



SUMMER 2019

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners



## Purple Has Its Perks!



CareSource®

- 
- 2 Thank You Georgia**
  - 5 Get Your GED**
  - 8 Benefits to Connecting to a Health Information Exchange**
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At CareSource, we are backing our health partners with the **POWER OF PURPLE**. We remain committed to providing you a seamless administrative experience, so you can spend more time on what matters most – providing compassionate care for your patients.

The Power of Purple means you have a partner who's thought of everything. Check out our website for the latest tools:

**Electronic payment sign up** – Sign up to get paid electronically through InstaMed.

**Patient analytics** – Quickly find care gaps and segment your patient population into actionable groups using the Clinical Practice Registry.

**Claim information at your fingertips** – Submit claims and view statuses on the CareSource Provider Portal.

**Easy authorizations** – Check if a code requires prior authorization with our Prior Authorization Lookup Tool.

**See what the Power of Purple can do for you.** Explore your resources by visiting [CareSource.com](http://CareSource.com) > Providers.

A close-up photograph of a woman and a young child smiling warmly. The woman is on the right, with her arm around the child's shoulder. The child is on the left, looking towards the camera. The background is a soft, out-of-focus outdoor setting with warm lighting. The text 'Thank you GEORGIA FOR 2 YEARS!' is overlaid on the bottom half of the image.

*Thank you*  
**GEORGIA FOR  
2 YEARS!**

## FROM THE MEDICAL DIRECTOR:

As we celebrate our **two-year anniversary** in Georgia, I would like to say thank you! Thank you for your support. Thank you for your patience. Thank you for your hospitality. Most of all, thank you for the care you provide to your patients, our members.

In this edition of the newsletter, we offer tips and resources available to help support your work. We also review benefits that are available to CareSource members to assist them not only with their medical needs, but also with other needs (e.g., transportation, education, career advancement) that may impact their health and well-being.

### **We hope you will encourage our members to use the extra benefits and services CareSource offers, such as:**

- **Dental and Vision Benefits** – Adults and children get extra dental and vision care.
- **Easy Access to Care** – The primary care medical home should always be the priority point of access for our members. If their primary care provider is not available, members can visit health clinics at retail stores in their neighborhood or talk to a doctor 24/7 by phone or web video with MyIdealDoctor®. They can also call CareSource24®, our 24-hour nurse advice line.
- **Rewards Programs** – Members can complete healthy activities and earn rewards. We have rewards programs for all ages, including Babies First, Kids First and My Health (for more information, see page 8).
- **Job Help** – Members or the parents of our pediatric members can get personal life coaching and help finding a job, as well as continued support after starting a new job. CareSource JobConnect also provides free GED testing and study help.
- **Resource Help** – Care Managers can help our members with urgent needs like housing and utilities.
- **Kids Health and Fitness** – Members and members' children can participate in health and fitness activities at no cost to them, through partnerships with local organizations.
- **Express Banking®** – Members have access to a bank account from Fifth Third Bank® with no monthly service charge, no balance requirement, no overdraft fees and a debit card for purchases.
- **CareSource Mobile App** – Members have access to their health plan information on the go.

Our ability to make a lasting difference in our members' lives is only possible through our collaboration with you and the many other providers and community partners across Georgia and beyond. I hope you will continue to reach out to us with your questions, comments and feedback. Look for me or one of my colleagues in a neighborhood near you as we continue our visits across the state.



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

# Medication Synchronization: Fewer Trips to the Pharmacy

Medication synchronization optimizes CareSource members' medication refill schedules for ease and convenience. Medication synchronization often results in fewer trips to the pharmacy, which decreases members' transportation burden. Coordinating prescription refills may also increase medication adherence. You may encourage CareSource members to engage in this program at a participating pharmacy if appropriate for their care.

There are a few important things to know about medication synchronization:

- Only chronic/maintenance medications are eligible
  - Schedule II & III controlled substances are not applicable
  - Antibiotics, compounded products and pre packaged drugs are typically not applicable
- If the member's plan requires a copay for prescriptions, the copay is prorated based on the number of days' supply being filled early.

For example:

- A member may normally have a \$10 copay on a 30-day supply of medication
- In order to sync their refill schedule with the rest of their medications, they may need to get one refilled nine days early
  - In this case, their copay would be calculated for 39 days, which totals \$13, one time only

If you think medication synchronization is right for your patients, have them talk to their pharmacy about this service.





# Get Your GED with JobConnect

The mission of JobConnect is to make a sustained impact in our members' lives by addressing the obstacles that impede progress in the journey towards self-sufficiency. The JobConnect program supports members, or parents of our members, ages 16 and over. Members work with life coaches to set and achieve personal goals around education and employment.

Education is often a barrier to employment. Many jobs require a high school diploma or general education development (GED) as a basic qualification. Since our program started in July 2017, we've found that nearly 42 percent of program participants lack a high school diploma or GED. Helping our members and program participants get their GED has become our goal. Through the assistance of certified life coaches, our participants are connected to local resources and get help with completing their GED. We have outlined the process to obtaining a GED and established relationships with local organizations that provide preparation support and testing. **Most importantly, we will pay up to \$200 toward the costs of obtaining a GED.** Our program is voluntary. Your patients who can benefit from this service can contact us to sign up. For more information about our GED benefit, contact us at [LifeServicesGeorgia@caresource.com](mailto:LifeServicesGeorgia@caresource.com).

# Develop Your Own Compliance Plan

In order to protect you, your practice and your patients from fraudulent activities, the Office of Inspector General suggests developing and following a voluntary compliance program. There are seven components of an effective compliance program. Establishing these basic steps within your practice will help to ensure that you are submitting true and accurate claims, as well as establishing a solid foundation of compliance.

1. Audit and monitor internally.
2. Execute compliance and practice standards.
3. Designate a compliance officer for your practice.
4. Train and educate staff as appropriate.
5. Respond quickly and appropriately to any detected issues or concerns and develop corrective actions and plans for future monitoring.
6. Establish and maintain open lines of communication with employees. Ensure that they know who the compliance officer is and the appropriate channels for communication.
7. Enforce and clearly publicize disciplinary standards and guidelines.

For further information, please reference the links below:

OIG Publication: *A Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse*  
Link: [https://oig.hhs.gov/compliance/physician-education/roadmap\\_web\\_version.pdf](https://oig.hhs.gov/compliance/physician-education/roadmap_web_version.pdf)

Medicare Learning Network Publication: *Avoiding Medicare Fraud and Abuse: A Roadmap for Physicians*

Link: [https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Avoiding\\_Medicare\\_FandA\\_Physicians\\_FactSheet\\_905645.pdf](https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Avoiding_Medicare_FandA_Physicians_FactSheet_905645.pdf)

OIG Publication: *Compliance Program Guidance for Individual and Small Group Physician Practices*  
Link: <https://oig.hhs.gov/authorities/docs/physician.pdf>

## Ways to Report Fraud, Waste or Abuse:

- Call Provider Services at **1-855-202-1058** and follow the appropriate menu option for reporting fraud.
- Write us a letter or complete the Fraud, Waste and Abuse Reporting form on **CareSource.com**  
Mail to:  
CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940
- Fax: **1-800-418-0248**
- Email: **fraud@caresource.com**



## Contracts and Amendments

When submitting information for contracts, and amendments to contracts, please make sure to double check your information. A simple typo like a transposed number in an address can create major headaches for you down the road! Taking the time to double check your submission and making sure that the forms are complete will help ensure that your contracts and amendments process efficiently.

After submitting a request for a contract or amendment to a contract through the online Health Partner Contract form, CareSource will email your documents back to you for electronic signature. Please do not delay in signing and returning the contract! CareSource strives to get the contract completed internally and back to you for signature within a week. Please be on the lookout for your documents and return them as soon as possible to expedite your contract application!







# Care4U

## Compassionate Community Care

The care management department at CareSource works in conjunction with providers to support member needs. Care management provides insight and support for health care initiatives in the underserved population. Providers educate their patients in the office setting and here at CareSource we extend that education beyond the office to improve outcomes.

Our care management team reaches out to your CareSource patients telephonically and face to face to support them where they are. We focus on self-management education, preventative care and psychosocial needs. Through care management, members are educated about their benefits and the importance of filling medications and taking them as directed. They also learn about the disease process and self-management skills to improve their health and decrease their cost of care. We also assist with scheduling follow up care, arranging transportation, and explaining and reinforcing the plan of care directed by their provider.

Our care management services also address any gaps during the transition from the hospital or skilled nursing facilities and the member's home. We will proactively identify barriers and work with facilities and the member to make the transition smoother and teach self-management skills. Care management is an added benefit to your CareSource patient and is offered to all CareSource patients wanting additional support.



# DISEASE MANAGEMENT UPDATES

Your CareSource patients will be sent quarterly newsletters to help them learn more about their specific conditions.

The information in the newsletters focuses on

- Appropriate utilization/when to call their health care provider
- Preventive care related to HEDIS measures
- Self-management skills
- Importance of medication adherence/medication check-ups

Your CareSource patients can learn about making healthy lifestyle changes and having a plan to implement when situations arise.

We educate your CareSource patients on tests needed to prevent complications as well as discuss topics like depression, stress and anxiety. We encourage needed vaccines, health screenings, dental visits and quality sleep.

Above all, we consider the provider-patient relationship to be the heart of the member journey and we concentrate our efforts towards enhancing that regular interaction. Your patients should be encouraged to take advantage of ongoing education for specific conditions through hospitals and community based programs.

Please continue to diligently treat members to achieve control of their condition. Also, make referrals to specialists including Specialists, Podiatrists, Registered Dieticians, Mental Health Providers, etc.

CareSource may cover your patient's need for special items such as diabetic shoes, home equipment, blood pressure monitors, and inhalers for home and school.



## Improving Antidepressant Compliance

Recent projections from the World Health Organization predict that by 2020, depression will become the second-leading cause of disability worldwide, surpassing hypertension, arthritis, diabetes and chronic back pain.

### How can you improve medication adherence?

- Refer to depression as a medical condition. Depression often carries a stigma and may be viewed as a weakness or character flaw.
- Discuss the chemical basis for depression. Depression goes beyond simply feeling sad.
- Reinforce that depression is treatable. Discuss an appropriate duration of treatment.
- Discuss efficacy of medications and side effects. Assure the patient that if the initial choice proves intolerable, changes in medication can be made.
- Remind patients of the delayed therapeutic effects of antidepressants.
- Review most common adverse effects. Reassure patients that, over time, adverse effects lessen, and most patients do not have to stop therapy.
- Enhance communication. Encourage your patients to discuss compliance issues, concerns, and potential barriers to adherence.
- Involve all of the patient's providers.
- Provide oral and written instructions.
- Suggest the use of practical medication reminders (e.g., calendars, dose counters).
- Assess medication adherence at each patient visit.
- Recognize that not every strategy works with all patients. Develop a multicomponent approach (e.g., cognitive and behavioral).



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[CareSource.com](http://CareSource.com)

CONTACT US  
1-855-202-1058

JOIN US

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

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## 2019 Quarter One Clinical Policy Updates

During Quarter One of 2019, the Clinical Policy and Oversight team created new policies.

The following policies were added to the clinical policy catalog in Quarter One:

- Transcranial Magnetic Stimulation
- Breast Reduction Surgery

For more information, visit [CareSource.com](http://CareSource.com). At CareSource, we listen to our health partners, and we streamline our business practices to make it easier for you to work with us. We have worked to create a predictable cycle for releasing medical and reimbursement policies so you know what to expect. To access CareSource policies, visit [CareSource.com](http://CareSource.com) and click “Health Partner Policies” under “Provider Resources.” Check back monthly for policy updates and a consolidated network notification summarizing the changes.

