



FALL 2021

PROVIDER *Source*

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CareSource®



You are Our Best Weapon in the Fight to End the COVID-19 Pandemic

AS A PROVIDER, you play a critical role in the lives of your patients. In addition to being a valued subject matter expert in wellness, disease, and treatments, you serve as a confidante and a trusted guide in health care decision-making. When we at CareSource outreach to members about the COVID-19 vaccine, many express that they want to talk to their own doctor before moving forward with immunization.

While at the point of care, you are best positioned to share the current evidence from the Centers for Disease Control (CDC), the Federal Drug Advisory Committee (FDA) and the local department of health on the safety and efficacy of the COVID-19 vaccine. Such conversations are particularly important for the Medicaid population of whom vaccine hesitancy may be higher and vaccination rates are lagging that of their populations.

Your patients rely on you to understand their unique medical history and speak to how the vaccine may affect them. Sharing your strong recommendation of these vaccines may be pivotal to your patients' making an informed decision on whether to be vaccinated. We encourage you to ask each patient about COVID-19 vaccination and to have a dialogue with those who have not yet been vaccinated to understand and address their concerns. The CDC provides guidance on how to engage your patient about vaccination at <https://www.cdc.gov/vaccines/covid-19/hcp/engaging-patients.html>. If possible, offer the vaccine in your office so that patients have immediate access to it if they choose.

At CareSource, we appreciate the care that you provide to our members and the vital role you play in ending this pandemic.

A handwritten signature in black ink, reading "Cameual Wright".

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

- Policy Updates September 2021
- Provider Portal Benefits
- Q4 Provider Portal Updates
- Did You Know? CareSource JobConnect Program

Indiana Marketplace Providers

- Policy Updates September 2021
- Policy Updates August 2021
- SUD Residential Treatment Policy Reminder

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** > Providers > [Provider Policies](#).



Provider Education: Training and Events

CareSource periodically offers training, available live or on-demand. View training opportunities at **CareSource.com** > Providers > Education > [Training & Events](#).

See below for some of the trainings available:

- Provider Education Series: Provider Portal
- Provider Education Series: Access and Availability (Medicaid Only)
- Provider Education Series: Life Services (Medicaid Only)
- Major Depression & HEDIS Educational Training

CareSource Leaders in the Community: **Dr. Cameual Wright, M.D, M.B.A**

CareSource employees are dedicated to being outstanding partners to our members and providers. Dr. Cameual Wright's internal leadership and partnership with you, our provider, is a great example of what it means to transform lives through innovative health and life services. Dr. Cameual Wright, Chief Medical Officer (CMO) of CareSource and a board-certified obstetrician-gynecologist, serves as a catalyst for change in Indiana and local community organizations. Through her passion for ensuring high-value and high-quality care to vulnerable populations, Dr. Wright continues to deliver maximum results and mobilize health outcomes.

As CareSource's liaison to Indiana agencies and stakeholders, Dr. Wright leverages deep clinical expertise to implement enhanced benefits that holistically serve our members and remove barriers that often directly impact the health of our Indiana members. Some of these programs include the:

- Driver's License Reinstatement program
- CareSource Re-entry Expungement fund
- Infant Scales program
- CareSource COVID Vaccination Reward program

Dr. Wright is passionate about women and children's health and health care equity, and currently sits on the Indiana Perinatal Quality Improvement Committee, Indiana Health Equity Committee (IHEC) as Chair, Students for Healthier Moms and Babies, and Path4You (a multidisciplinary team promoting shared decision making, reproductive health and equity).



A nationally recognized physician by Indianapolis Monthly's "Top Docs," Dr. Wright is dedicated to leveraging her platform to serve CareSource members, providers and the Indiana community through education, program implementation to foster positive health behaviors in health plan members, ensuring clinical quality (leads the Provider Advisory Committee at CareSource) and most of all, living out the CareSource mission.

When asked Why CareSource, Dr. Wright stated that she is proud to be with CareSource because "CareSource was born out of a mission and our mission permeates everything we do".

Dr. Wright in the media:

Service Providers for Stress (The Indiana Lawyer):

<https://www.theindianalawyer.com/articles/service-providers-offering-help-to-returning-individuals-stress-need-for-work>

Preventive Care (Inside Indiana Business):

<https://www.insideindianabusiness.com/story/42401021/how-to-keep-up-with-preventive-care-during-the-covid19-pandemic>

Well-Child Visits and School Vaccinations (Fox59):

<https://fox59.com/news/doctors-stress-importance-of-staying-on-track-with-well-child-visits-school-vaccinations/>



CareSource Life Services®: JobConnect™

CareSource JobConnect™ Indiana

730

Members who
opted into Life
Services

203

Employer
Partners



Members who
have retained
employment

1,742

Employment
Referrals

4,000+

Community
Referrals

*CareSource JobConnect outcomes
as of 8/6/2021*

The CareSource Life Services® program is designed to enhance the economic outcome of Medicaid members by addressing their unique needs through life coaching, access to resources and job opportunities. CareSource JobConnect is a program offered to our Indiana Medicaid members that connects them to services and support in various areas of life. This CareSource program connects members to resources that help them reach personal and professional goals.

Partnering with our providers is critical to getting members engaged in programs and services such as CareSource JobConnect that improve their health and well-being. One of the ways you can help increase member engagement and awareness of the CareSource JobConnect program is to listen out for key words/phrases during members' visits and educate them about the assistance that CareSource provides. Please refer your member to this program if they say they are struggling with...

Please refer your member to this program if they say they are struggling with...

- Finding or keeping a job
- Unemployment or being laid off
- Finding school to fit their schedule
- Going back to school
- Keeping food on the table
- Finding affordable food options
- Financial Hardship
- Eviction
- Finding or starting a new career

For more information about Life Services, please visit **CareSource.com** > Members > [Life Services](#). You can also view success stories that CareSource Life Services has had in Indiana at **CareSource.com** > Members > Life Services > [Success Stories](#).

Holistically Serving Our Members: CareSource Enhanced Benefits

As a CareSource provider, you play an important role in the lives of our members and often serve as a trusted resource for information. It is our goal to equip you with education and information about our enhanced benefits because these barriers also impact health outcomes of our members, your patients. Our vision here at CareSource is to **transform lives through innovative health and life services**; our enhanced benefits program is just one of the ways we work to remove barriers from our members' lives.

Our enhanced benefits include:

Driver's License Reinstatement program: This benefit assists members by providing education and support and relieving the financial burden of driver's license suspension.

CareSource Re-entry Expungement fund: Expungement offers returning citizens the opportunity to have criminal records sealed and their civil rights restored.

Infant Scales program: CareSource offers home infant scales as for our most vulnerable members. Providers have noted the need for infant scales to be readily available for home use to families with infants requiring ongoing monitoring of weight.

CareSource COVID Vaccination Reward program: This reward provides a financial incentive to members to achieve full vaccination.



CareSource Re-entry Program: From Incarceration to Rejuvenation

"When you come across people that are sincere, it changes everything. I don't know where I'd be without CareSource."

-Sam, CareSource Member

CareSource recognizes the importance of helping members being released from incarceration with a successful transition back into their communities. As a result, we developed the Re-entry Program, which is a partnership between CareSource and the Indiana Department of Corrections to ensure that men and women exiting incarceration are connected to health care and other services. Learn more about the program and Sam's [From Incarceration to Rejuvenation](#) story in our [Stakeholder Report 2021](#). You may also find provider education available about the Re-entry Program at [CareSource.com](#) > Providers > Updates & Announcements > [Did You Know? CareSource's Re-Entry Program](#).




Be on the Lookout: Identity Theft

Identity theft is a problem on everyone's radar, including in health care. There are solutions to put in place to be sure you are protected from fraud and identity theft schemes within your practice. These include requiring a photo ID for patients, educating patients on identity theft, and implementing a comprehensive compliance program. The following are some red flags:

- Suspicious documents – Do documents look suspicious or forged? Did the patient give you other documentation inconsistent with what he or she has told you — for example, an inconsistent date of birth or a chronic medical condition not mentioned elsewhere?
- Suspicious activities – Is mail returned repeatedly as undeliverable, even though the patient still shows up for appointments? Does a patient complain about receiving a bill for a service that he or she didn't get?

If you notice any of these red flags, be sure to report it to CareSource's Program Integrity department for review.





The Importance of Appropriate Diagnosis Codes

The purpose of a diagnosis code is to determine, within a certain degree of accuracy, the underlying cause of a patient's condition. It is extremely important to provide proper medical coding of a diagnosis. Proficiency, to the highest level, is essential for accurate reimbursement and recording of services rendered to a patient. Correct diagnosis codes will establish the medical necessity for the service performed. Diagnosis codes can also be reported for tracking purposes within health care to identify certain population's needs and trends, such as homelessness or other comorbidities.

There are a few basic rules when selecting the first diagnosis code on your claim form. The reason for the encounter documented in the medical record should generally be the first listed diagnosis. Within ICD-10CM you will see "code first" note and this is your hint that two codes may be needed. If you see "in diseases classified elsewhere" you will assign two codes, with underlying condition dx code first (if applicable) and then, code the manifestation. The code with "diseases classified elsewhere" should never be used as a principal diagnosis code. If no definitive diagnosis is established, then coding for signs or symptoms are acceptable.

Correct coding improves the ability to track health initiatives, and monitor health trends, so we can respond to health threats and improve quality of health care and quality of life.



Postpartum Depression: The Importance of Mental Health Screening for our Pregnant Mothers

Postpartum depression (PPD) is among the most common health challenges women face during pregnancy because it is often underdiagnosed. According to the American College of Obstetricians and Gynecologists, **PPD affects 1 in 7 women**. At CareSource, supporting our pregnant and postpartum members with quality care is our top priority. By encouraging appropriate perinatal and postpartum care, we can positively impact the health of mother and baby before, during, and after pregnancy.

Timely and adequate prenatal care can reduce the risk of poor birth outcomes and increase the likelihood of an uncomplicated pregnancy. **Once a patient is identified as being pregnant, it is critical that a notification of pregnancy is submitted to CareSource.** During the 7-84 days following delivery, at least one postpartum visit should be performed. If a patient has a positive screen for depression, a referral to an in-network behavioral health provider should be made.

Additionally, if you identify a pregnant or postpartum CareSource patient who could benefit from care management to provide education, support and assistance with resources, please refer the patient to the CareSource Integrated Care Management program through the provider portal online, email at INCaseManagement@Caresource.com or call 1-844-607-2829.

Resources:

American College of Obstetricians and Gynecologists (www.ACOG.org)



Indiana Medicaid Behavioral Health Profile



On a nightly basis, CareSource sends information to the CareSource Provider Portal and is viewable by the assigned primary medical care provider. 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.

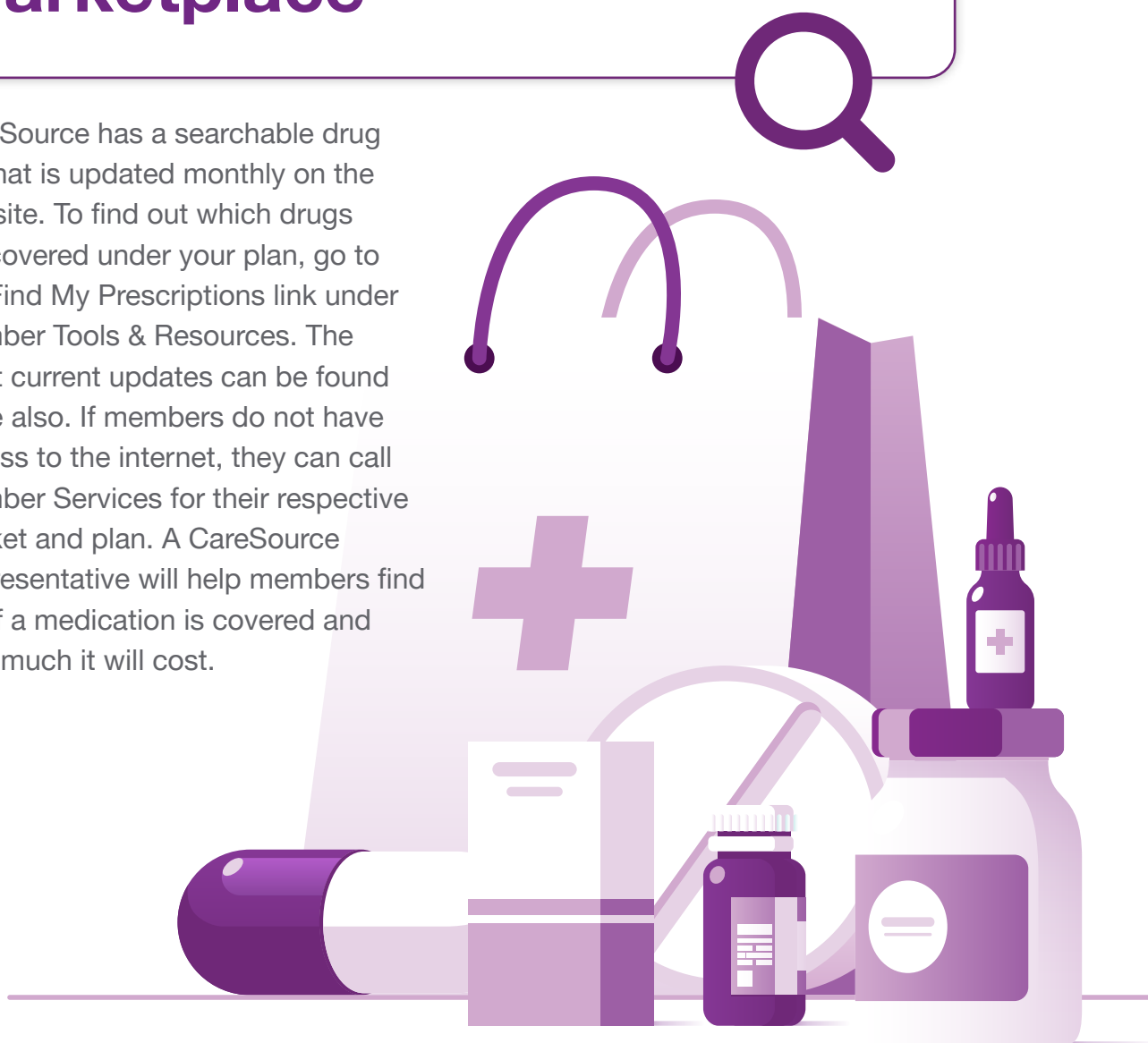
If you are a Primary Medical Provider (PMP) and want to view one of your member's Member Profiles, please visit the provider portal, **CareSource.com** > Provider Overview > [Provider Portal Log-in](#). If you are unable to log in to the portal, please call the CareSource Provider Services Department 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 Member 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.





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We Want to Hear from **you!**

We value provider feedback and want to ensure we provide adequate communication, education and resources for you to serve our members. Please complete the survey at the link below to rate your satisfaction with the ProviderSource newsletter as well as share topics you'd like to see in future newsletter publications!

Complete the survey by visiting this link:
www.caresource.qualtrics.com/jfe/form/SV_eb5VIK9kgmMSrpc

Thank you for your partnership!

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