



NETWORK *Notification*

Notice Date: May 21, 2025
To: Indiana Medicaid Providers
From: CareSource
Subject: Behavioral Health Care Coordination

Summary

CareSource would like to remind health partners of the importance of physical and behavioral health (BH) care coordination for all members receiving both physical and BH services, to the extent permitted by law and in accordance with the member's consent, when required. Across provider types, primary medical providers (PMPs) and specialists' value certain key information. PMPs prioritize treatment plans, diagnosis, medications, and adherence to medication information. BH providers prioritize family engagement, adherence to appointments and medication information. Understanding this, practitioners can conscientiously share information that is most relevant to the providers with whom they are communicating. The goal in provider communication is thorough and timely sharing of patient information, which is essential to addressing patients' care plan needs and supporting positive health outcomes.

CareSource would like to remind our providers of the importance of physical and BH providers to coordinate care for all members receiving both physical and BH services, to the extent permitted by law and in accordance with the member's consent, when required. Providers must provide member records to CareSource upon request.

CareSource provides a Coordination of Healthcare Exchange of Information form to help facilitate referrals and information exchange between PMPs and BH specialists. Please visit **CareSource.com** > Provider > [Forms](#) to access the form (Use web drop-down to navigate to the correct plan page). We welcome you to use this form when exchanging information between providers.

Our secure online provider portal offers coordinated, streamlined care for your patients. You can view a Member Profile, payment history, claims status, coordination of benefits, prior authorizations, care treatment plans, a clinical practice registry, monthly membership lists, and much more. You can visit the Provider Portal at <https://providerportal.caresource.com/IN/>.

Care Managers are available to assist with coordination of care. Please return a copy of the Coordination of Healthcare Exchange of Information form to Indiana_BH@CareSource.com and a case manager will assist you with care coordination efforts.

Impact

Care coordination improves outcomes for your patients and strengthens the relationship with their medical team. It reduces costs, prevents duplicative services and medication interactions, provides clarity around referrals to specialists, eliminates fragmented care, and provides a more holistic model of care.

Questions?

For any questions, please contact a member of the Behavioral Health Clinical Team at Indiana_BH@CareSource.com.