



WINTER 2019

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

- 3 | **New Pharmacy Innovation Partner
Easy Pay with ECHO Health**
- 4 | **False Claims Act: Facts to Know**
- 5 | **Drug Safety: Take-Back Programs**
- 6 | **Improving Antipsychotic Health
Monitoring and Compliance**



Member Benefits to Improve Care

I recently had the pleasure of meeting Dr. Erica Paez (Imagine Pediatrics in Rome, Georgia). CareSource is collaborating with her to get her practice certified as a Patient-Centered Medical Home (PCMH). This is not an easy process, but Dr. Paez is committed to making it happen and CareSource is committed to supporting her through the process. Through improved quality and patient experience, as well as increased staff satisfaction while managing costs, this model of care puts the focus on the patient. CareSource offers a number of benefits to our members that can engage them in the health care experience. We offer incentives to members for getting needed well visits, immunizations and other recommended screenings. Members have access to care coordinators that can work with the medical office and the patient to support their care plan. Our Life Services program, for adult members or the parents of our pediatrics members, offers support in attaining their goals such as getting their GED, a job or even acquiring a better job. For those reasons and more, we are working to make sure our health care providers are aware of our member benefits so they can reinforce those messages with their CareSource patients.

Communication between the health care provider, CareSource and the patient means improved compliance for the patients, improved HEDIS® scores for the practice and improved health outcomes. To learn more about our member benefits and how they can support you in improving health outcomes, contact your Health Partner Contracting Manager.

Seema Csukas, MD, PhD, FAAP
Medical Director, Georgia Market

L to R: Margie Smith (CareSource Health Partner Contracting Manager), Dr. Erica Paez (Imagine Pediatrics),
Dr. Seema Csukas (CareSource Medical Director)



New Pharmacy Innovation Partner

CareSource would like to remind you about our new pharmacy innovation partner, Express Scripts. Beginning on Jan. 1, 2020, medication claims will now be processed by Express Scripts. Express Scripts will process medication claims for both the CareSource Medicaid and Marketplace plans to provide continuity for your office and our members. We are excited for this new partnership as it gives CareSource additional resources to create more value for our members.

How Are These Changes Affecting You?

- Each of your CareSource patients should receive a new insurance card. Remind them to bring their new card with them to appointments and the pharmacy.
- The CareSource preferred drug list is still available online at CareSource.com. There will be minimal member disruption due to the new partnership.
- The process for obtaining prior authorizations (PA) and formulary exceptions has not changed. You can find PA request forms on CareSource.com.



Easy Pay with **ECHO Health**

Electronic Funds Transfer (EFT) is a fast and reliable method to receive payments and is the preferred method for CareSource. In order to register for CareSource claims payments and choose EFT as your payment preference, visit ECHO Health, Inc.'s registration page at: <http://view.echohealthinc.com/eftera/EFTERAInvitation.aspx>. If you have questions regarding registration, please call ECHO Support at 1-888-485-6233.

False Claims Act: Facts to Know



The False Claims Act (FCA) is a federal law that prohibits a person or entity from:

- Knowingly presenting a false or fraudulent claim for payment
- Knowingly using a false record or statement to get a claim paid
- Conspiring with others to get a false or fraudulent claim paid
- Knowingly using a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property

“Knowingly” means acting with actual knowledge or with reckless disregard or deliberate indifference to the truth or falsity of information. An example of this would be if a health care provider, such as a hospital or a physician, knowingly “upcodes” or overbills, resulting in overpayment of the claim using Medicaid or Medicare dollars.

Using the FCA can help reduce fraud. The FCA allows everyday people to bring “whistleblower” lawsuits on behalf of the government--known as “qui tam” suits-- against groups or other individuals that are defrauding the government through programs, agencies or contracts. Whistleblowers can receive 15 to 30% of the proceeds from the action or settlement.

For free education materials created by HHS-OIG on the FCA and other Federal fraud and abuse laws visit: <http://oig.hhs.gov/compliance/physician-education/index.asp>.

You can report fraud, waste and abuse to CareSource Special Investigations Unit by:

- **Calling us** and selecting the menu option for reporting fraud at 1-855-202-1058.
- **Writing us** a letter or completing our Confidential Fraud, Waste and Abuse Reporting Form and sending it to:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

You do not have to give us your name when you report fraud, waste and abuse. If you choose to remain anonymous, we will not be able to call you back for more information, so leave as many details as possible including names and phone numbers.

Your report will be kept confidential to the extent permitted by law.

There are other ways to contact us that are not anonymous. If you are not concerned about giving your name, you may also use one of the following means to contact us:

- Emailing fraud@caresource.com; or
- Faxing 800-418-0248



Drug Safety: Take-Back Programs



Keeping old or unused medicines in the home can lead to danger. Everyday medications can get into improper hands.

- Children and pets can accidentally be poisoned
- May add risk to individuals with suicidal thoughts
- At-risk teenagers could obtain medicines from family members
- Active users may take an accidental overdose

CareSource wants to ensure the safety of our members and their families when it comes to medications.

Providers can help get the word out about the risks associated with expired and unused medications and the importance of medication safety.

What Can You Do to Help?

- Prescribe quantities sufficient for immediate need only
- Limit refills
- Check your state's drug monitoring system, if applicable
- Discuss medication adherence at the time of prescription
- Promote secure medication storage that is away from others
- Remind members to count and monitor prescription medications to prevent diversion
- Encourage discussion with one's children about not taking others' medications
- Advise against sharing prescriptions
- Refer members to resources for proper disposal of both medications and needles, including take-back locations at law enforcement and some local pharmacies

Members can find a drug take-back location near them by going to CareSource Addiction Help, found at **CareSource.com** > Members > Education > Behavioral Health (Use web drop-down to navigate to the correct plan page).

Improving Antipsychotic Health Monitoring and Compliance

A recent report from the World Health Organization (WHO) indicates that individuals with severe mental disorders (SMD) have a mortality rate that is two to three times higher than that of the general population. This is comparable to a 10-20 year reduction in life expectancy. The majority of premature deaths in this population are due to physical health conditions. Individuals with SMD who are prescribed antipsychotic medication are at increased risk of both metabolic syndrome and cardiovascular disease.

https://www.who.int/mental_health/evidence/evidence_profiles_severe_mental_disorders.pdf?ua=1

Suggestions for health screening and monitoring:

- Ensure that a screening glucose test and/or an HbA1c test is performed at least annually
- Ensure that patients receive an LDL-C test at least once a year to screen for cardiovascular disease
- For patients diagnosed with diabetes, ensure that both an HbA1c and an LDL-C test are completed at least annually
- Inquire if the patient has a health care provider and involve them in treatment
- Provide education to the patient and/or caregiver about the importance of health screening tests and encourage compliance with appointments
- Consider antipsychotic medications with a lower risk of hyperglycemia and cardiovascular effects
- Review potential interactions between prescribed diabetes and/or cardiovascular medications and psychotropic medications
- Educate patients about behaviors that support wellness, such as maintaining a normal weight, healthy eating and physical activity
- Patients who are on two or more concurrent antipsychotic medications should be treated and monitored closely by a psychiatric physician

Suggestions for improving antipsychotic medication adherence:

- Refer to psychosis as a medical condition, as fear related to stigma may be a barrier to adherence
- Provide education about how antipsychotic medications work to decrease symptoms
- Review common side effects and how long they may last
- Emphasize that it is important to continue to take antipsychotic medications as prescribed even if the patient starts to feel better
- Remind patients/caregivers to refill medications before they run out
- Involve all health care providers in the effort to monitor and ensure adherence
- Engage the patient and their support system in developing a plan to address barriers to adherence





CareSource can help support health monitoring and compliance efforts:

The CareSource Care4U Care Management (CM) program is here to provide support with health issues, health plan questions or assistance with a variety of member social support services. We encourage providers to make referrals to care management when they have a patient who needs assistance understanding their medical or behavioral health condition, or who are in need of resources in their local communities.

For more information please visit **CareSource.com** or contact Provider Relations at **1-855-202-1058**.

Refer our members to Member Services 1-855-202-0729 (TTY: 1-800-255-0056)

CareSource24® | Nurse Advice Line, Available 24/7: 1-844-206-5944

Sources

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4404876/>
- https://www.who.int/mental_health/evidence/evidence_profiles_severe_mental_disorders.pdf?ua=1
- <https://www.ncqa.org/hedis/measures/diabetes-and-cardiovascular-disease-screening-and-monitoring-for-people-with-schizophrenia-or-bipolar-disorder/>
- <https://www.ncqa.org/hedis/measures/use-of-multiple-concurrent-antipsychotics-in-children-and-adolescents/>



P.O. Box 8738
Dayton, OH 45401-8738

VISIT US

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

JOIN US

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

Flu Vaccinations: Incentivizing Medicaid Members

Flu season is fast approaching and CareSource has created additional rewards for our Medicaid members who receive flu shots. In addition to no-cost flu shots, Medicaid members who receive a flu vaccine are eligible to receive a \$10 gift card. They simply log into their My CareSource Rewards[®] account to redeem their reward, which can be used at a variety of participating stores.

CareSource is promoting the importance of flu vaccines through member brochures and social media outlets like Facebook, Instagram and Twitter.

Providers can help promote health and wellness during the flu season by reminding patients of CareSource's new rewards for patients who get their flu shots.

