



SUBSTANCE USE DISORDER: Integrated Care Flier



CareSource understands the multifaceted, chronic, and relapsing nature of substance use disorders (SUD). As an industry leader, CareSource has developed innovative and collaborative programs that not only address the member's substance use, but also his/her medical, psychological, social and safety issues. We cover a full spectrum of psychosocial support interventions to help integrate behavioral and physical healthcare for our members.

Why Integrated Care?

Integrated care combines primary health care and mental health care into one setting and helps patients and providers both when receiving and delivering care. According to the National Institute of Mental Health (NIMH), primary care settings provide approximately half of all mental health care for common psychiatric disorders. Individuals with psychological health conditions have higher rate of mental health issues. Integrated care blends the expertise of mental health, substance use and primary care clinicians, allowing a continuous feedback loop between providers, patients and their caregivers. Providers practicing integrated care helps address the whole person and is essential for positive health outcomes and cost-effective care.

Psychosocial Support Interventions

- Traditional SUD outpatient therapy programs
- Psychiatry and/or therapy to address co-occurring substance use/mental health disorders
- Coordination with the member's primary care provider for follow-up with high correlating co-occurring disorders/identification and coordination of medical issues impacting the treatment plan
- Identification and elimination of barriers, including transportation, housing, food and prescriptions

Goals

The overall goal of the SUD program is to improve access to treatment and care coordination for CareSource members. Strategies to reach this goal include:

- Integration of physical and behavioral health care
- Coordination of care across providers and systems
- Collaboration with medical treatment interventions
- Member and provider education
- Referral and collaboration with community mental health resources
- Care management for specific disease states and pain management
- Obtaining member consent for individuals with SUD to coordinate care appropriately
- Ongoing care management monitoring and evaluation of treatment program progress

Partnering and Collaboration

The co-occurring and co-impacting conditions that arise with SUD require a collaborative approach among CareSource, providers and community stakeholders. Following national guidelines, CareSource assists with the coordination of care across systems. Strategies include:

- Assessing and collaborating to address community needs
- Engaging providers, groups, committees and initiatives
- Coordinating benefits with key stakeholders

Additional Care Management Services

CareSource24® Nurse Advice Line

Our nurse advice line provides a resource for members who face medical issues when the primary care provider (PCP) office is closed. CareSource nurses help callers navigate the health care system by explaining to members how and when to access services. In addition, they facilitate follow-up care as needed. CareSource24 provides unlimited access to an experienced staff of registered nurses through a toll-free number 24 hours a day, seven days a week.

Care Management Program

The Integrated Care Management Team addresses the member's needs by focusing on the multifaceted, chronic and relapsing nature of substance use disorders. The program uses a community-based approach by working with various internal and external clinicians. In addition, the Care Management Team addresses medical, psychological, social and safety issues.

Members can call the care management program at: 1-844-607-2829 (TTY: 1-800-743-3333 or 711)

Emergency Department Diversion and Collaboration

CareSource closely monitors Emergency Department (ED) utilization and identifies frequent users, outreaching to members to help reduce avoidable ED utilization through education, identification of barriers, and by linking members to a regular source of care.

Medication Therapy Management

Medication Therapy Management (MTM) is designed to help identified members take active control of their health through better understanding of their medication and engagement with their local pharmacist.

Screening, Brief Intervention, and Referral to Treatment

Screening, Brief Intervention and Referral to Treatment (SBIRT) services are covered for Medicaid and Marketplace. SBIRT is an early intervention approach that targets individuals with non-dependent substance use in order to proactively intervene, prior to the urgent need, and to avoid more intense treatment.

SUD Rewards

CareSource offers rewards for members who take the steps towards recovery from addiction. Healthy Indiana Plan (HIP) members who attend in-network Intensive Outpatient Program (IOP) sessions can receive rewards. Members and providers can get more information about MyHealth Rewards by calling Member Services **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

Free Transportation

CareSource covers unlimited free transportation to covered appointments.

Addiction Help Line

CareSource offers addiction help to get connected to treatment options. Members can call the Addiction Help Line at 1-833-674-6437.

For more information about services and programs, contact Provider Services at **1-844-607-2831**.