



# NETWORK *Notification*

**Notice Date:** April 23, 2026  
**To:** CareSource® MyCare Ohio (HMO D-SNP) Providers  
**From:** CareSource  
**Subject:** CareSource Launches RationalMed® Program  
**Effective Date:** May 1, 2026

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## CareSource Launches RationalMed® Program

Effective this Spring 2026, CareSource, in partnership with Express Scripts, is implementing the RationalMed® Program to provide actionable, timely medication safety information in support of the care relationship, patient safety, and quality outcomes for members. RationalMed® technology evaluates each member's medical claims, pharmacy claims, and available lab data against continuously updated, evidence-based clinical rules to identify potential medication-related risks and gaps in care. When identified, prescribing providers and pharmacists may receive notifications for review and consideration.

Prescribing physicians and pharmacists will receive notification when a potential patient safety issue is identified. This information is offered for consideration in making treatment decisions for CareSource patients.

### Questions?

- If you have questions about a RationalMed® alert, please call Express Scripts at **1-800-717-6630** anytime between 9:00 AM and 5:30 PM Eastern Time (ET), Monday through Friday.
- For all other questions, please call the CareSource Provider services number listed below anytime between 8:00 AM and 6:00 PM ET, Monday through Friday.
  - Ohio MyCare Next Generation: **1-800-488-0134**

H6396\_OH-SNP-P-5427623\_C

**\*\*Letter Example:**

**\*\*Letter is subject to change**

**EXPRESS SCRIPTS®**  
 100 Parsons Pond Drive, E2-2  
 Franklin Lakes, NJ 07417-2603

PHFV: 00000071495; 00001864044;  
 1150; 73; 00000000000; 3182017;

-2  
 JOHN Q SAMPLE  
 123 ANYSTREET  
 SUITE 1  
 PARSIPPANY, NJ 07054-2159

March 2017

Dear Dr. SAMPLE:

Express Scripts works with your patient's employer to provide you with the enclosed **RationalMed® safety and health considerations for patients in your practice.\***

These records:  
 • Highlight safety and health considerations  
 • Provide prescription and medical claim information  
 • Cite relevant references

The claims information may include treatment provided by other healthcare providers.

Please review the health information provided and **make any changes in therapy that you believe are appropriate.** These records include available information related to the safety and health consideration, and may not represent your patient's complete medical or pharmacy history.

We understand that these considerations may not be applicable to every patient's therapy. We welcome your comments on how we may provide better support in your care of these patients. If you have any questions or comments, contact us at **800.717.6630** anytime between 9:00 A.M. and 5:30 P.M. Eastern Monday-Friday, and reference the patient-specific Control Number(s). Your feedback is kept confidential.

Thank you for your time and attention.

*Lynne Nowak, M.D.*  
 Lynne Nowak, M.D.  
 Vice President, Clinical and Provider Solutions

**Confidential Patient Information  
 Safety and Health Considerations:**

**JOHN Q SAMPLE (99-10000301)**

1. **Testing Consideration:** Retinal Eye Exam in Diabetes

\*You were identified as a prescriber of record by a pharmacy dispensing medication for the patient listed. (See profile enclosed.)

**EXPRESS SCRIPTS®**

Patient Name **JOHN Q SAMPLE**  
 Date of Birth 07/30/1952  
 Control Number 99-10000301  
*(Please refer to this patient-specific Control Number when corresponding with Express Scripts.)*

**Requested Actions:**

- ✓ Review the enclosed safety and health considerations.
- ✓ Review the information provided in the claims history.
- ✓ Make any warranted changes in therapy.

**Considerations for Your Review**

1. **Testing Consideration: Retinal Eye Exam in Diabetes**  
 Available records suggest that your patient has diabetes and may not be receiving routine comprehensive eye examinations. Diabetic retinopathy is one of the leading causes of acquired blindness; the American Diabetes Association recommends performing a dilated eye examination within 5 years of diagnosis of type 1 diabetes and at baseline in type 2 diabetes. Subsequent dilated eye exams are recommended annually, with less frequent exams following a normal eye exam and more frequent exams when retinopathy is determined to be progressing. The available records may not reflect all tests performed in various healthcare settings, as well as very recent testing. If routine exams are not already being performed, please consider dilated eye examinations to monitor your patient.

**Reference(s):**

- American Diabetes Association (ADA). Standards of Medical Care in Diabetes 2015. Diabetes Care. 2015;38(suppl 1):S1-90.
- American Diabetes Association (ADA). Standards of Medical Care in Diabetes 2015. Diabetes Care. 2015;38(suppl 1):S1-90.

**Rx Profile**

Consideration	Date of Service	Drug Description	Strength	Qty	Days Supply	Prescriber	Pharmacy Name Phone Number
	07/08/14	ZYLETT	0.75%0.57%	7	10	PHYSICIAN #1	WALGREENS #13466 973.287.3510
	06/30/14	PATADAY	0.2%	2.5	25	PHYSICIAN #2	WALGREENS #13466 973.287.3510
	05/19/14	PATADAY	0.2%	2.5	25	PHYSICIAN #2	WALGREENS #13466 973.287.3510
	05/19/14	MULTIFORMIN HCL	500 MG	30	30	PAT321, DIBRENDRA 973.332.1850	WALGREENS #13466 973.287.3510

**Patient File Copy – Do Not Reproduce** (Over, please)

**EXPRESS SCRIPTS®**

Patient Name **JOHN Q SAMPLE**  
 Date of Birth 07/30/1952  
 Control Number 99-10000301  
*(Please refer to this patient-specific Control Number when corresponding with Express Scripts.)*

**Requested Actions:**

- ✓ Review the enclosed safety and health considerations.
- ✓ Review the information provided in the claims history.
- ✓ Make any warranted changes in therapy.

**Medical History**

Consideration	Date of Service	Claim Type	Diagnosis / Procedure Description
1	05/15/14	OUT PATIENT	DIAB W/O MENTION COMP TYPE II UNS TYPE UNCTRL

These records may not represent your patient's complete medical history. You were identified by a dispensing pharmacy as a "prescriber of record" for prescriptions filled under this patient's prescription drug benefit. If you were incorrectly identified as a "prescriber of record", please contact the dispensing pharmacy at the phone number provided.

Express Scripts understands that the health information may not be applicable to every patient's therapy and therefore presents it as informational only.

Thank you for your time and consideration. If you have any questions or comments, please call **800.717.6630** anytime between 9:00 A.M. and 5:30 P.M. Eastern Monday-Friday, and reference the patient-specific Control Number(s).

**Patient File Copy – Do Not Reproduce**

## RationalMed® Frequently Asked Questions

Question	Answer
<b>What action is CareSource taking? By when?</b>	<p>CareSource has contracted with Express Scripts (our existing Pharmacy Benefits Manager) to provide RationalMed® patient safety and health information for CareSource® MyCare Ohio (HMO D-SNP) members beginning in Spring of 2026.</p> <p>Prescribing providers will receive EHR, fax and/or mailed alerts. Pharmacists will receive Point of Sale alerts for use as they consult with patients when prescriptions are billed in the pharmacy system.</p>
<b>What is RationalMed®?</b>	<p>RationalMed® is a clinical safety and drug utilization review (DUR) program that uses a proprietary rules engine to identify:</p> <ul style="list-style-type: none"> <li>• Adverse drug risks</li> <li>• Drug–drug and drug–disease interactions</li> <li>• Polypharmacy concerns</li> <li>• Omission of essential therapy, testing, or diagnostics</li> <li>• Suboptimal dosing, duration, or adherence</li> </ul> <p>The program delivers alerts to providers (via EHR, fax, or letter), and pharmacists (real-time at point of sale) to encourage evidence-based medication decisions.</p>
<b>Why is RationalMed® information important for patients?</b>	<p>RationalMed® assesses each member’s health profile to identify potential medication-related risks that may not be visible through pharmacy claims alone. By integrating multiple data sources (pharmacy, medical, lab data), the program helps identify issues earlier and supports safer, evidence-based treatment decisions.</p>
<b>How will this affect me as a provider?</b>	<p>Providers may receive confidential alerts regarding patients they treat:</p> <ul style="list-style-type: none"> <li>• <u>Urgent alerts</u> may be sent promptly (e.g., fax or electronic delivery) for high-risk patient safety concerns.</li> <li>• <u>Standard alerts</u> may be sent periodically and include prescription history, medical history, and clinical considerations for review.</li> </ul> <p><b>Alerts are limited to clinically significant issues and are intended to support—not replace—provider clinical judgment.</b></p>
<b>What action should be taken?</b>	<p>Upon receipt of a RationalMed® alert, the clinical information provided should be reviewed and the patient’s current therapy evaluated. Based on this assessment, the provider or pharmacist can determine whether a change in treatment is clinically appropriate. Potential actions may include modifying therapy, adjusting dose or duration, discontinuing therapy, or initiating guideline-recommended treatment or testing that may have been previously omitted. If no change is clinically warranted following review, no action is required.</p>
<b>Who to contact for questions regarding a RationalMed® alert?</b>	<p>Please call Express Scripts at 1-800-717-6630 anytime between 9:00 AM and 5:30 PM (EST) Monday-Friday and reference the patient-specific Control Number(s) on the alert.</p>