



Covered with
KINDNESS


CareSource®

Let's Get to Know Each Other Better

Who We Are

Who We Serve

Redefining the Agenda

How We Can Help



CareSource offers benefits that cover the full spectrum of our members' journeys. Regardless of their age, we offer a lifetime of care and an unwavering promise of

Health Care with Heart®.

Mission-driven Culture

Innovative Consumer-driven Benefits

Community-based Partnerships



Our Mission

To make a lasting difference in our members' lives by improving their health and well-being.

A leading nonprofit health insurance company located in your community.

More than 30 years of serving low-income populations across multiple states and insurance products.

Serving **~2 million** members in Indiana, Georgia, Kentucky, Ohio, Arkansas and West Virginia.

Medicaid

Marketplace

Dual Eligible

PASSE





Quick Facts

Comprehensive, member-centric **health and life services** for diverse populations

Independent nonprofit with local, **community-based** model

Member-centric model of care

Help members **navigate** through daily life challenges and obstacles

Extensive network of health partners and hospitals throughout our footprint





Who do we serve?

HHW/HIP
Marketplace
Dual Eligible Medicare

CareSource Covers Indiana

- **In the Community:** CareSource is a dedicated community partner, with our Indiana office located in Indianapolis.
- **Focused on Service:** CareSource serves over 100,000 Hoosiers for their Healthy Indiana Plan (HIP), Hoosier Healthwise (HHW), Marketplace and Dual Eligible Medicare coverage.



HIP / HHW

Health care coverage for eligible Hoosiers with low income, pregnant women, infants and children, and adults ages 19-64.

***Finding hope with
a helping hand***



Choosing a Health Plan: *HIP*

HIP members enrolled in Medicaid can choose CareSource!

Before a member makes their first Power Account payment, members can change plans. As soon as a member is approved to join HIP, they may make a Power Account contribution to receive HIP Plus benefits.

During the plan selection and annual redetermination periods, members can change plans to better fit their needs.



Enhanced Benefits

Health & Wellness

Medication Therapy Management (MTM)

Your pharmacist will make sure that your medications are right and safe for your individual needs.

Disease Management Programs

Help with asthma, ADHD, autism, behavioral health, chronic kidney disease and many more.

Care Management

Case Managers who can assist with navigating the physical and behavioral health care system, medical equipment, urgent medical or basic needs, as well as assistance with housing and/or utilities.

Over-the-Counter (OTC)

OTC items (with prescription) for allergy relief, vitamins, Tylenol and MORE.

Benefits for Expecting Mothers and Newborns

Specially-trained nurses, member health assessors and licensed clinical counselors available to work with our high-risk pregnant members. Infant scales are available for use at home after discharge for high-risk infants who require ongoing monitoring of their weight for the first weeks or months.



Enhanced Benefits

Transportation, Banking & Mobile App

Transportation

FREE rides to provider, pharmacy, food banks, curbside grocery pickup, NICU visits for parents and more offered to Healthy Indiana Plan (HIP) and Hoosier Healthwise (HHW) members.

Expungement and Driver's License Assistance

Up to \$500 to cover the cost of expungement of eligible criminal records and up to \$500 to cover fines and fees to support driver's license reinstatement for members who qualify.

Banking Services

Express Banking® – 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

Access your member ID card, look up doctors and MORE.



Convenient Access to Care

Retail Clinics
in locations near you

CareSource24®
24/7 Nurse Hotline

Telemedicine
Virtual visits on phone,
tablet or computer



CareSource Indiana Medicaid: *Member Rewards*

Health Needs Screening

Members can receive a \$30 Walmart Gift Card for completing the Health Needs Screening within your first 90 days of eligibility.

MyHealth

Through the MyHealth Rewards program adult Hoosier Healthwise (HHW) members can earn up to \$50*. Adult Healthy Indiana Plan (HIP) members can earn up to \$300. *

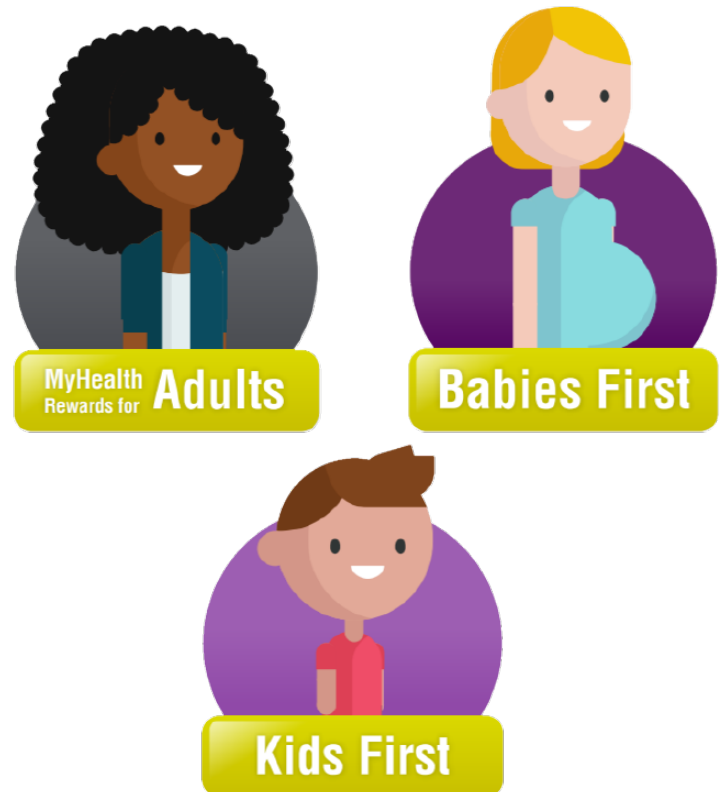
Babies First®

Pregnant and new moms along with their baby who are enrolled in Babies First Rewards Program can earn up to \$200. *

*Rewards are subject to change. Rewards may vary by age, gender and health needs.

Kids First

Children 15 months and older can earn up to \$50* by completing a variety of healthy, preventative activities.



Marketplace

Real health insurance coverage for those who do not have employer insurance and do not qualify for other programs like Medicare or Medicaid.

We got you.



MyHealth Rewards Indiana Marketplace

MyHealth is available to all members at no additional cost and offers access to a variety of health and wellness activities.

Members can earn rewards for completing healthy activities.



Committed to the Marketplace

Competitive premiums

Updates to benefit structure

Enhanced network of health
care providers –



Saving Money On Health Insurance

The majority of CareSource Marketplace members qualify for subsidies* that help bring down the total cost of a Marketplace insurance plan.

COST-SHARING REDUCTIONS (CSR)

Extra savings on out-of-pocket costs that lower the amount owed for any deductible, copayments and coinsurance. CSRs only apply to Silver plans[#], so if you qualify for a CSR, you must enroll in a Silver plan on the exchange to get it.

ADVANCE PREMIUM TAX CREDIT (APTC)

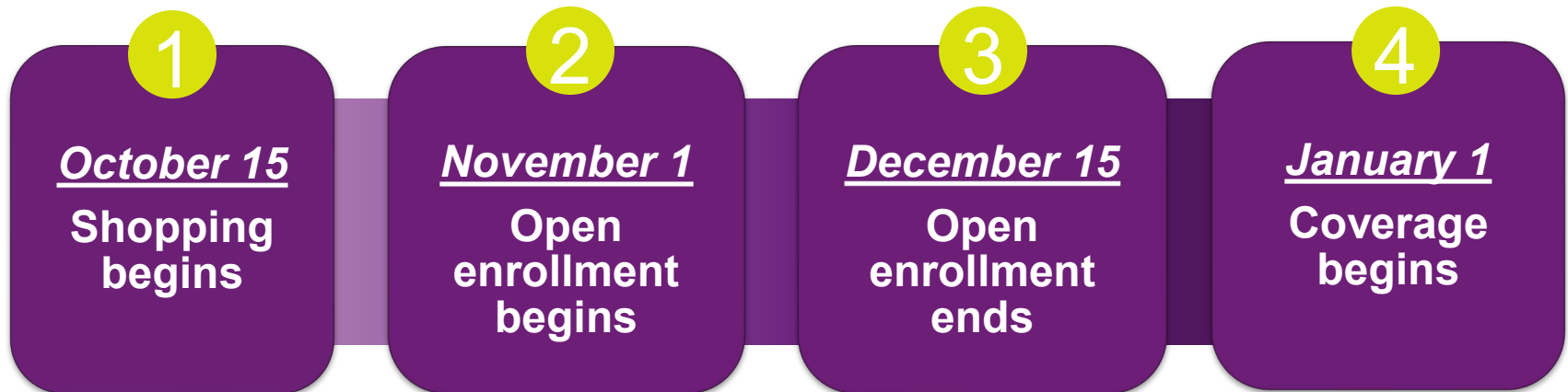
Tax credit taken in advance, in whole or in part, to lower monthly premium payments. This can be used no matter which metal level plan (Gold, Silver, Bronze) you enroll in.



*Based on CareSource Marketplace membership as of July 2020. Eligibility for subsidies is determined by the Health Insurance Marketplace, not CareSource.
#CSRs are also applicable on Limited and Zero plans, available only to members of federally-recognized tribes and ANCSA corporation shareholders.

Health Insurance Marketplace

Open Enrollment Timeline



Coverage Area: *D-SNP*

Starting in 2023,
CareSource D-SNP
is available across the
entire state of Indiana.



CareSource Dual Advantage™ (HMO D-SNP)

CareSource Dual Advantage combines benefits of Medicare and Medicaid into a single plan and adds extra benefits Medicare and Medicaid don't provide on their own. Those who are eligible for Medicare Parts A & B, are eligible for specific levels of Medicaid, and live in our service area may qualify for CareSource Dual Advantage.

***More than just basic
Medicare... more benefits,
more savings, more care.***



A photograph of a man and a young girl with dark skin and curly hair lying on a wooden floor. The man is on the right, smiling and looking at the girl. The girl is on the left, also smiling and looking at the man. They are both wearing white t-shirts. A red object is partially visible behind the girl. A purple banner is in the bottom left corner.

The CareSource Difference

Reimagining Health Insurance

We firmly believe that the future of health care will be shaped by those who innovate and drive value for consumers.

The CareSource model is *not* business as usual. We bring **innovative** thinking and services to members, providers and government organizations.

Care Management

CareSource Life Services®

The CareSource Foundation®





Transforming Care

OUR VISION: Transforming lives through innovative health and life services.

From our very beginning, CareSource has been an innovative force in the landscape of health care. Our business was built upon the unwillingness to accept the status quo and insisting there was a better way. We have built programs that lead health care in a new direction.

CareSource continues to drive health care in an innovative, new direction.



CareSource Integrated Care Model



CareSource® | Integrated Care Model

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QUALITY Embedded Across All Aspects of Care



CareSource Life Services®

VISION

CareSource Life Services provides a holistic foundation to address the social drivers that impact a member's **HEALTH & OVERALL WELL-BEING**.

MISSION

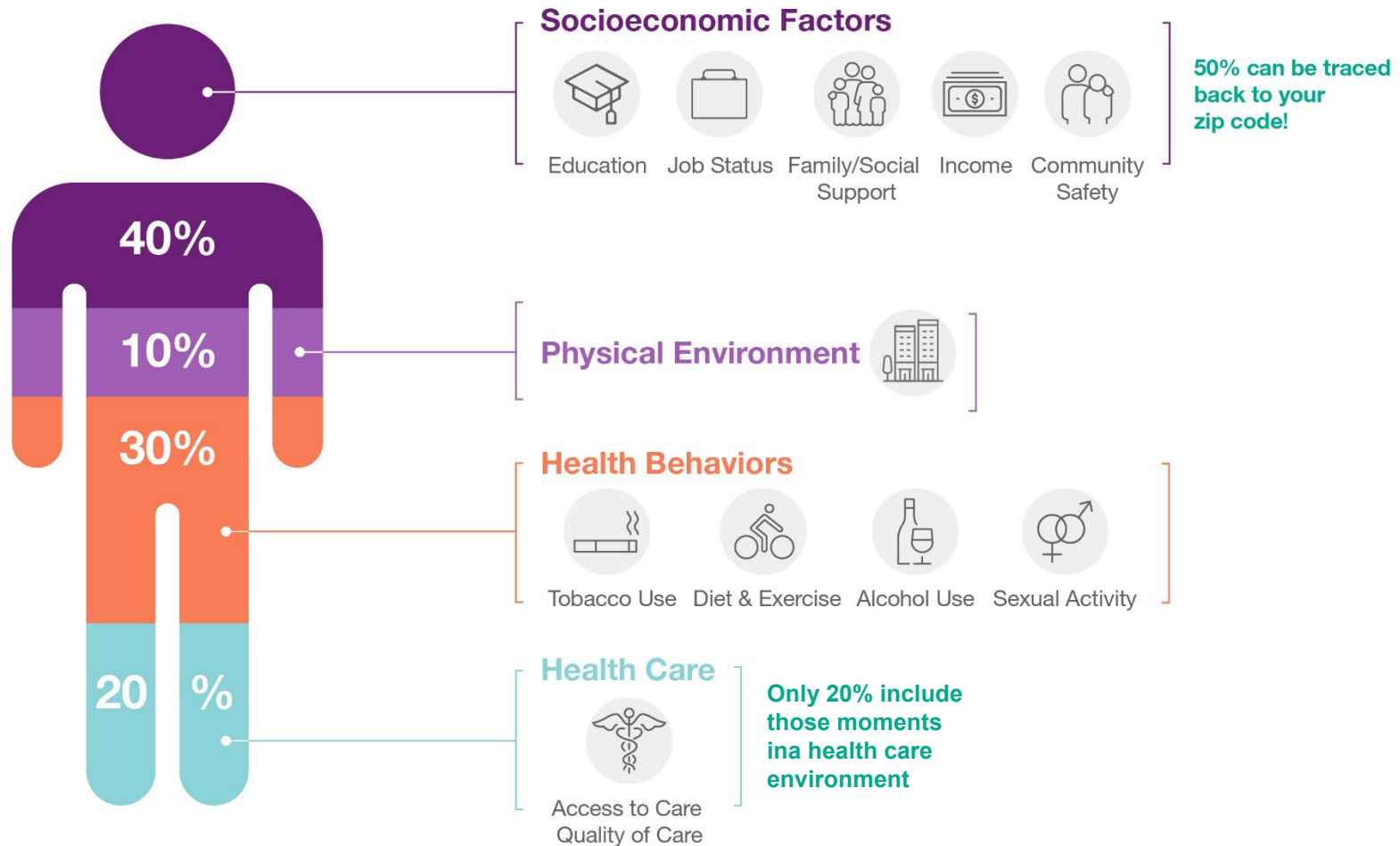
The mission of Life Services is to make a **SUSTAINED IMPACT** in our members' lives by effectively **ADDRESSING THE OBSTACLES** that impede progress in a member's journey toward **SELF-SUFFICIENCY, IMPROVED HEALTH** and **WELL-BEING**.



Life Services = CareSource SDoH Brand



Social Drivers of Health focuses on *“the person outside the patient.”*



Source: Institute for Clinical Systems Improvement, *Going Beyond Clinical Walls: Solving Complex Problems* (October 2014)



Life Services = CareSource SDoH Brand



+ Clinical and Behavioral Health

Health-related social needs are found where people live, learn, work and socialize; they impact health outcomes.



WORKFORCE DEVELOPMENT



- Long-term employment opportunities
- Access to financial literacy
- Connection to adult education and job training
- Increased assets such as home ownership

HOUSING



- Increased quality of safe and affordable housing
- Enhanced financial tools to develop and preserve housing units
- Improved affordability of housing

FOOD AND NUTRITION



- Regular and consistent access to healthy foods
- Education on nutrition and overall health impacts
- Addressing food deserts and inequalities

HEALTH EQUITY



- Pursuit of Health Equity for BIPOC, LGBTQIA+, and complex populations
- Elimination of health disparities
- Partnerships with community, state, and national organizations
- Drive policy and advocate for change

Community-Based Organizations and Retail Partnerships



CareSource JobConnect™

Addressing the social drivers
of health

JobConnect operates in all 92 Indiana
Counties

Approximately 200 employers
in our network

68% retention rate at the 90-day mark
of employment with members
in the JobConnect program*



**2.5x higher than national averages*





CareSource *JobConnect* - Indiana

862

Members who opted into Life Services



***Members who have
retained employment***

201

Employer Partners

2,430

Employment Referrals

5,000+

Community Referrals

*As of 7/19/2022



Our Members Get Real Support

We do more than find our members a job.

CareSource JobConnect provides the support members need through a holistic and individually-prescriptive approach. We are **coordinating an off-ramp** from government subsidies and **creating a pathway** to better health and self-sufficiency.



CareSource Care Transition Programs

Coordinated care is key to achieve optimal health outcomes.

Care Transition Programs

Emergency Room Diversion

Medication Therapy Management
(MTM)

Behavioral Health Seven-day
Post-discharge Follow-up

Care Transition Goals

Promote member adherence to
discharge plan of care

Perform medication review and
reconciliation to ensure safe and
effective use of medications

Identify and address gaps in care
related to care transitions

Assess and identify member educational
needs focused on supporting self-care
management skills



Engagement at Correctional Facilities

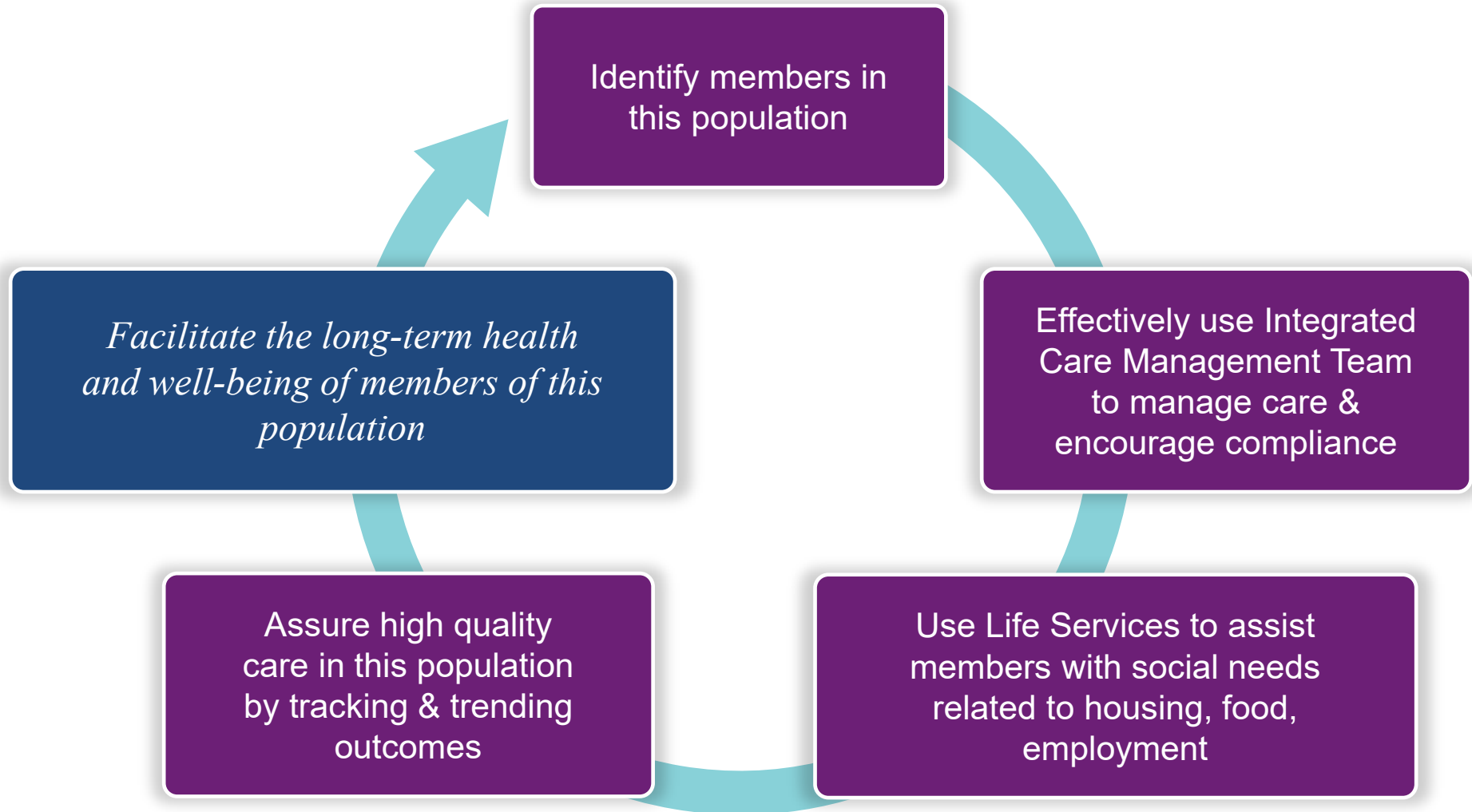
Update: CareSource is now in 15 IDOC facilities.

Identified 2 correctional facilities to be pilot sites for face-to-face engagement of offenders.

Given the opportunity to provide group education and meet with offenders individually.



CareSource's Re-Entry Goals



Care Management

We focus on our members' **health** and **socioeconomic** needs.

No matter where our members are in their stage of wellness, we have services and supports for them.

CARE MANAGEMENT

One-on-one attention to support health needs

DISEASE MANAGEMENT

Assistance managing issues like diabetes, asthma, high blood pressure or high cholesterol

TOBACCO CESSATION

Health coaching from a Certified Tobacco Treatment Specialist

WOMEN & CHILDREN'S HEALTH

Pre-pregnancy and pregnancy programs plus support for young children

BEHAVIORAL HEALTH

Mental health and substance use services and resources

WELLNESS

Online wellness tool to learn about health topics

HEALTH RISK ASSESSMENT

Clarity on personal health and wellness including physical, mental and social health



Behavioral Health (BH) Strategy

We address mental health and substance use disorders through:

Partnering with Providers to improve access and outcomes

Sharing and Using Data across systems of care to ensure quality and compliance

Care Coordination Programs that engage members in care and retention in treatment

Promoting Prevention and Education initiatives and approaches that reduce potential harm



Additional BH Information

Care Management – BH Care Management is available for members.

BH HEDIS – CareSource educates providers on all behavioral health HEDIS measures and partners with providers on quality initiatives to improve health outcomes for members. Some of the HEDIS measures include Follow-Up After Hospitalization (FUH), Follow-Up After Emergency Department Visit for Substance Use (FUA), Antidepressant Medication Management (AMM), Follow-Up Care for Children Prescribed ADHD Medication (ADD) and others.

Mental Health First Aid – Teaches individuals how to respond in a mental health emergency and offer support for someone in emotional distress. CareSource Indiana has two certified adult MHFA instructors and one youth MHFA instructor on staff who can provide education to community partners.

BH On-Demand Webinars – These FREE on-demand educational webinars focus on various behavioral health topics. Learn the causes of each condition, as well as how and when to refer complex patients for specialized treatment.

[CareSource.com/in/providers/education/training-events/medicaid](https://www.caresource.com/in/providers/education/training-events/medicaid)



Additional BH Information

SUD Rewards – Members receive a \$10 reward for each in-network Intensive Outpatient Program (IOP) group session up to \$100.

Question, Persuade and Refer (QPR) – QPR is an emergency mental health intervention for suicidal persons. QPR focuses on identifying and interrupting the crisis and directing the person to the proper care. Indiana has two certified QPR trainers who can provide training to our community partners.

PreVenture training to schools – PreVenture is an evidence-based prevention program that promotes mental health and decreases substance use among teens. PreVenture uses personality-targeted interventions to promote mental health and skill development and decrease youth substance use. The PreVenture program is designed to help at-risk youth ages 12-17 learn useful coping skills, set long term goals and channel their personality toward achieving them. CareSource employs 4 certified trainers who can offer training programs to local schools.

If you would like to learn more about these programs, contact us at Indiana_BH@CareSource.com.



Women and Children's Health Outcomes (WCHO)

Objective

Improve the state of maternal and child health across Indiana through partnerships with key stakeholders at state and local levels.

CareSource Women and Children's Health Outcomes (WCHO)

The Indiana WCHO team of nurses use a multifaceted approach working with community-based organizations and providers to improve health care quality and member outcomes by building strong partnerships, conducting education, encouraging healthy pregnancies and behaviors, and empowering individuals and communities.



Women and Children's Health Outcomes (WCHO)

Priorities and Innovative Opportunities

CareSource recognizes the value of providers and community partners who serve as trusted resources for our members.

CareSource is dedicated to partnering with you to improve member outcomes and make it easier for you to care for our members.

Community Outreach and Education

Create and coordinate CareSource Bumps and Babies Family Resource Fairs (in person and virtual events).



The CareSource Foundation

A Foundation of Collaboration



The CareSource Foundation grants create strong, strategic partnerships with outstanding nonprofits that share our goal of creating healthier communities.

To learn more, go to the CareSource Foundation website at **CareSourceFoundation.com**

2006 - Present

1,900
GRANTS

\$25.1
MILLION

The CareSource Foundation provides grants in the following focus areas:

Health Education & Promoting Healthy Habits

Maternal, Infant and Child Health

Neighborhood and Downtown Redevelopment

21st Century Workforce Development





It's About Our Mission

The CARESOURCE FOUNDATION: Innovation, Humanity & Hope for Our Future

Community Grants: Responsive grants strategically aligned with our focus areas and have a direct impact on the local needs of the states we serve.

Signature Grants: Strategic, targeted programs that produce a long-term, large-scale impact.

Community Engagement: CareSource employees are highly engaged in the community through volunteerism. It is an important component in addressing critical health issues facing our members.





**How can we
help?**

Community- Based Outreach & Partnerships

We are where people live,
work, play and pray





Education & Outreach *We can help!*

Events

Online Resources

Presentations

Local Resources

On-site Marketing

Newsletters

Brochures



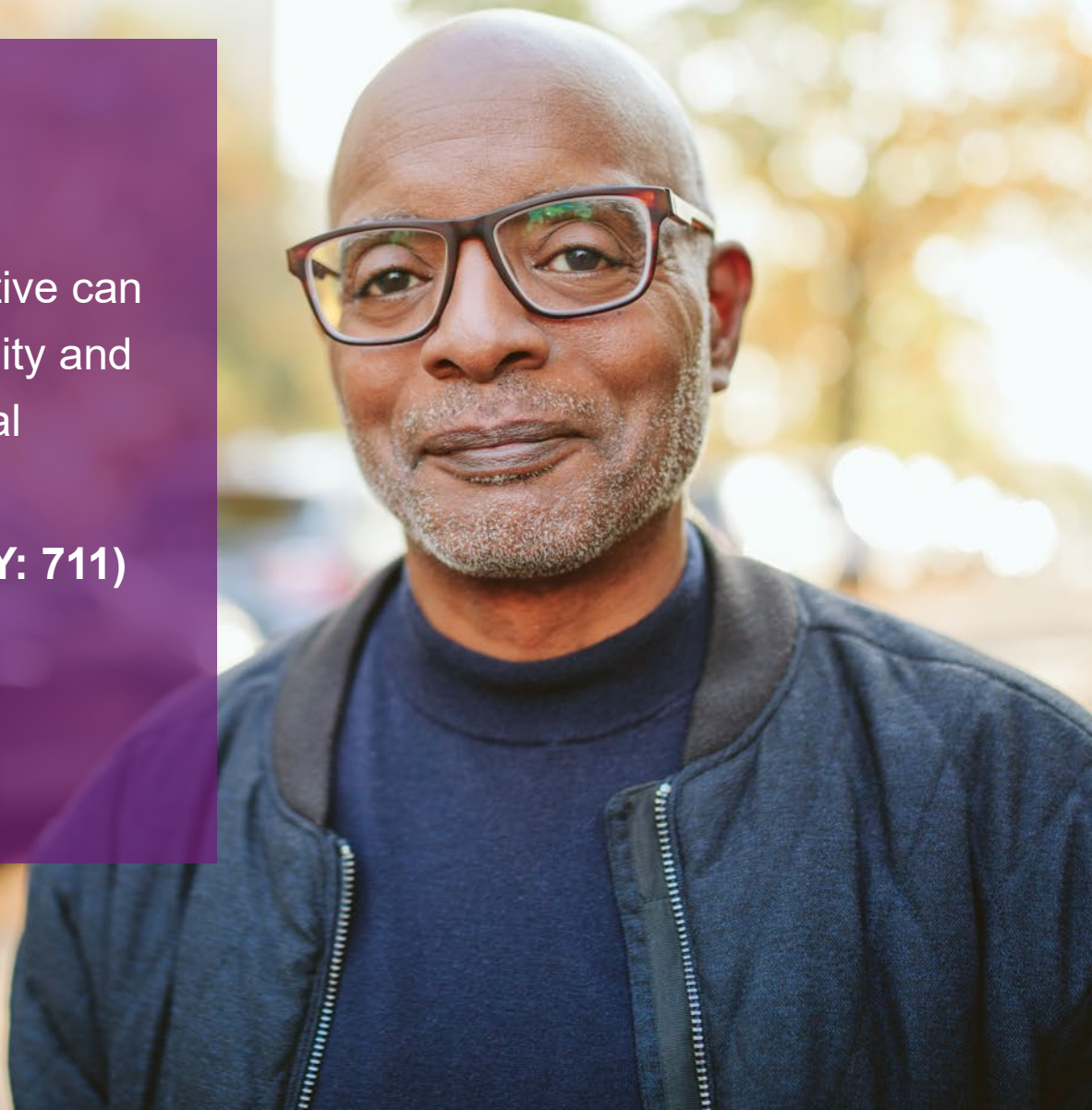
Questions?

A CareSource representative can help you determine eligibility and connect you with additional resources.

Call: **1-844-607-2829 (TTY: 711)**

Visit: **CareSource.com/in**

We want to hear from you





**Contact me
for more
information**

Presenter Name

(555) 555-5555

email@CareSource.com



Appendix



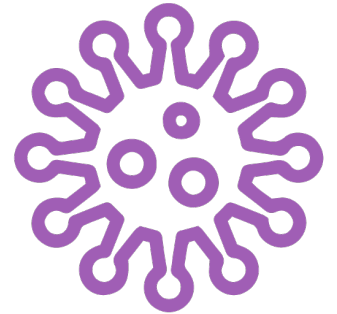
COVID-19 Response

The CareSource Foundation: awarded 15 grants totaling \$1,145,000 to local agencies in the CareSource service area.

Member Support: provided easy access to member-related COVID resources including CDC updates, member support channels and developing plans to prevent service disruptions due to COVID.

Member Vaccine Incentives: CareSource offers an incentive to get your COVID vaccine. We offer \$100 for fully-vaccinated members. Members receive \$50 for the first dose and \$50 for the second. Members who received the single-dose Johnson & Johnson vaccine receive the full \$100.

Provider Resources: facilitated access to the CMS partner toolkit and CDC information, as well as provide updates and announcements for our health partners.



A close-up portrait of a man with dark, curly hair and a light beard, smiling warmly at the camera. He is wearing a red and black plaid button-down shirt. The background is a soft-focus outdoor scene with green grass and trees, with a warm, golden light source in the upper left corner creating a bokeh effect.

Facing the Opioid Epidemic Fearlessly

Our Commitment

In the battle against the opioid epidemic, CareSource is all in. Our mission and our purpose are the reasons we continue to fight the grip of addiction in the communities we serve.

For more than six years, CareSource has covered 95% of all non-opioid medications and offered many alternative treatments for pain management without requiring a prior authorization.

We are dedicated to helping our members overcome addiction and live a life of good health and self-sufficiency.



Partnering with Communities

Our providers and community partners are on the front lines of this epidemic, and we are committed to giving them the resources they need to succeed in treating our members.

CareSource.com provides:

- Screening tools
- National treatment guidelines
- Tapering resources
- Care management resources
- Pathway for help
- Opioid provider toolkit
- SUD provider toolkit
- Controlled Substance Report (provides awareness of controlled substance over-prescribing)



Help Is A Phone Call Away

If you identify someone who is ready to seek treatment, encourage them to call:

CareSource Addiction Treatment

1-833-674-6437

(TTY: 711)

7 a.m. – 7 p.m., Monday – Friday



