



NETWORK *Notification*

Notice Date: December 4, 2020
To: Indiana Medicaid Providers
From: CareSource
Subject: Behavioral Health Member Profile for Coordination of Care

Summary

Your partnership is important to us, and we strive to ensure you are aware of the latest updates to our tools and resources. This network notification highlights recent CareSource Provider Portal updates.

On a daily basis, CareSource sends information to the provider portal, including a member 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 PMP and want to view one of your member's profiles, please visit the provider portal, **CareSource.com** > Provider Overview > [Provider Portal Log-in](#).

Impact

The member profile now contains additional content for outpatient behavioral health visits, including service code, service description and location of services rendered. The profile displays outpatient behavioral health visits and substance use disorder (SUD) residential stays.

We encourage the use of the member profile to help with coordination of care between physical and behavioral health to better serve our members. The goal is to obtain thorough and timely patient information, which is essential to addressing patients' care plan needs and supporting positive health outcomes. To help with provider coordination, the member profile now has an icon available in the Provider Membership List that indicates when recent behavioral health services were provided to the member.

Questions?

If you are unable to log in to the portal, please call the CareSource Provider Services department at **1-866-286-9949** for assistance. Feel free to check the provider portal at any time for updates and changes to the member profile.

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