



NETWORK *Notification*

Notice Date: December 14, 2021
To: Indiana Medicaid Providers
From: CareSource
Subject: Coordination of Care Exchange of Information Form Reminder

Summary

Coordination of care between physical and behavioral health providers is important so that key information can be shared between practitioners in a timely manner. Such coordination is essential to addressing patient's care plan needs and supporting positive health outcomes.

This notification is a friendly reminder of CareSource's expectation for our participating providers as outlined in the [Provider Manual](#) in the *Key Contract Provisions* section.

One key expectation is that behavioral health providers will document and reciprocally share with physical health providers the following information for each member receiving behavioral health treatment:

- a. Primary and Secondary diagnoses;
- b. Findings from assessments;
- c. Medication prescribed;
- d. Psychotherapy prescribed; and
- e. Any other pertinent information.

While disclosure of mental health records by a behavioral health provider to CareSource and other physicians is permissible under HIPAA and state law (Ind. Code 16-39-2-6(a)) without consent of the member for the purposes of coordinating treatment, consent from the member is required for the sharing of substance use medical records.

Care coordination helps to facilitate the appropriate and efficient delivery of health care services within and across systems to achieve safer and more effective care. It prevents drug interactions, duplication of services, and promotes accurate diagnosis and treatment because all providers involved in the member's care receive pertinent health information.

CareSource wants to remind you of some important resources to help encourage the exchange of information and coordination of care between providers. We hope that you will take advantage of these resources and find them helpful as you continue to care for our members.

Provider Resources

The *Consent/HIPAA Authorization Form* is available on our website, and we encourage all members to sign the form to facilitate care coordination efficiently. It can be found at: <[CareSource.com](#) > Members > Tools and Resources > [Forms](#).

CareSource provides a *Coordination of Care Form* that helps facilitate referrals and exchange of information between physical and behavioral health providers. Please visit <CareSource.com > Provider > [Forms](#)> to access the form. Also, this form can be sent back to CareSource so that a referral can be made to our Integrated Care Management team to enroll your member in our Care Management Program.

On a nightly basis, CareSource sends information to the CareSource 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 Primary Medical Provider (PMP) and want to view one of your member's profiles, please visit the provider portal, <CareSource.com > Login > [Provider](#).>

Questions?

If you have any questions, please contact us at <Indiana_BH@CareSource.com>. Thank you for your prompt attention to this matter and delivering quality services to our members.

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