



SPRING 2022

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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## The COVID-19 Pandemic Continues into 2022

We are entering the third year of the COVID-19 pandemic with yet another COVID-19 surge expected related to Delta, Delta-plus and Omicron variants. The death toll will continue to rise well into 2022 and the number of Americans not vaccinated is fueling this catastrophe.

During the pandemic, most Americans continue to identify their primary care physician as their most trusted health advisor. How can you help keep your patients safe? Leading conversations with science as fact, along with this short list of best practices, may help:

1. Vaccinate and boost
2. Wear a mask
3. Socially distance when able
4. Wash your hands often and thoroughly
5. Use COVID-19 testing prior to gatherings
6. Improve ventilation and air filtering

Healthy eating, plenty of physical activity, stress reduction and adequate amounts of sleep is also critical for keeping the body's immune system at its maximum level of function.

Your patients will continue to look to you for guidance and strength. Continue to access our [Updates and Announcements](#) page regularly for updates and news on the COVID-19 pandemic.

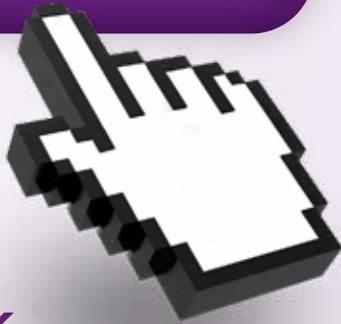
Thanks for all you do for our CareSource members.

Regards,



Cameual Wright, M.D., M.B.A.  
Chief Medical Officer, Indiana




 UPDATES


## Network Notification Bulletin

CareSource regularly communicates operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. Here are some network notifications posted from the previous quarter that you may have missed:

**All:**

[Provider Portal Account Linking Enhancement](#)

**Medicaid:**

[CareSource Supports Members with Substance Use Disorders](#)

[Clarification on Dental Electronic Payment Process Change](#)

**Marketplace:**

[Correct Coding Claims Update](#)

CareSource would also like to remind you of our electronic policy postings, conveniently packaging medical, pharmacy, reimbursement, and administrative policy updates into a monthly network notification for your review. You can also find our provider policies listed at [CareSource.com](#) > Providers > [Provider Policies](#).

## Provider Rights

- The right to review information submitted from outside sources (e.g., malpractice insurance carriers and state licensing boards) to support their credentialing application upon request to the CareSource Credentialing department. CareSource keeps all submitted information locked and confidential.
- The right to correct incomplete, inaccurate or conflicting information that was submitted to support their application prior to presenting to the credentialing committee. If any information obtained during the credentialing or recredentialing process varies substantially from the application, CareSource will request that the provider submit written clarification to the Credentialing Department electronically, by email, fax or by certified mail, return receipt requested and the provider will be given five business days to respond. No response within that time frame will result in discontinuance on the sixth day.
- The right to be informed of the status of their credentialing or recredentialing application upon written request to the Credentialing department. An automated email is sent to providers once their application is submitted via the CareSource Provider Portal. This email directs them to contact Provider Services to obtain application status updates. Provider Service Representatives can inform providers if their application is completed and they are showing as participating in the CareSource network, or if their application is still in process while referencing the state-specific time frames. Practitioners also have the ability to check the status of their application by visiting the [CareSource.com](#) website, signing into the Provider Portal and entering their application and NPI numbers.

# How Do Your Patients Perceive You?

Every year, from February through May, CareSource is required to conduct patient experience surveys, like the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and submit the results to NCQA and CMS. In this survey, many of your CareSource patients will be asked questions about their health care experiences and this includes you!

Our partnership makes a big impact on the patient's perception of their health care experience. We know your team works hard to take care of your patients and we want to help. We look forward to continuing as your partner in delivering a high standard of care.

With these surveys underway, here are some things to consider during your patient interactions:

- ✓ How would your patients rate you as their personal doctor, specialist, and the care you provide?
- ✓ Is it easy for patients to make an appointment with you as soon as they need?
- ✓ Are you informed and up-to-date about their care?
- ✓ Do you let patients know when and how they will receive test results?
- ✓ Do you explain things well, listen carefully, show respect, and spend enough time with them?
- ✓ Have you recommended or given their flu vaccination?

**We appreciate all that you do to provide quality care!**



## Telehealth

Telehealth is an essential tool for providing care to our members during the COVID-19 pandemic. CMS announced COVID-19 flexibility and waivers during the public health emergency.

Guidelines to keep in mind include:

- Telehealth includes video visits, phone calls and online communication. Asynchronous Telehealth refers to communication tools such as: email, text messages and patient portal interactions. Synchronous care is a “real-time” interaction for patient health communication using tools such as: video calls, audio only calls to confirm instructions and text messaging to answer patient questions.
- CMS announced a waiver allowing health care providers to furnish Telehealth and other services using communications technology wherever the patient is located, including at home, even across state lines. Practicing across state lines is still subject to the requirements set by the states involved.
- Health and Human Services has helpful information regarding billing for telehealth during COVID-19. It can be accessed here: [telehealth.hhs.gov/providers/billing-and-reimbursement/](https://www.hhs.gov/providers/billing-and-reimbursement/)





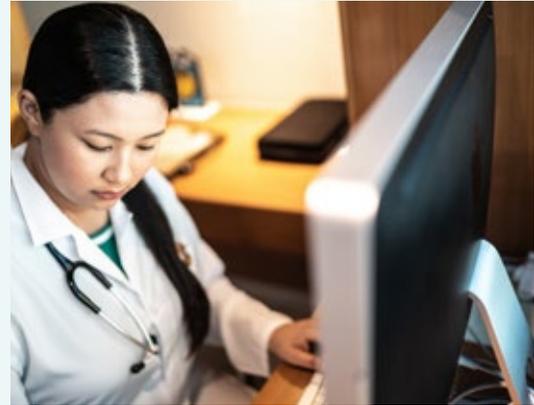
## Member Rewards for Patients with Substance Use Disorder

An important part of recovery from substance use disorders (SUD) is participating in Intensive Outpatient Programs (IOP). Due to the high success rate of such programs, CareSource is offering members rewards for attending in-network IOP. Those who attend an in-network IOP can earn as much as \$100 per year for attending up to 10 IOP sessions. Members have the option to earn an additional \$200 in rewards by following the MyHealth program found in their MyCareSource account.

For each processed IOP claim, the reward will be added to the member's account. The member just needs to log in to redeem.

If you believe your patient could benefit from working with a behavioral health provider, one can be found through the [Find-A-Doctor/Provider](#) tool on **CareSource.com**. Please note that behavioral health is a self-referral service.

If a member needs immediate help for SUD, please refer them to CareSource's Addiction Hotline at **1-833-674-6437** or visit [CareSource.com/mental-health-addiction](https://www.caresource.com/mental-health-addiction). For questions, please call Provider Services at **1-844-607-2831**.



## Behavioral Health Member Profile

On a nightly basis, CareSource sends information to the CareSource Provider Portal, including a behavioral health profile, to the assigned primary medical provider (PMP) on file with us. This profile lists the physical and behavioral health treatment received by that member. Information about substance use disorder treatment and HIV is only released if the member has signed a consent form.

If you are a PMP and want to view one of your member's behavioral health profiles, please visit the provider portal, **CareSource.com** > Provider Overview > [Provider Portal Log-in](#). If you are unable to login to the portal, please call the CareSource Provider Services Department at **1-844-607-2831** for assistance. Feel free to check the Provider Portal at any time for updates and changes to the behavioral health profile.

We hope that the behavioral health profile assists in the exchange of health information between the PMP and the behavioral health providers treating the member to aid in coordination of care.

**Indiana Medicaid**

# Your Patients' Lives Can Be More Rewarding!

## CareSource offers member rewards\* for 2022 preventive services

Did you know CareSource REWARDS its members for taking a proactive role in their health and well-being? We have developed lifestyle rewards programs to encourage your patients to participate in various annual wellness visits and preventive care programs.

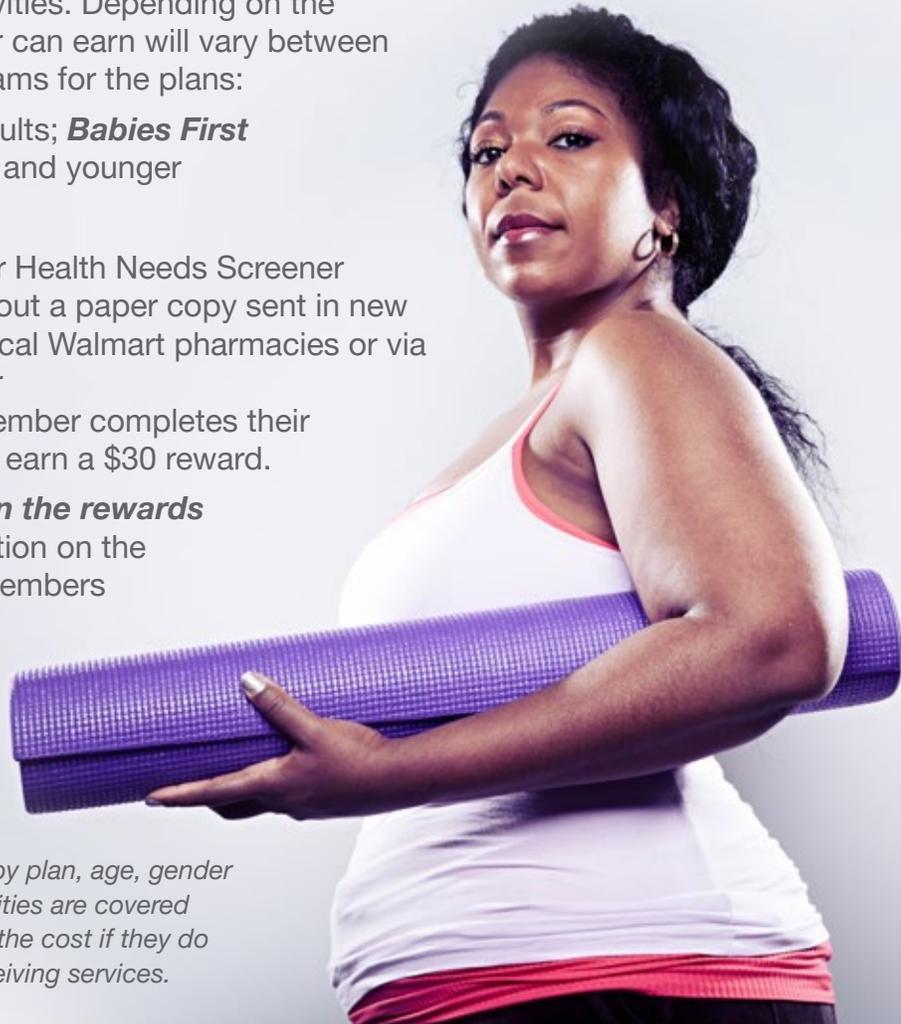
As a CareSource member, they are automatically enrolled in most reward programs. Members can earn rewards for completing preventive health screenings, dental exams, vaccinations and many other wellness activities. Depending on the member's plan, the total amount a member can earn will vary between \$45 and \$300. Below are the reward programs for the plans:

- ✓ Indiana Medicaid – **MyHealth** for adults; **Babies First** and **Kids First** for those persons 17 and younger
- ✓ Indiana Marketplace – **MyHealth**

Members are encouraged to complete their Health Needs Screener (HNS) online at CareSource.com, by filling out a paper copy sent in new member kits, at a health kiosk located in local Walmart pharmacies or via telephone at **1-844-607-2829** (Medicaid) or **1-866-286-9949** (Marketplace). If a new member completes their HNS within 90 days of enrollment, they will earn a \$30 reward.

### **Encourage your patients to participate in the rewards programs!**

You can find additional information on the CareSource Provider Portal. CareSource members are mailed information about the programs and can find information on **CareSource.com** (under the rewards section) and watch the member newsletter for program updates.



*\*Rewards are subject to change. Rewards will vary by plan, age, gender and member health care needs. Not all reward activities are covered services annually. Members may be responsible for the cost if they do not check with CareSource or their PMP before receiving services.*

The MemberSource newsletter is a great resource to stay up-to-date with health, wellness and plan information for your CareSource patients. To view editions of the MemberSource newsletter, visit **CareSource.com** > Members > Education > [Newsletters](#).





## CMS Interoperability Payer-to-Payer Data Exchange



You can help CareSource have more complete member information in our records by encouraging members to share their clinical health data from their previous health plans with us. This makes it easier for us to help connect members to the care they need.

Current CareSource members can request CareSource to electronically retrieve their clinical data from their previous health insurance company. Former CareSource members can request their new health insurance company to electronically retrieve their clinical data from CareSource.

Please remind members to log into MyCareSource® and fill out the form to submit a request to share their information. We will work with their previous plan to get their data. Some plans may not be able to share data with us at this time.

## Pharmacy

### Pharmacy Updates



CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under your plan, go to the [Find My Prescriptions](#) link under Member Tools & Resources. The most current updates can be found there also. If members do not have access to the internet, they can call Member Services for their respective market and plan. A CareSource Representative will help members find out if a medication is covered and how much it will cost.



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## We want to hear from **you!**

We value provider feedback and want to ensure we provide adequate communication, education and resources for you to serve our members. Please complete the survey at the link below to rate your satisfaction with the ProviderSource newsletter, as well as share topics you'd like to see future newsletter publications!

Access the survey here:

[caresource.qualtrics.com/jfe/form/SV\\_eb5VIK9kgmMSrpc](https://caresource.qualtrics.com/jfe/form/SV_eb5VIK9kgmMSrpc)

*Thank you for your partnership!*

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