



SUMMER 2021

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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 **CareSource**®



Helping Members Navigate the Healthcare System

As we begin to emerge from the pandemic, it has become apparent that both healthy patients and those with chronic or complex medical issues have exhibited hesitancy when it comes to interaction with the health care system. Routine screenings, preventive health and even acute care services have either been postponed by patients or delayed by the pandemic-driven operational changes.

We know that preventive care and adhering to a treatment plan is critical to overall health and longevity of those we serve.

As demand for these services begins to return to pre-COVID-19 utilization, providers may be overwhelmed by trying to accommodate the myriad of patient needs while ensuring high-quality care. It is particularly important that members with complex medical conditions be provided support, coordination and guidance as they begin to renegotiate the health care system.

CareSource has a dedicated care management team available to assist to your patients and your practice. Care managers are able to develop a relationship with your patient, provide education about their conditions, advise them about services they should seek and coordinate those services. Care managers can assist with negotiating the health care system effectively, including addressing social determinants of health that may be barriers to care. Consider contacting CareSource for further information or urge your patient to contact us.

We at CareSource greatly appreciate all the health care heroes who have placed professional dedication above personal safety during this very difficult time. We are proud to be your partner!

In good health,

A handwritten signature in black ink that reads "Cameual Wright". The signature is fluid and cursive.

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



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:

Indiana Medicaid Providers

- Reminder when Billing Antepartum Care
- Did You Know? CareSource's Nurse Family Practitioner Program
- Policy Updates May 2021
- Did You Know? CareSource's School-Based Health Programs
- We Want to Hear From You!

Indiana Marketplace Providers

- Enhanced Credentialing Reminder
- Utilization Management Process
- Policy Updates May 2021
- We Want to Hear From You!

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](#).



Provider Email Capability!



CareSource is excited to announce an enhancement to our communications distribution channels! Communicating important updates (network notifications), program information and initiatives to our providers via email will be implemented in 2021. Be on the lookout for emails from CareSource coming your way, and we look forward to increased digital communication opportunities with our providers.





Vaccine Education:

Working Together to Eliminate COVID-19

Navigating the pandemic has become our new normal, though things feel far from such. As we strive to work together to end the COVID-19 pandemic, it is critical to us that our members and providers have easy access to accurate resources and education. As the vaccine availability increases, providers serve as a trusted source to encourage patients to get the vaccine. Information regarding vaccine availability can be found at www.coronavirus.in.gov/vaccine/index.htm.

We understand that some members may be concerned about the safety of the vaccine and because of this, information accuracy is pertinent to bridging the gap of misinformation and fear that our members may be experiencing. Here are some of the benefits and facts about the COVID-19 vaccine that **we encourage you to share with your patients:**

- It is safe. Patient safety is the top priority of researchers and manufacturers who created the COVID-19 vaccine
- The COVID-19 vaccine helps prepare the immune system to fight the virus if exposed

- Receiving the vaccine helps eliminate the risk of passing the disease to friends, family and others
- The vaccines are authorized by the FDA, meeting the requirements for scientific standards for safety, effectiveness, and manufacturing quality

CareSource is committed to ensuring our providers are well equipped with important and relevant information about COVID-19, including a [provider toolkit](#), vaccine toolkit and the [Provider Relief Fund](#). As new developments become available, we aim to keep our providers up-to-date with resources on our [COVID-19 Provider Resource Center](#).

Providers are often the **trusted resource for information** when members are seeking information regarding the COVID-19 vaccine. We thank you for your continued commitment to our members, your patients, and hope that you continue to use your platform to educate our valued members about the COVID-19 vaccine.

Prediabetes Screening

According to the Centers for Disease Control (CDC) (2019), more than 1 in 3 adults have prediabetes. 90% don't know they have it. The danger is that 1 in 5 of those individuals will develop type 2 diabetes within five years.

It is critical for providers to screen for prediabetes and take early and aggressive action and follow-up to prevent the transition to Type 2.

The CDC and American Diabetes Association (ADA) have screening tests to evaluate the risk for prediabetes. Some risk factors include:

- BMI ≥ 25 , if Asian ≥ 22
- Sedentary Lifestyle
- High blood pressure
- ≥ 45 years old
- Black or Asian race or Latino ethnicity
- History of gestational diabetes or had a baby greater than nine pounds
- Family History of diabetes

The ADA (2018) recommends, prediabetes testing should begin at age 45 for all people. Testing for prediabetes should be considered in adults of any age who are overweight and who have one or more additional risk factors for diabetes. Re-testing should be repeated every 1–3 years.

Prediabetes can be diagnosed by:

- HbA1c = 5.7% to 6.4 %
- Fasting plasma glucose (FPG) = 100 mg/dl to 125 mg/dl
- OGTT= 140- 199

Essential interventions include increased physical activity and healthier food choices that should help the member lose 5-7% of their weight.

CareSource wants to help members with chronic health conditions, including prediabetes health management. We have current educational materials and staff members, including certified diabetes educators, to support members self-manage their disease. Refer your CareSource patients for care management by calling **1-844-438-9498**.

Sources:

1. "Classification and Diagnosis of Diabetes." and "Prevention or Delay of Type 2 Diabetes. Standards of Medical Care in Diabetes—2021. American Diabetes Association. Pages 19-23 and 34-36 https://care.diabetesjournals.org/content/44/Supplement_1/S34.long
2. "About Prediabetes and Diabetes." April 4, 2019 Centers for Disease Control and Prevention <https://www.cdc.gov/diabetes/prevention/about-prediabetes.html>





How Can I Help Improve Healthcare Communication?

Prior member consent is required to disclose Sensitive Health Information, a subset of Protected Health Information. Impacted conditions include Substance Use Disorder, HIV, STDs, genetic testing results and communicable diseases that pose a health danger. Consent requirements are based on federal and state requirements.

- For SUD, federal rule **42 CFR PART 2** exists to encourage people to engage in substance use treatment without fear of legal prosecution. This rule:
- Is commonly called “Part 2”;
- Is part of the Code of Federal Regulations;
- Pertains only to drug and alcohol treatment;
- Restricts disclosure of records by a Part 2 provider (any entity that “provides alcohol or drug abuse diagnosis, treatment, or referral for treatment”) and redisclosure of records received from a Part 2 provider; and
- Is more stringent than HIPAA Privacy Rules.

To secure appropriate consent, members are encouraged to complete the Member Consent/HIPAA Authorizations Form which allows their providers to effectively communicate and coordinate care. Find this form at:

Medicaid: <https://secureforms.caresource.com/en/HIPAA/IN/Medicaid>

Marketplace: <https://secureforms.caresource.com/en/HIPAA/>

Members’ current consent status can be found on the Provider Portal at: <https://providerportal.caresource.com>. Search for the patient using the Member Eligibility option.

If you have questions, contact Provider Services for Indiana at:

Medicaid: **1-844-607-2829**

Marketplace: **1-866-286-9949**

Watch Me GROW!



***Medicaid only**

CareSource has a new enhanced benefit for our most vulnerable HHW members...

CareSource wants to support our providers' request for infant scales to be readily available for in-home use to families with infants requiring ongoing supervision of weight.

Parents' access to a scale at home provides many benefits including:

- The ability to conduct routine weight evaluation without leaving home
- Prevent potential exposure to COVID-19, Influenza and RSV
- Enhanced opportunity to receive objective feedback during a telehealth visit
- Avoiding unnecessary emergency room visits for weight checks

High-risk infants discharged after hospitalization frequently require ongoing monitoring of their weight. This watchful action is one of the easiest ways to assure proper weight gain or indication of potential health issues.

Possible primary diagnoses for in-home scale use may include dysphagia, requiring supplemental nutrition via NG or G-tube, increased nutritional needs with history of prematurity, congenital heart disease, congenital malformations including gastroschisis or tracheoesophageal fistula, neurologic or genetic abnormality or failure to thrive.

IHCP Providers can easily order a Health O Meter® Grow With Me Baby Scale for CareSource HHW members via J&B Medical at www.jandbmedical.com or calling **1-800-737-0045**.



Care Management Promotion

***Marketplace only**

Did you know you can refer your patient to CareSource's Care Management program to provide him/her with additional care and support? CareSource offers personalized resources and education for your patients. Our case managers offer individualized assistance to address health concerns and resource needs. Patients will be paired with a nurse which will help streamline their health care needs by having one point of contact. The patient will be given the nurse's direct phone line to call with questions or concerns. Our case manager can:

- Help patients find more affordable options for medications and supplies
- Provide education for chronic and acute illness
- Create personalized programs to address barriers
- Help connect your patient to community support resources
- Explain benefits and services
- Make sure they have after-hour supports

To connect your patient to a member of our team, please email MAT@CareSource.com or call (833-230-2011).

Indiana Medicaid Behavioral Health Profile

On a nightly basis, CareSource sends information to the CareSource Provider Portal, including a Member 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 member's Behavioral Health Profiles, please visit the provider portal, [CareSource.com](https://www.caresource.com) > Provider Overview > [Provider Portal Log-in](#). 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 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.

Pharmacy Updates for Medicaid and Marketplace



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.

Child ADHD Follow-Up Care

Prescriber Best Practices

Attention-Deficit/Hyperactivity Disorder (ADHD) is the most common neurobehavioral disorder of childhood. Approximately 6 million children, aged 2 to 17, have been diagnosed with ADHD, with almost two-thirds taking central nervous system stimulant medication.

The HEDIS® measure, “Follow-Up Care for Children Prescribed ADHD Medication (ADD)” considers two rates:



- **Initiation Phase:** Children ages 6 to 12 with a diagnosis of ADHD that had one follow-up with a prescribing authority within 30 days of their first prescription of ADHD medication.
- **Continuation and Maintenance Phase:** Children ages 6 to 12 who had a prescription of ADHD medication and remained on the medication for at least 210 days and had at least two follow-up visits with a practitioner in the nine months after the Initiation Phase.
- **How to improve your HEDIS score:**
- Educate patients/caregivers about the importance of medication adherence.
- Ensure patients have follow-up appointments to address effectiveness, compliance and any barriers with medications.
- Refer patients/caregivers for behavioral health services and collaborate with this provider, which may also improve functioning.
- Refer patients to our Integrated Care Management program by contacting CareSource Member Services at **1-844-607-2829** (Medicaid) and **1-877-806-9284** (Marketplace).

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Sources:

[https://jaacap.org/article/S0890-8567\(13\)00594-7/pdf](https://jaacap.org/article/S0890-8567(13)00594-7/pdf)

<https://www.cdc.gov/ncbddd/adhd/data.html>

<https://www.cdc.gov/ncbddd/adhd/guidelines.html>

<https://pediatrics.aappublications.org/content/144/4/e20192528>

<https://www.ncqa.org/hedis/measures/follow-up-care-for-children-prescribed-adhd-medication/>





The Villages of Indiana

April is National Child Abuse Prevention Month. This year, CareSource partnered with The Villages of Indiana, the state's largest not-for-profit child and family services agency, to show support of child abuse prevention efforts in the state. The theme of this year's campaign was ***Growing a Better Tomorrow for All Children, Together.***

On Monday, March 29th, CareSource staff traveled to the statehouse in downtown Indianapolis to plant a pinwheel garden to show support of child abuse prevention efforts in the state. The pinwheel is the national symbol for child abuse prevention because it represents playfulness, joy and childhood. It reminds us of the great childhoods we want for all children.

On March 29th, our plan president, Steve Smitherman, joined The Villages staff at the pinwheel planting to show our support of child abuse prevention efforts in the state. The Villages team planted 1,000 pinwheels in front of their office in honor of the nearly 82,000 babies expected to be born in Indiana this year.

The Villages of Indiana champions every child's right to a safe, permanent and nurturing home. This mission-driven, nonprofit agency is committed to strengthening all families and embracing the dignity and diversity of each child, youth and family served. As Indiana's largest private non-profit that serves children and families, The Villages offers a statewide continuum of care that addresses the needs of abused, neglected and abandoned children, and is a leader in providing child abuse prevention services.

CareSource is very proud to be working in partnership with The Villages to help address and bring awareness to the effects of child abuse in Indiana.



Left: Sharon Pierce, President and CEO of The Villages
Right: Indiana Market President, Steve Smitherman



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CareSource.com

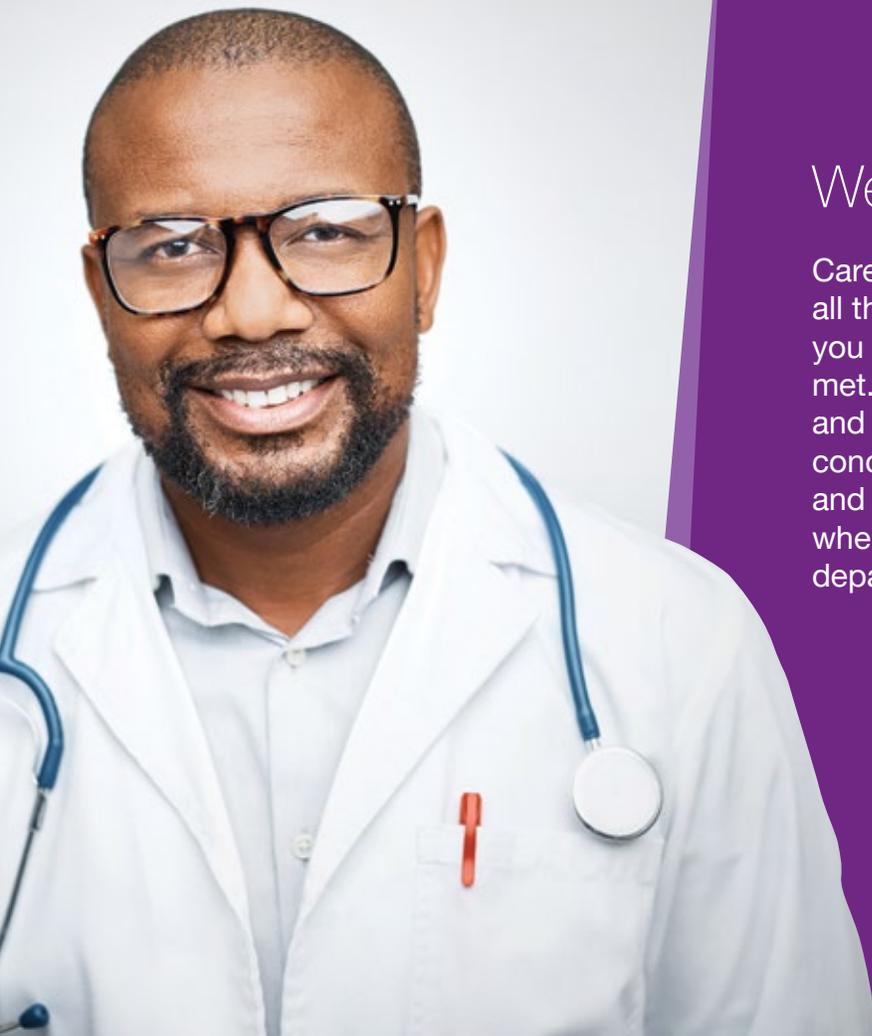
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 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)



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.

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