



FALL 2019

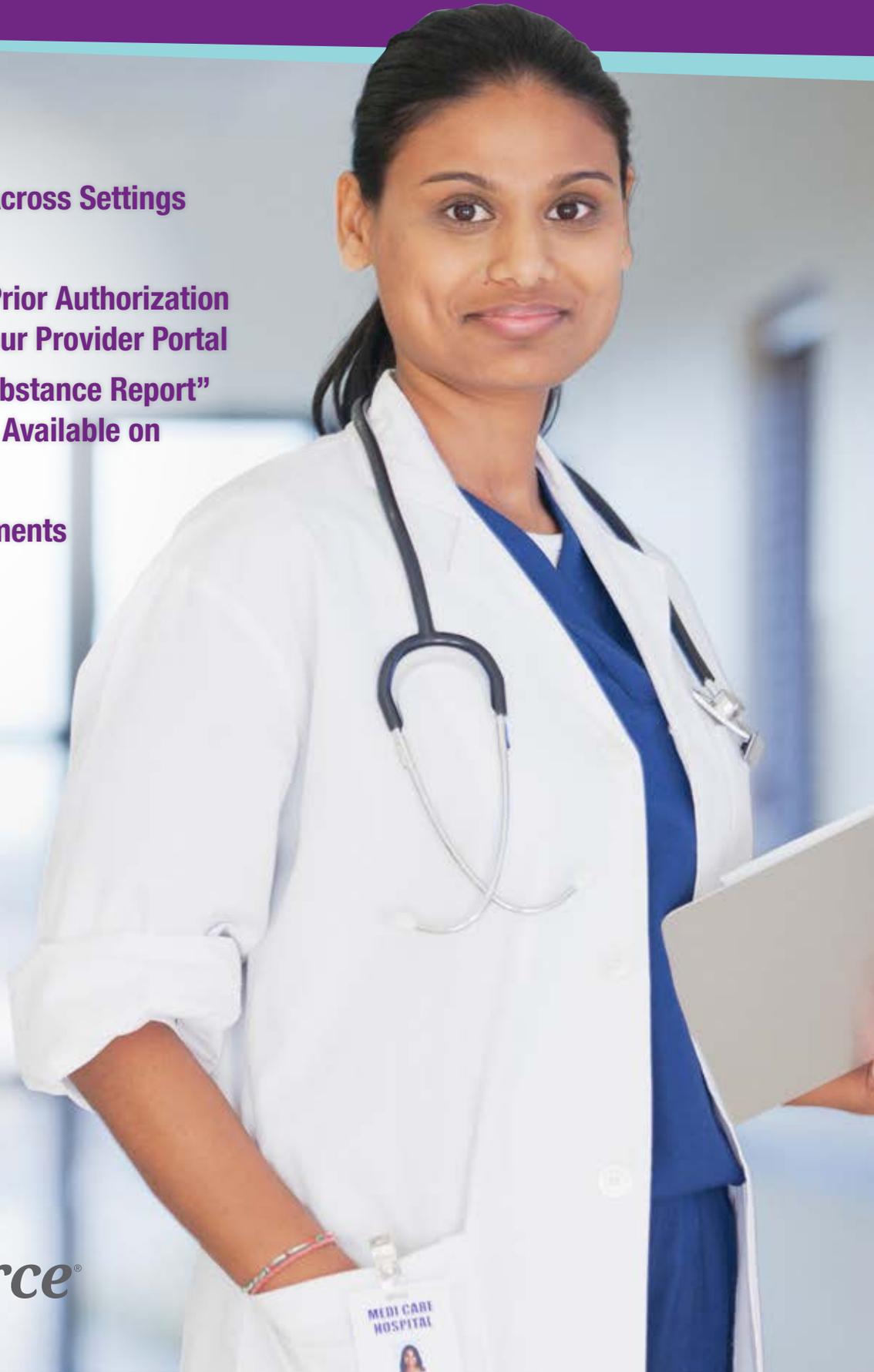
PROVIDER *Source*

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CareSource[®]

MEDI CARE
HOSPITAL

Addressing the Whole Person

Our mission at CareSource is to make a lasting difference in our members' lives by improving their health and well-being. In other words, we address the "whole person". What exactly does that mean? Health and well-being go beyond the visit to the healthcare provider. Those preventive care visits and sick visits are critically important, but there are so many other factors that impact health.

Our The CareSource Life Services® program works with our adult members and the parents of our pediatric members to support families in other aspects of their life. Our life coaches assist with educational advancement like prepping for a GED or paying for the tests. They assist with employment by supporting resume building skills, interviewing skills or connecting to an employer partner.

We provide family memberships to organizations that promote physical activity. We are always looking to collaborate with our healthcare providers and other community partners on creative ways to support our families.

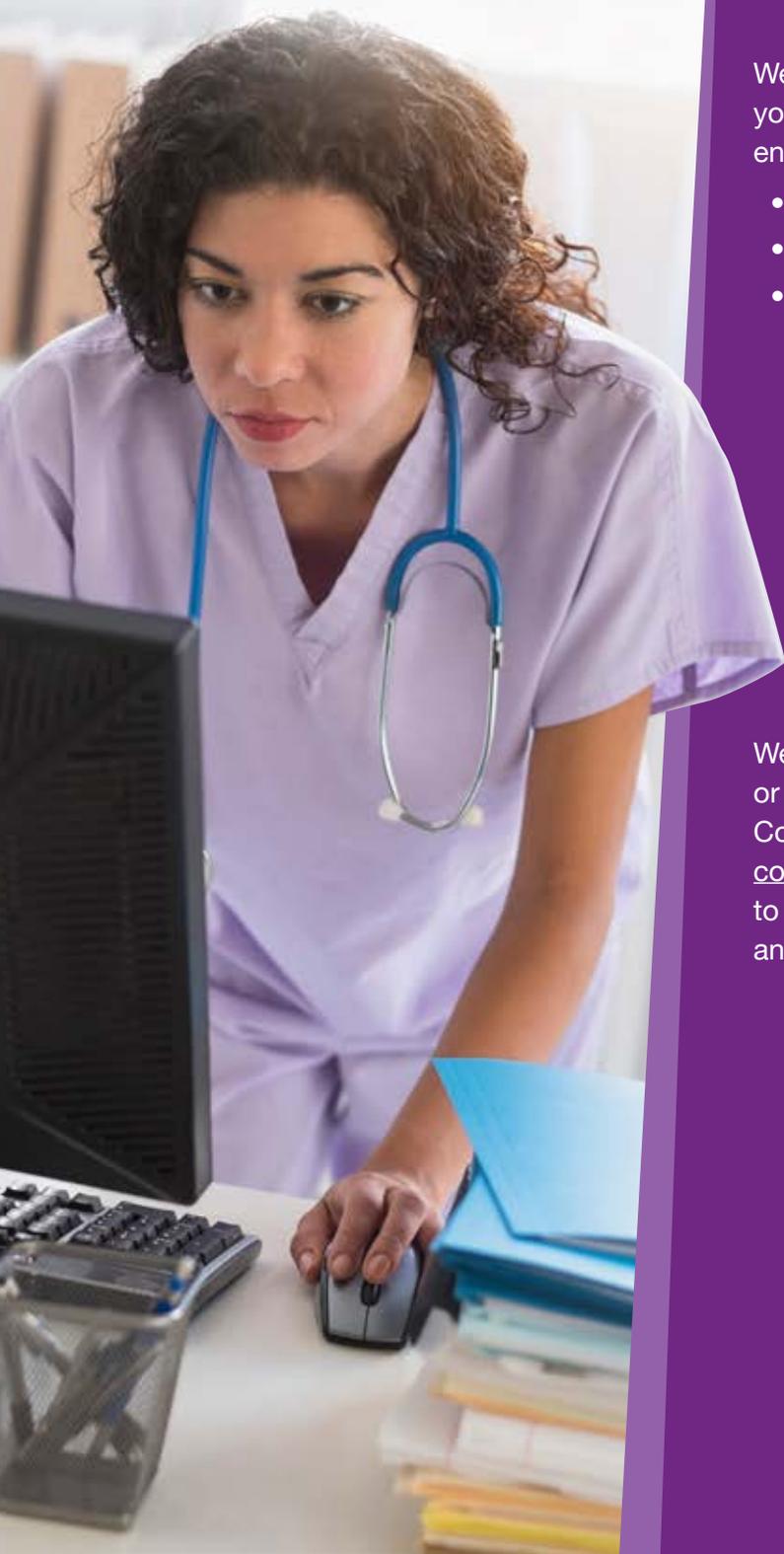
Recently, I had the opportunity to visit Diversity Health Center. They have established a community garden next to their Hinesville facility. This garden provides opportunities to discuss healthy eating with the patients. It is an opportunity for providing cooking demonstrations for the patient with a chronic condition using ingredients from the garden. The garden also provides an environment for some therapeutic reflection. We commend such creative thinking for addressing the "whole person". How else can we support our families? Let's talk.

Community garden at Diversity Health Center

Pictured Left to Right: Trey Lawrence (CareSource Health Partner Contracting Manager), Matt Sickmeier, Finance Manager, Diversity Health Center and Kavanaugh Chandler, COO Diversity Health Center.



Streamlining your Prior Authorization Submissions with our Provider Portal



CareSource's Provider Portal is the preferred method for providers to complete their prior authorizations (PA) and notifications to CareSource.

Using our portal, providers can streamline many of their tasks including:

- Checking eligibility
- Uploading supporting documentation for a PA request
- Receiving an immediate approval, pending decision, or check a pending request

We are always working to improve our portal to meet your needs and have recently added some new enhancements including:

- Entering Newborn and Observation notifications
- Submitting information for a concurrent review
- Requesting a change or update to an existing PA, such as:
 - Attaching additional documentation after initial request
 - Changing Admit Date or Date of Service
 - Updating or providing discharge date
 - Adding or changing diagnosis and/or procedure codes
 - Updating number of requested units
 - Updating provider information

We offer training for general portal use twice a month or individual training can be scheduled by request. Contact us by email at CiteAutoAssistance@CareSource.com for more information about registering for the portal, to sign up for one of our training sessions, or if you have any questions.

New “Controlled Substance Report” Provider Document Available on Provider Portal

CareSource has created a new Controlled Substance Report (CSR) for our providers as a tool to provide awareness of prescribing patterns for controlled substances.

The CSR shows a consolidated view of all members for whom the provider has written a controlled substance prescription. The report is available 24/7 on the Provider Portal and contains a glossary that defines how each of the metrics is calculated and shaded. We will continue to enhance the CSR with additional metrics.

How to Access the CSR:

Providers can access the report through the Provider Portal on **CareSource.com**:

- First, look for the “Are you a provider?” section on the left hand menu bar.
- Either log in or register, if a first time user.
- After choosing the state from which you practice, enter your username and password.
- Once logged in, go to the left navigation, under the Provider options, and select “Provider Documents”.
- Select available reports.

If there are questions about the Controlled Substance Report, providers can send requests to the following secure email: Controlled_Substance_Report@caresource.com. CareSource places the utmost importance on providers delivering quality member care. We encourage your use of the CSR as an enhanced tool to help you monitor your prescribing patterns.





Monitoring **Antipsychotics**

Did you know about monitoring patients taking antipsychotics? These medications are approved for a number of conditions such as Schizophrenia, Schizoaffective Disorder, Bipolar Disorder, Treatment-resistant Depression, and irritability associated with Autism. If you use these medications to treat any of these conditions, national guidelines recommend routine monitoring of cholesterol and blood sugar. This concern was so important that a consensus statement was jointly released in two journals to discuss the metabolic concerns. This was done to ensure as many providers as possible were aware of the new recommendations.

Are you using two (2) or more antipsychotics in your patients? Is there evidence for using two? Some providers frequently use two (2) or more and some do not use any, but what does the evidence say?

For more information about routine metabolic monitoring with antipsychotics and concurrent use of antipsychotics, there will be a webinar on Caresource.com that will explain this more.

Or feel free to check out this article: American Diabetes Association, American Psychiatric Association, American Association of Clinical Endocrinologists, and North American Association for the Study of Obesity. Consensus Development Conference on Antipsychotic Drugs and Obesity and Diabetes. *Diabetes Care* 2004 Feb; 27(2): 596-601. <https://doi.org/10.2337/diacare.27.2.596>



New Pharmacy Innovation Partner

CareSource is excited to tell you about our new pharmacy innovation partner. Beginning on January 1, 2020, medication claims will now be processed by Express Scripts. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for our members. Express Scripts will process medication claims for Medicare, Medicaid, and Marketplace plans to provide continuity for your office and our members.

How Will These Changes Affect You?

- Each of your CareSource patients will receive a new insurance card. Remind them to bring their new card with them to appointments and pharmacy.
- The CareSource preferred drug list will still be available online at **CareSource.com**. We are working hard to ensure that our members experience minimal disruption.
- The process for obtaining Prior Authorizations (PA) and Formulary Exceptions will not change. You can find PA request forms on our website (**CareSource.com**).





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 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

Returning Overpayments to CareSource

The Affordable Care Act (ACA) requires providers to report and return any overpayment within 60 days after identification of said overpayment. An overpayment is defined as any funds that a provider receives or retains from Medicare or Medicaid to which the person is not entitled.

There is no minimum monetary threshold for returning an overpayment. The 60 day time period for reporting and returning begins when the overpayment is identified or the provider is informed of the potential overpayment.

If you have received an overpayment from CareSource®, please complete the Overpayment Recovery Form or Claim Refund Check Form located on [CareSource.com](https://www.caresource.com) within 60 days.

For further assistance, please contact Provider Services.