



FALL 2020

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Tips to Help You Improve Patient Satisfaction and Engagement

CareSource wants to help improve your patient engagement and satisfaction. The following tips will not only improve your Consumer Assessment of Healthcare Providers and Systems (CAHPS) rating, but should boost patient compliance, patient retention and health outcomes:

Improve patient experience with provider access

- Build trust with patients by being an advocate.
- Be willing to offer more than one choice.
- Call the specialist to coordinate care when necessary.
- Help prepare your patient for the appointment.

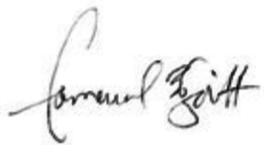
Be flexible to improve access to care

- Implement flex schedules outside normal office hours.
- Accept walk-in or same-day visits.

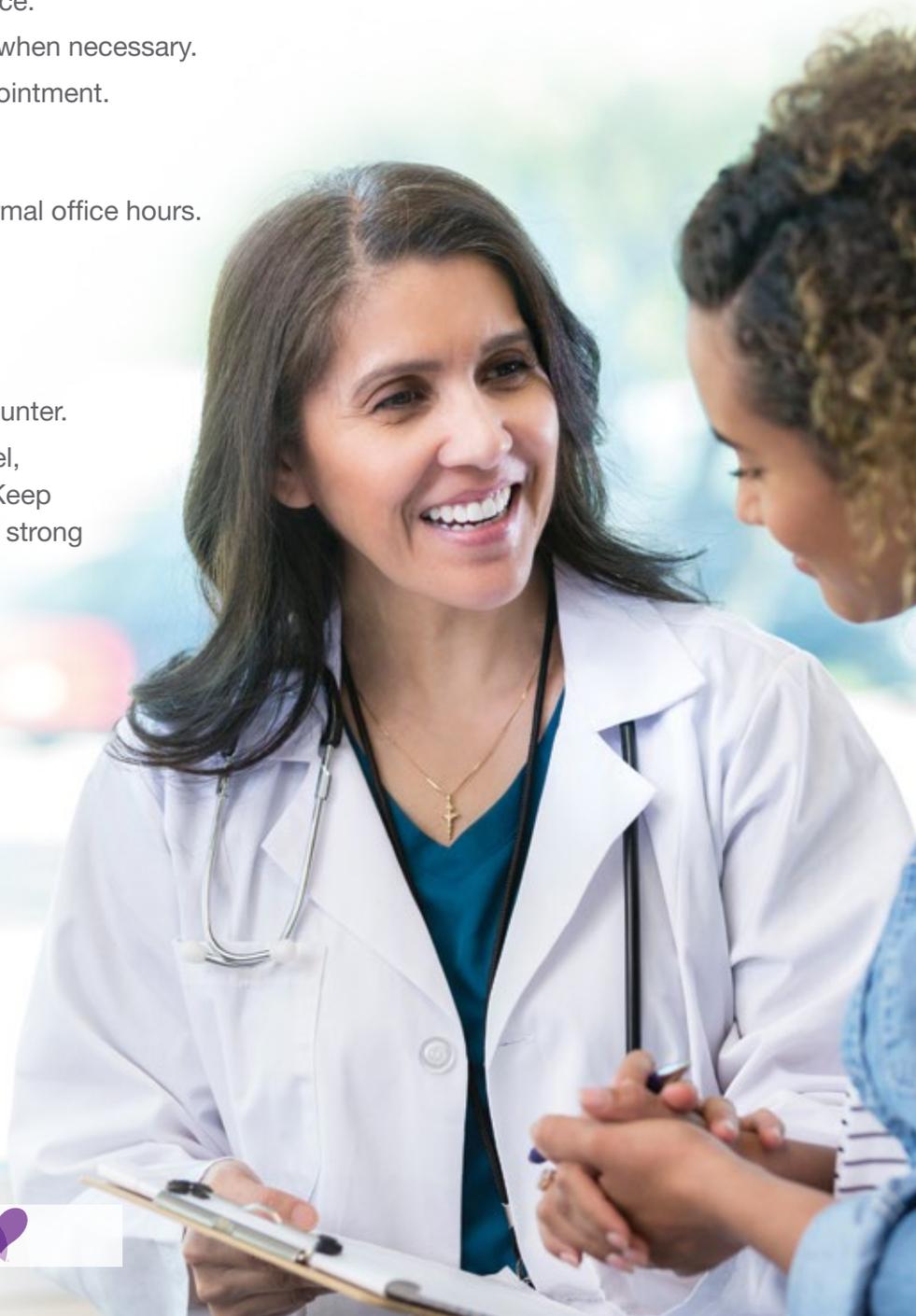
Improve patient engagement

- Promote flu-shot administration – Have your staff discuss at every encounter.
- Promote smoking cessation – Counsel, prescribe and/or refer to a program. Keep talking to your patients as you have a strong influence on their medical decisions.

In good health,



Dr. Cameual Wright MD, MBA
Medical Director, Indiana Market



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 were some network notifications posted from the previous quarter that you may have missed:

Indiana Medicaid Providers

- COVID-19: Temporary Expansion for Molecular Diagnostic Testing for Influenza Virus Infection and Streptococcus A and B
- COVID-19: Coding and Billing for Testing Services
- COVID-19: CDC Health Alert on Chloroquin
- Recent Provider Portal Updates
- Superior Vision Frequently Asked Questions (FAQs)
- Policy Updates May 2020
- Correct Payer ID for Claims Submissions
- Designation of Availity as Exclusive EDI Getaway
- Superior Vision Go-Live Date

Indiana Marketplace Providers

- COVID-19: Temporary Expansion for Molecular Diagnostic Testing for Influenza Virus Infection and Streptococcus A and B
- COVID-19: Anti-Stockpiling Quantity Limits – UPDATE
- Policy Updates June 2020
- Provider Portal Attachment Quick Start Guide
- Correct Payer ID for Claims Submissions
- Policy Updates April 2020

Network notifications can be accessed at [CareSource.com](https://www.caresource.com) > Providers > [Updates & Announcements](#).

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](https://www.caresource.com) > Providers > [Provider Policies](#).

BE AWARE

COVID-19 SCAMS

We want you to be aware of COVID-19 fraud schemes so that you can report them and/or warn your patients.

Schemes include:

- Individuals and businesses selling fake cures for COVID-19 online and engaging in other forms of fraud.
- Robocalls, sales calls, social media posts, emails, and door-to-door visits promising free care packages in exchange for patient's Medicaid or Medicare number.
- Phishing emails from entities posing as the World Health Organization or the Centers for Disease Control and Prevention.
- Malicious websites and apps that appear to share COVID-19 related information to gain and lock access to your phone, tablet or computer until payment is received.
- Seeking donations fraudulently for illegitimate or non-existent charitable organizations.

To report suspected fraud, call the CareSource member or provider hotline and tell the automated attendant you wish to report fraud. You will be routed to a confidential fraud hotline. This hotline is available 24 hours/day.

HPV Vaccine Initiative



In partnership with the Indiana Immunization Coalition and the American Cancer Society, the Indiana State Department of Health and multiple community organizations, we are working to reduce the risk of cancer in Indiana through increased prevention.

This initiative focuses on the human papilloma virus (HPV) and increasing the vaccination rate throughout the state of Indiana.

Indiana is the 15th highest state in the country for vaccinating our adolescents with Meningococcal conjugate vaccines, which is more commonly known by the HEDIS measure and its abbreviated name of MenACWY, but 33rd for vaccinating against HPV. That's why we need your help. As a provider, you are empowered to assist in cancer prevention efforts by talking to parents or guardians about the importance of the vaccine and reducing the risk of HPV related cancers.

Together, we can reduce the burden of cancer in Indiana. Thank you for your time and attention to this important initiative! For more information, visit [CareSource.com](https://www.caresource.com) > Providers > Updates & Announcements > [HPV Vaccine Initiative](#).



Prescribers Can Help Improve Medication Adherence

Medication non-adherence contributes to poor patient outcomes. Here are some factors to consider for improving adherence:

Patient Factors

- **Identify Non-adherence:**
 - Evaluate if the reason a medication is “not working” is due to an adherence issue
- **Provide Clear Communication:**
 - Explain new medications and changes to existing prescriptions to the patient in various forms
 - Give patients a written reminder when prescriptions are transmitted to pharmacies electronically

Medication Factors

- **Consider Formulary Status:**
 - Ensure the medication is preferred on the formulary (**CareSource.com** > Providers > Drug Formulary) to avoid prior authorization delays
- **Consider Pill Burden:**
 - Prescribe medications that are dosed once a day when possible
 - Prescribe combination products when possible
- **Consider Quantity:**
 - Many CareSource plans allow a 90-day supply for chronic medications

Pharmacy Factors

- **Help Patients Find Convenience:**
 - Suggest pharmacies that offer free delivery
 - Encourage patients to sign up for pharmacy prescription refill programs
- **Cancel Inactive Prescriptions:**
 - Cancel refills on old prescriptions if the dose or medication has changed.



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 you do not have access to the internet, you can call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711). A CareSource Representative will help you find out if a medication is covered and how much it will cost.



Initiation and Engagement of Alcohol and Other Drug Abuse or Dependency Treatment (IET):

The Importance of Continued Patient Treatment Engagement

According to NCQA, in 2016, more than 20 million Americans over the age of 12 have been identified with an alcohol or substance use disorder (SUD), which is 7.5 percent of the population.

The NCQA HEDIS® IET measures the percentage of adolescent (13-17 years) and adult (18+ years) patients with a new diagnosis of alcohol or other drug (AOD) abuse or dependence who initiated treatment within 14 days of the diagnosis. This measure also includes the percentage of patients that initiated and were engaged in ongoing AOD treatment within 34 days of the first visit.

HOW YOU CAN HELP

- Educate your patients about the importance of initiating and remaining engaged in treatment
- Remind your patients of appointments
- Allow walk-in assessments
- Centralize appointment scheduling and increase availability outside normal hours
- Improve the patient experience, such as satisfaction surveys
- Use correct codes when billing for the initiation and engagement of treatment
- Encourage Peer Support Services or other local community programs
- Assist with transportation and other resources
- Refer patients to care management through the Provider Portal at [CareSource.com](https://www.caresource.com) > Providers > [Provider Portal Log-in](#) or by calling Member Services at **1-844-607-2829**.





Indiana Medicaid Behavioral Health Profile

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

If you are a Primary Medical Provider (PMP) and want to view one of your patient's behavioral health profiles, please visit the provider portal, **CareSource.com** > Providers > **Provider Portal Log-in**. If you are unable to log in 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 patient to aid in coordination of care.

Training Opportunity

CareSource is excited to invite our Health Partners to view six provider education recordings of our live training 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.

Our Series:

- Medication Assisted Therapy (MAT), by Dr. Michael Wilson
- Autism, by Dr. Christina Weston
- ADHD, by Dr. Michael Wilson
- Trauma-Focused Care, (ACE Study), by Dr. Lori Desautels
- Depression, by Dr. Mark Reynolds
- Cultural Competencies (Re-entry, Burmese, and Foster Care) by Dr. Cameal Wright, Naw Phaw and Angel Knapp



To access these webinars, visit the provider portal at **CareSource.com** > Providers > Provider Portal Login and use password: **CSWebinars2018!**



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WE ARE HERE FOR *you!*

CareSource wants our providers to be aware of all the ways we offer support and the channels you can access to get your questions and needs met. In an effort to better support our providers and offer an immediate response to questions, concerns and inquiries, we offer claims, policy and appeals assistance through our call center when you call our plan-specific Provider Services departments.

