BEHAVIORAL HEALTH MEMBER PROFILE

We partner with you to offer more coordinated care – access your patients' health information in one convenient location on the CareSource Member Profile. The Member Profile helps with coordination of care between physical and behavioral health providers. We encourage you to take advantage of this tool to increase care coordination and better serve our members.

Innovations for Coordinated Care

Use the data in the CareSource provider portal's Member Profile to offer coordinated, streamlined care for your patients. The Member Profile will help you to:

- Efficiently determine an accurate diagnosis
- Reduce unnecessary diagnostic tests
- Identify needed preventive tests
- Minimize emergency room visits
- Prevent potential drug interactions and promote better medication management

Access Comprehensive Information

Find CareSource patients' information in one comprehensive location, including:

- Patient demographics
- Primary Medical Provider (PMP) information
- Prior prescribing information (updated daily)
- Historical diagnoses
- Patient-specific quality metrics (such as mammography screening, A1C value, and more)
- Prior hospital admissions
- Emergency room visits
- Specialist visits
- Case management activity
- Outpatient behavioral health visits, including service code, service description and location of services rendered
- Medicaid Rehabilitation Option (MRO) service information

The data contained in CareSource's Member Profile can be especially helpful by providing information that is not available from other sources. Office staff can easily print or add the Member Profile electronically to your patients' medical records.
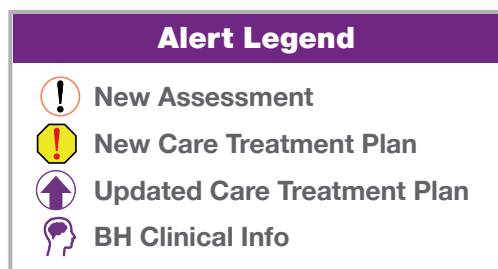
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Better Care Solutions

Information contained in the CareSource's Member Profile can lead to a more efficient and accurate path to diagnosis and treatment. Patient-specific quality metrics can also help identify preventive tests your patients need. In cases where patients already have a diagnosis for chronic conditions, the Member Profile can play a significant role in supporting your ongoing care. CareSource's Member Profile can also drive appropriate emergency department use.

Information contained in the profile can assist you by:

- Providing medical and behavioral health history
- Identifying potential prescription non-adherence or misuse
- Identifying duplication of services
- Introducing disease or case management options available from CareSource

In addition to the Member Profile, you can view member alerts on the **Provider Membership List**, including alerts about new assessments, new or updated care treatment plans, and behavioral health clinical information. The alerts displayed on the Provider Membership list remain.

Alert Legend
! New Assessment
! New Care Treatment Plan
⬆ Updated Care Treatment Plan
🧠 BH Clinical Info

Member information related to treatment for SUD, HIV, or AIDS is restricted unless the member has consented to release such information. CareSource requests providers to ask and encourage members to sign a consent that permits release of substance use treatment information to CareSource.

The *Member Consent/HIPAA Authorization Form* is available on our website, and we encourage all members to sign the form to facilitate care coordination efficiently. It can be found on **CareSource.com** > Members > Forms.

Fast and Simple to Use

Visit our secure online Provider Portal to see how the CareSource Member Profile can easily fit into your daily workflow and help improve patient outcomes!

Follow the instructions below to access the CareSource Member Profile and the Provider Membership List

For provider portal Registered Users, do the following:

1. Visit **CareSource.com** > Login > Providers
2. Enter your username and password, and click **Login**.
3. From the left-hand navigation menu, do one of the following:

    - To access the Member Profile, click **Member Eligibility**, from the left-hand navigation menu, click **Member Search** > **Member Eligibility** and enter the appropriate search criteria to locate a member. While viewing the member information, use the **Click to View** link to view the Member Profile PDF.
    - To access the **Provider Membership List**, from the left-hand navigation menu, click **Member Reports** > **Provider Membership List**.

Not Registered with the CareSource Provider Portal?

1. Visit **CareSource.com** > Login > Providers
2. Click on "Register Now" and follow these three easy steps to complete your user registration:

    Step 1: Enter your provider name, tax ID, affiliation ID and zip code.

    Step 2: Review and accept the agreement.

    Step 3: Create your username and password.

Please note the username and password you created for future use when accessing CareSource's Member Profile and the many other helpful tools available on the provider portal.

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