a recent visit to Affinity Pediatrics in Tifton, Georgia, we had a chance to sit down with Dr. Dixie Griffin and her team to discuss quality and how we work together to improve outcomes for patients. We were able to provide a number of tools to the practice to assist them in reviewing the HEDIS measures and how best to document their compliance with those measures. The practice was able to provide us with every day examples of their experiences and opportunities to provide the highest level of care to their patients. We welcome the opportunity to meet with other providers to have similar discussions on collaborations to achieve the best health outcomes. After all, quality belongs to all of us.

Tools and resources can be found on [CareSource.com](https://www.caresource.com).



**Dr. Seema Csukas, MD, PhD, FAAP**  
Medical Director, Georgia Market

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).*



*Quality collaboration with Affinity Pediatrics (pictured L to R: Christine Lupo, Robin Rust and Dr. Dixie Griffin with Affinity Pediatrics; Jody Crosby and Louise Easom with CareSource)*

## Understanding Upcoding and Undercoding

CareSource pays for many physician services using Evaluation and Management (commonly referred to as “E&M”) codes. New patient visits generally require more time than follow-up visits for established patients, and therefore E&M codes for new patients command higher reimbursement rates than E&M codes for established patients.

An example of upcoding is an instance when you provide a follow-up office visit or follow-up inpatient consultation but bill using a higher level E&M code. Another example of upcoding related to E&M codes is misuse of Modifier 25. Modifier 25 allows additional payment for a separate E&M service rendered on the same day as a procedure. Upcoding occurs if a provider uses Modifier 25 to claim payment for an E&M service when the patient care rendered was not significant, was not separately identifiable, and was not above and beyond the care usually associated with the procedure.

An example of undercoding is an instance when you bill using a lower E&M code for a more complex office visit. This causes an underfunding of the procedure performed and lost reimbursement.

**More information can be found at: [www.cms.gov](http://www.cms.gov) under Outreach and Education.**

# Count the KICKS



Pregnant CareSource Member will be getting information about a free app that will make it easier to track fetal movements. Our goal is to improve our member's chances of delivering a healthy baby and to decrease the chances of stillbirth.

Count the Kicks is a stillbirth prevention health campaign that encourages expectant mothers to track their baby's movements daily during the third trimester of pregnancy. When Mom becomes familiar with what is normal for her baby, any changes should raise red flags and prompt her to contact her health care provider. The main function of the app is to track how long it takes for Baby to get 10 movements. The app can also send a message to

remind Mom to do her kick counts. Mom can save the kick count sessions so that she can begin to see a pattern of her baby's movement. This data can also be shared with her provider so that any potential problems can be spotted early.

**The app is free and is available for both Android and iOS. For more info, visit [countthekicks.org](http://countthekicks.org)**

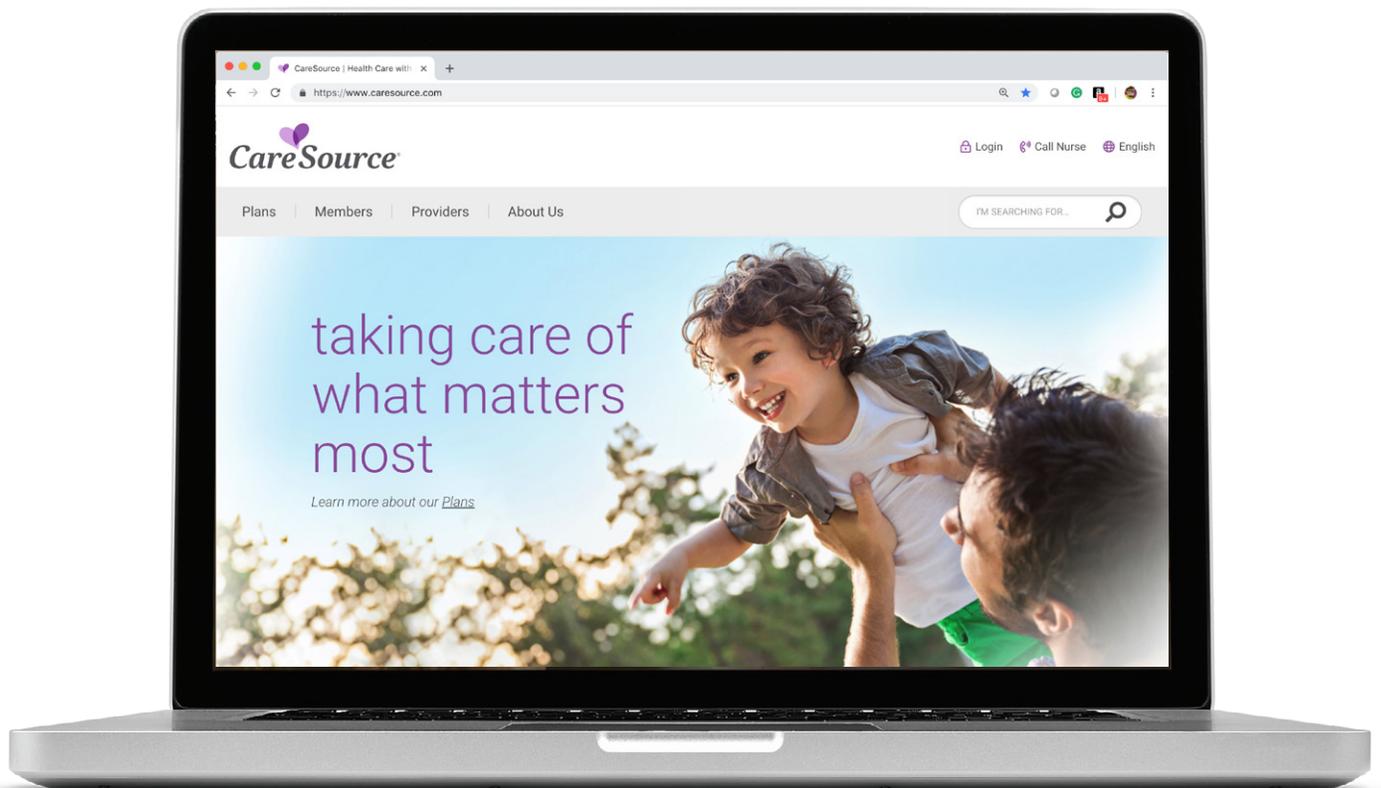


# *New and Improved* **CareSource.com**

As you may have seen, we have launched a new **CareSource.com**. In September 2018, the new CareSource.com was launched containing new and improved features. When creating this new website, we kept the members and providers at the top of mind to make a more user friendly site and allowing the ability to grow. We want to highlight some key features to enhance your usage of our website:

- The site is organized so that users can quickly find the section that matters to them.
- A large dropdown puts top tasks one click away.
- The site information is dynamic – it filters content so the user can find what they need quickly.

You will notice that you are now able to clearly view the website on all types of displays, including desktops, laptops, tablets or mobile devices. If you have not already, be sure to check out **CareSource.com** and view all the new features.



# Benefits to Connecting to a Health Information Exchange

CareSource connects to a variety of state and federal health information exchanges (HIEs) in order to improve the care of our members. HIEs are organizations that allow health care providers and payers to appropriately and securely access and share a member's medical information electronically.

Participation in HIEs provide value for providers and payers in four main areas: costs, efficiency, outcomes and quality. Sharing timely, accurate and actionable data enables continuity of care, preventive care and immediate action for members. We encourage all providers to connect to HIEs in order to take advantage of these benefits.

**Please visit <http://gahin.org/> for more information.**



## Blood Pressure Guideline Update

The American Heart Association has updated their blood pressure guidelines.

A blood pressure of less than 140/90 is considered adequately controlled despite an individual's age or diagnosis.

As a result of this guideline update, the National Committee on Quality Assurance has revised the Healthcare Effectiveness Data and Information Set (HEDIS) Controlling High Blood Pressure measure to align with this change.

*\*CareSource recommends nationally accepted standards and guidelines to help inform and guide the clinical care provided to CareSource members.*



## Document BMI Screenings

Routine body mass index (BMI) measurements are a quick and simple way to gauge your patients' risk for health problems and can promote discussions that may influence healthier habits.

BMI should be calculated and documented in a patient's medical record at least annually. When documenting BMI in the medical record, be sure to include the following:

### Children 3 through 17 years of age

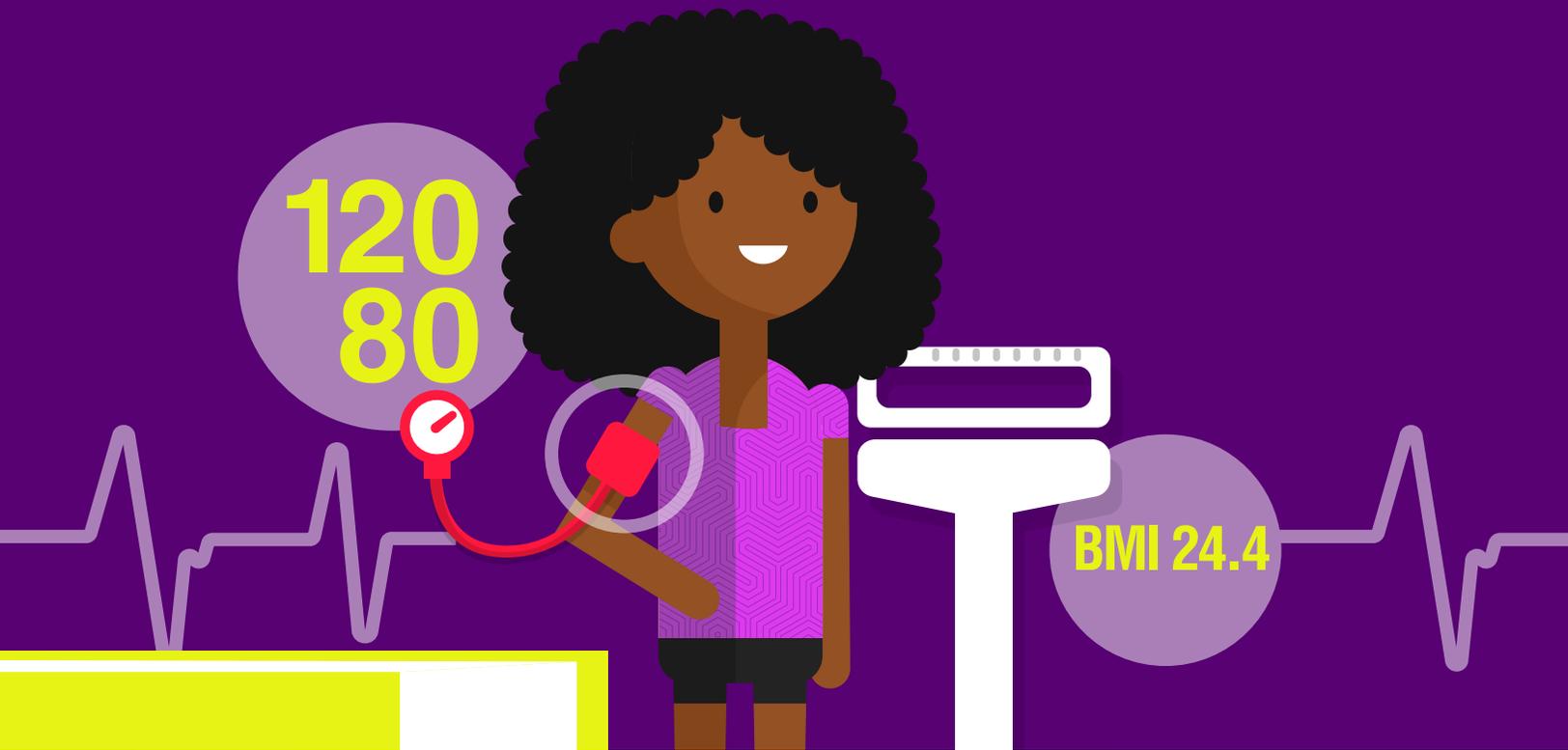
- Date of visit
- Height and weight
- BMI percentile documented as a value or on an age-growth BMI chart

Please take the time to counsel the parent and child on the importance of healthy eating and physical activity.

### Adults (18 years and older)

- Date of visit
- Weight
- BMI value

**Please make sure to document BMI percentile for anyone under 20.**



### Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Benefit-Gaps In Care

Did you know you can obtain a CareSource Gaps in Care report for your patients? The Gaps in Care Report is available in the Provider Portal at **CareSource.com**.

Information provided within this report is specific to your patients on upcoming and missed services. Services are medical exam, vision and dental screening, nutritional, developmental and mental health assessments, immunizations and lab testing. It also covers any medically necessary care for problems or conditions found by an exam. You can contact your patients regarding upcoming services needed and missed services.

**The Quality department can assist you with the Gaps in Care Report and can be reached at 1-844-432-8930. Please encourage your patients to take advantage of the EPSDT benefit.**



### Ensuring Quality Care for Our Members

CareSource is excited to ensure the quality of our network to provide the best and most effective care for your patients.

It is very important that CareSource takes a proactive approach to managing utilization at the member and provider levels. We have implemented numerous processes this year including provider utilization monitoring amongst our provider network. For example, we focus on providers who offer behavioral health outpatient and/or urine drug testing services and may show as outliers in CareSource data, relative to their peers. The process involves collaboration amongst numerous teams including behavioral health market leads, Special Investigations Unit, health partner representatives, delegated vendors (if applicable) and system configuration to help identify best practices and opportunities for provider education.

In addition, we recognize that some providers may be working with members with higher-level needs and we want to engage with these providers to help with care coordination and connecting members to other appropriate services. We look forward to expanding on this process and improving the overall quality of our network to drive better health outcomes for our members.

# Updating Your Information

Here's a reminder on how to submit updates to CareSource to ensure your information is updated correctly:

## Use the New Health Partner

### Contract Form When You Want To:

- Submit an application for a contract
- Add a product to an existing contract, such as adding CareSource Marketplace when a contract already exists for Medicaid
- Change your Tax ID Number or update your IRS Name

You can find this form under, **Become a CareSource Provider**, on [CareSource.com](https://www.caresource.com).

### Use the Provider Maintenance Via the Provider Portal When You Want To:

- Add additional providers
- Change address, phone, hours of operation
- Change language options, cultural competency training, capacity limits
- Change age or gender restrictions for patients
- Or change any other demographic changes

# Substance Use Disorder Treatment and Member Rewards

An important part of recovery from substance use disorders is attending Intensive Outpatient Programs (IOP) for the treatment of addiction. In fact, CareSource is offering rewards to our members for attending in-network IOP programs. Members who attend an in-network IOP can earn up to \$100 per year for attending up to ten IOP sessions. Members have the option to earn an additional \$200 in rewards by following their MyHealth program found in their MyCareSource account.

To start earning, members must complete their Health Needs Screening (HNS). Members can complete their HNS: online at [CareSource.com](https://www.caresource.com), by filling out a paper copy sent in new member kits, at a health kiosk located in your local Walmart pharmacy or via telephone at **1-844-207-6137**.

If you believe your patient could benefit from working with a behavioral health provider or requests a referral, a provider can be found through the Find-A-Doctor/Provider tool on [CareSource.com](https://www.caresource.com). When a member attends an approved IOP session, the IOP provider will submit the claim to CareSource. Once the claim is processed, rewards will be added to the member's account.

If a member needs immediate help for substance use disorder, please refer him/her to CareSource's Addiction Hotline at **1-833-674-6437** or visit [CareSource.com/mental-health-addiction](https://www.caresource.com/mental-health-addiction).

**If you have questions, please call provider services at 1-844-607-2831.**

# Update from Disease Management

We are revising our diabetes curriculum for children and teens based on KidsHealth (Nemours Foundation) published articles. We mail identified members written curriculum, and also direct them to videos and online learning opportunities to take charge of their health.

- Doctor-reviewed advice on hundreds of physical, emotional and behavioral topics
- Separate sections for parents, kids and teens, each created with their questions in mind.
- Easy-to-follow articles, slideshows, videos and health tools designed to help families learn, grow and be their best.

In our Asthma, Diabetes and Hypertension newsletters and curriculum, we use NCQA evidence-based guidelines to encourage members to learn more about their disease and to make healthier choices. We encourage ongoing learning either by participating in online learning activities or in-person classes.

We strongly emphasize HEDIS measures: HbA1C, retinopathy and microalbumin screenings. We would appreciate any assistance from our providers to also encourage classes such as diabetes education and referrals to Podiatrists and RD's.

\*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



## Network Notifications You May Have Missed

CareSource periodically posts network notifications. We strive to make partnering with us simple. We are aware things may change in the way we do business with you and want to communicate these changes to you in an efficient manner. Please visit the Updates and Announcements page for more information and more updates.

- Georgia Medicaid Short-Acting Opioid Limits for Acute Pain -CareSource implemented a change to the MED limits for opioids for members with acute pain on October 1, 2018.

## CAHPS Improvement Tips

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is an industry standard tool which asks patients to report on their experiences and satisfaction with their health care system. Patient satisfaction is important and has many benefits, such as compliance, retention and improved outcomes. CareSource is here to partner with you to offer resources to help you improve your patients' satisfaction with their care.

**For tips on how to improve patient satisfaction and your CAHPS ratings, view our CAHPS Improvement Tips, under Quick Reference Materials on CareSource.com.**

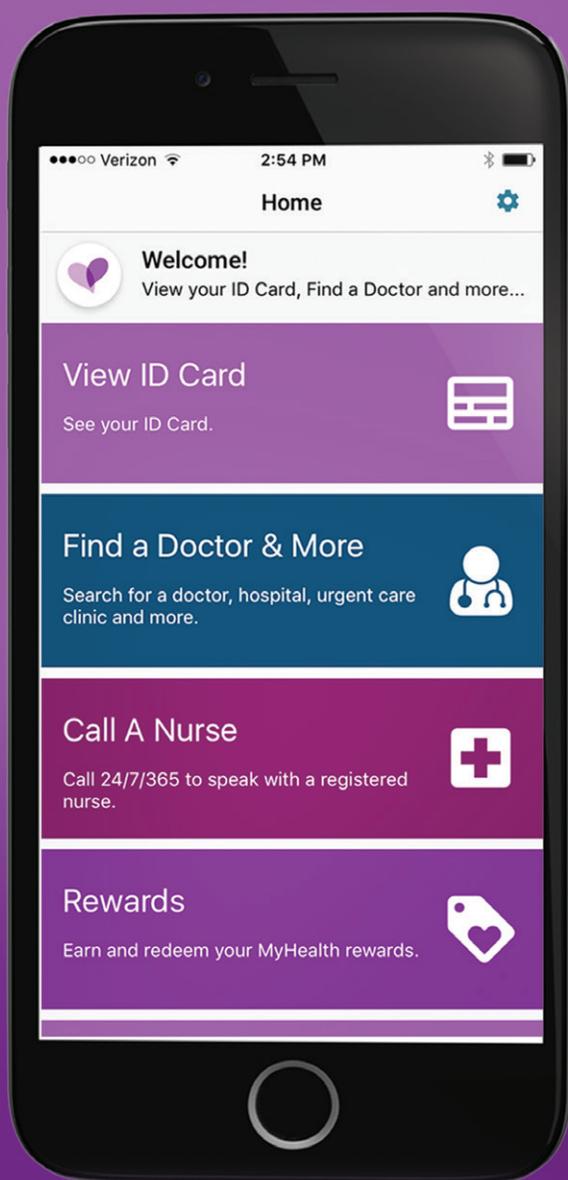
## Working Together to Take a Bite out of Chronic Diseases Coordination of Care Between Physicians and Dentists

In their role as guardians of health, it is critical for dentists and physicians to work together to manage their patients, especially those with chronic diseases. Research has demonstrated numerous connections between oral health and overall health as it relates to chronic disease and conditions and many share common risk factors with Oral Disease. Diabetes mellitus and heart disease are two chronic conditions among many demonstrated to have improved outcomes in overall health when simple preventive and periodontal treatments were rendered.

CareSource patients can be encouraged by our Dental Health Providers to close any gaps in medical care, while Medical Health Partners can encourage CareSource patients to obtain any overdue dental care. Seeing both the physician and dentist enables the same message to be reinforced from each clinician to help motivate that person to make and keep appointments for the proper follow-up care and the importance of good oral health. CareSource offers a full range of dental services for not only our pediatric members but for our adult members as well, including dental cleanings, periodontal scaling and root planing and other much needed care. Through our innovative Care4U Population Health model program, we look forward to implementing new coordinated care programs, resources and tool kits to help all of our Health Partner Providers "connect" and more appropriately "coordinate care".

# DID YOU KNOW?

## CareSource offers Members a Mobile App?



### Download the CareSource mobile app for free –

Refer your patients to use the CareSource mobile app. This app allows CareSource members to view their health plan on the go.

- Access their secure My CareSource® account
- View or share their digital member ID card
- View claims detail and status
- Make a payment (if applicable by plan)
- Find a doctor, hospital, clinic, urgent care or pharmacy
- Call CareSource 24® and speak with a nurse 24/7
- Call Member Services
- Take a Health Risk Assessment

### And more!

**DOWNLOAD TODAY! >**



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VISIT US  
[CareSource.com](https://www.caresource.com)

CONTACT US  
1-855-202-1058

JOIN US

 [Facebook.com/CareSourceGA](https://www.facebook.com/CareSourceGA)

## Member Consent to Share Sensitive Health Information

CareSource is excited to announce new tools to help you coordinate patient care and comply with regulations regarding sharing sensitive health information (SHI). SHI is a subset of protected health information (PHI) which may require consent from the individual in order to be shared with others.

**Because our goal is to help you help your CareSource patients, we have implemented online tools to automate:**

- Verifying consent to ensure that you do not share health information inappropriately
- Encouraging members to consent to sharing health information

Log in to the Provider Portal at <https://providerportal.caresource.com> and search for the CareSource patient using the Member Eligibility option.

Please encourage your CareSource patients who have not consented to complete a Member Consent/HIPAA Authorization Form so that all providers involved in their care can effectively coordinate their care. This form is located on **CareSource.com** on the member Forms page. If you are unaware of your patient's status you can view the member's consent status on the Provider Portal.

**If you have questions about patient consent or want more information, please contact Provider Services at 1-855-202-1058 or view the Updates and Announcements page at CareSource.com.**

