



Covered with
KINDNESS


CareSource®

Let's Get to Know Each Other Better

Who We Are

Who We Serve

Redefining the Agenda

How We Can Help



CareSource offers benefits that help our members no matter where they are in their journey to health and wellness. We offer a lifetime of care and an unwavering promise of

Health Care with Heart[®].

Mission-driven Culture

Innovative Consumer-driven Benefits

Community-based Partnerships



Our Mission

To make a lasting difference in our members' lives by improving their health and well-being.



ABOUT US

A nonprofit health care plan and national leader in Managed Care

30+ year history of serving varied populations across multiple states and insurance products

Currently serving over 2 million members* in Arkansas, Georgia, Indiana, Kentucky, Michigan, North Carolina, Ohio and West Virginia

4,500 employees located across 30 states



2.5M+
members



*Based on members enrolled in all CareSource product lines across all states as of 2/1/2024





Quick Facts

Comprehensive, member-centric **health and life services** for diverse populations

Independent nonprofit with local, **community-based** model

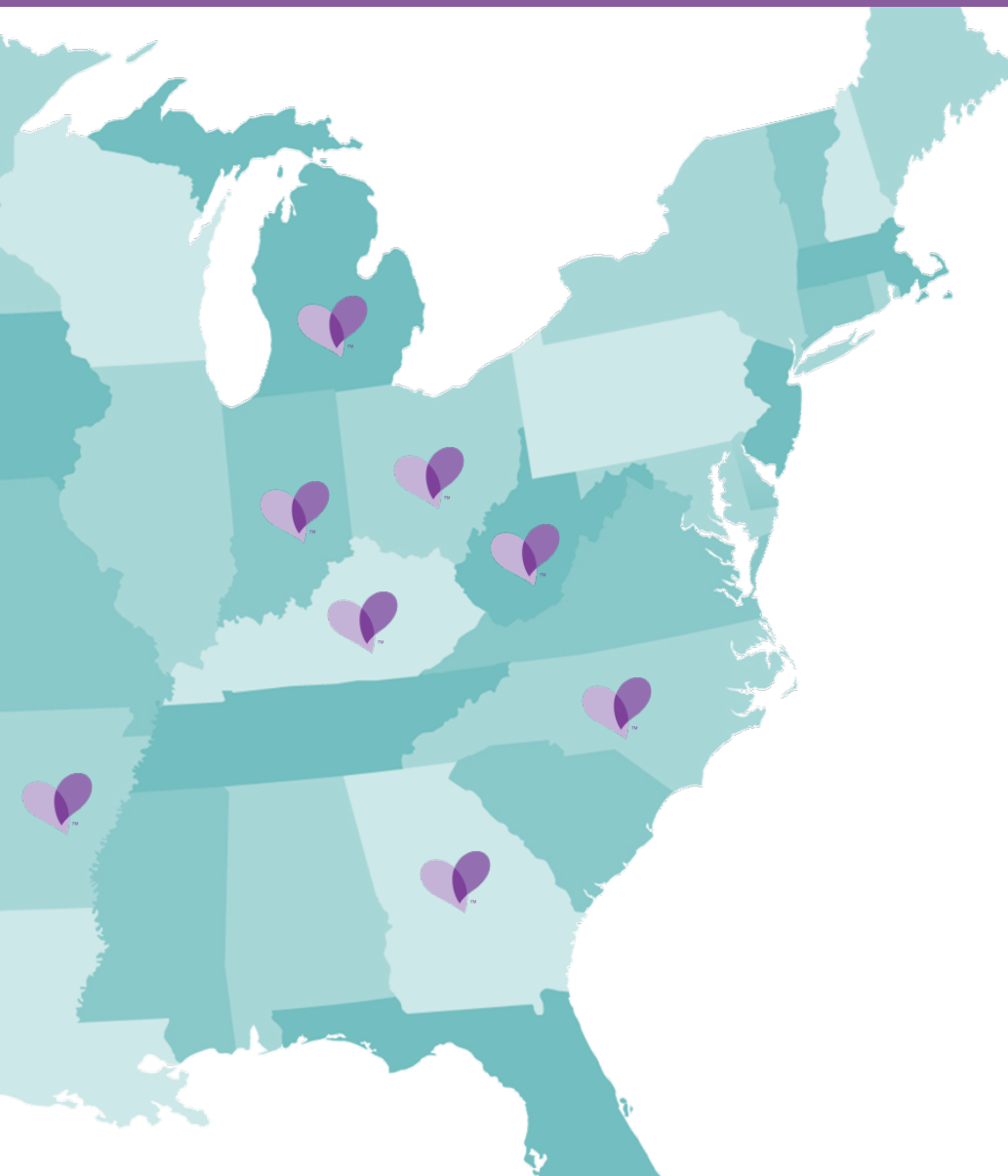
Member-centric model of care

Help members **navigate** through daily life challenges and obstacles

Extensive network of health partners and hospitals throughout our footprint



Our Service Area



ARKANSAS

Medicaid PASSE

GEORGIA

Medicaid
Pathways
Marketplace
D-SNP

INDIANA

Medicaid HIP/HHW
Marketplace

KENTUCKY

Marketplace

MICHIGAN

Medicaid
MMP (MI Health Link)

NORTH CAROLINA

Marketplace

OHIO

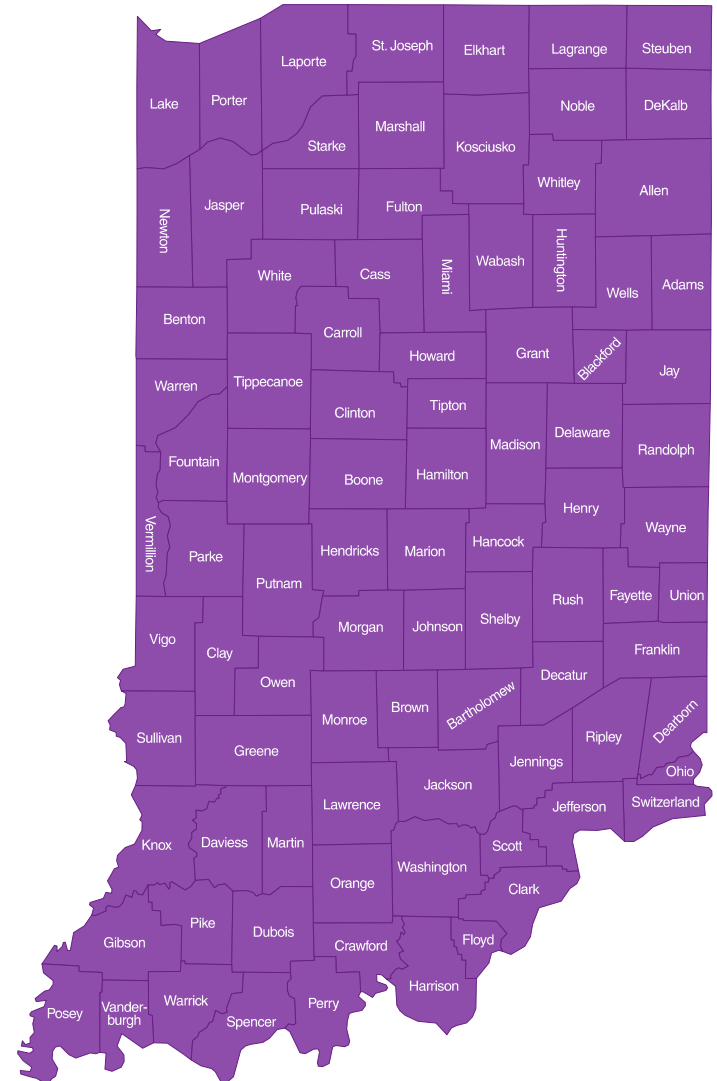
Medicaid
Marketplace
D-SNP
MyCare

WEST VIRGINIA

Marketplace

CareSource Covers Indiana

- **In the Community:** CareSource is a dedicated community partner, with our Indiana office located in Indianapolis.
- **Focused on Service:** CareSource serves over 100,000 Hoosiers for their Healthy Indiana Plan (HIP), Hoosier Healthwise (HHW) and Marketplace coverage.





Who do we serve?

HIP/HHW
Marketplace

HIP/HHW

Health care coverage for eligible Hoosiers with low income, pregnant women, infants and children, and adults ages 19-64.

*Finding hope with
a helping hand*



Choosing a Health Plan: *HIP*

HIP members enrolled in Medicaid can choose CareSource!

During the plan selection period each year (Nov 1st - Dec 15th), members can change plans to better fit their needs.



Choosing a Health Plan: *HHW*

HHW members can choose CareSource during the plan selection and annual redetermination periods, to better fit their needs!



Enhanced Benefits

Health & Wellness

Medication Therapy Management (MTM)

The pharmacist will make sure that medications are right and safe for the member's individual needs.

Disease Management Programs

Help with asthma, ADHD, autism, behavioral health, chronic kidney disease and many more.

Care Management

Care Managers who can assist with navigating the physical and behavioral health care system, medical equipment, urgent medical or basic needs, as well as assistance with housing and/or utilities.

Over-the-Counter (OTC)

OTC items (with prescription) for allergy relief, vitamins, Tylenol and MORE.

Benefits for Expecting Mothers and Newborns

Specially-trained nurses, member health assessors and licensed clinical counselors available to work with our high-risk pregnant members. Infant scales are available for use at home after discharge for high-risk infants who require ongoing monitoring of their weight for the first weeks or months.



Enhanced Benefits

Transportation & Mobile App

Transportation

FREE rides to providers, pharmacy, food banks, curbside grocery pickup, NICU visits for parents and more offered to Healthy Indiana Plan (HIP) and Hoosier Healthwise (HHW) members.

Expungement and Driver's License Assistance

Up to \$500 to cover the cost of expungement of eligible criminal records and up to \$500 to cover fines and fees to support driver's license reinstatement for members who qualify.

CareSource Mobile App

Members can access their member ID card, look up doctors and MORE.



Convenient Access to Care

Retail Clinics

in many locations near our
members

CareSource24®

24/7 Nurse Hotline

Telehealth

Virtual visits on phone,
tablet or computer



CareSource Rewards Program

CareSource Members can earn rewards for completing healthy activities, like:

- Yearly Physical and Dental Exams
- Preventive Screenings and Immunizations
- Tobacco Counseling
- Prescribed Medication Adherence



Marketplace

Real health insurance coverage for those who do not have employer insurance and do not qualify for other programs like Medicare or Medicaid.

We got you.



Committed to the Marketplace

Competitive premiums

Updates to benefit structure

Enhanced network of health
care providers



Saving Money On Health Insurance

The majority of CareSource Marketplace members qualify for subsidies* that help bring down the total cost of a Marketplace insurance plan.

COST-SHARING REDUCTIONS (CSR)

Extra savings on out-of-pocket costs that lower the amount owed for any deductible, copayments and coinsurance. CSRs only apply to Silver plans[#], so if you qualify for a CSR, you must enroll in a Silver plan on the exchange to get it.

ADVANCE PREMIUM TAX CREDIT (APTC)

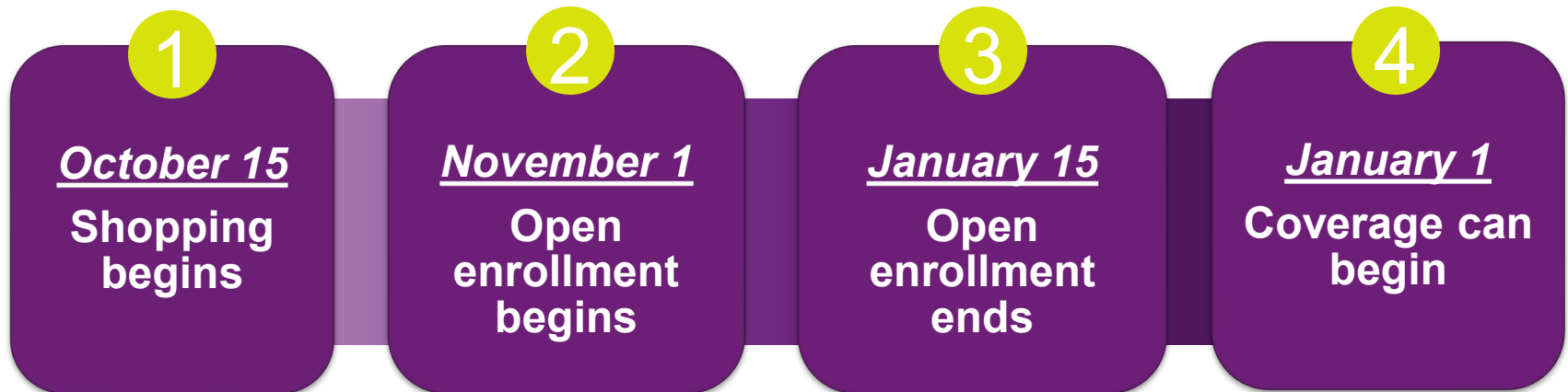
Tax credit taken in advance, in whole or in part, to lower monthly premium payments. This can be used no matter which metal level plan (Gold, Silver, Bronze) you enroll in.



*Based on CareSource Marketplace membership as of July 2020. Eligibility for subsidies is determined by the Health Insurance Marketplace, not CareSource.
#CSRs are also applicable on Limited and Zero plans, available only to members of federally-recognized tribes and ANCSA corporation shareholders.

Health Insurance Marketplace

Open Enrollment Timeline





The CareSource Difference

Reimagining Health Insurance

We firmly believe that the future of health care will be shaped by those who innovate and drive value for consumers.

The CareSource model is *not* business as usual. We bring **innovative** thinking and services to members, providers and government organizations.

Care Management

CareSource Life Services®

The CareSource Foundation®





Transforming Care

OUR VISION: Transforming lives through innovative health and life services.

From our very beginning, CareSource has been an innovative force in the landscape of health care. Our business was built upon the unwillingness to accept the status quo and insisting there was a better way. We have built programs that lead health care in a new direction.

CareSource continues to drive health care in an innovative, new direction.



CareSource Integrated Care Model



CareSource | Integrated Care Model

QUALITY Embedded Across All Aspects of Care



CareSource Life Services®

VISION

CareSource Life Services provides a holistic foundation to address the social drivers that impact a member's **HEALTH & OVERALL WELL-BEING**.

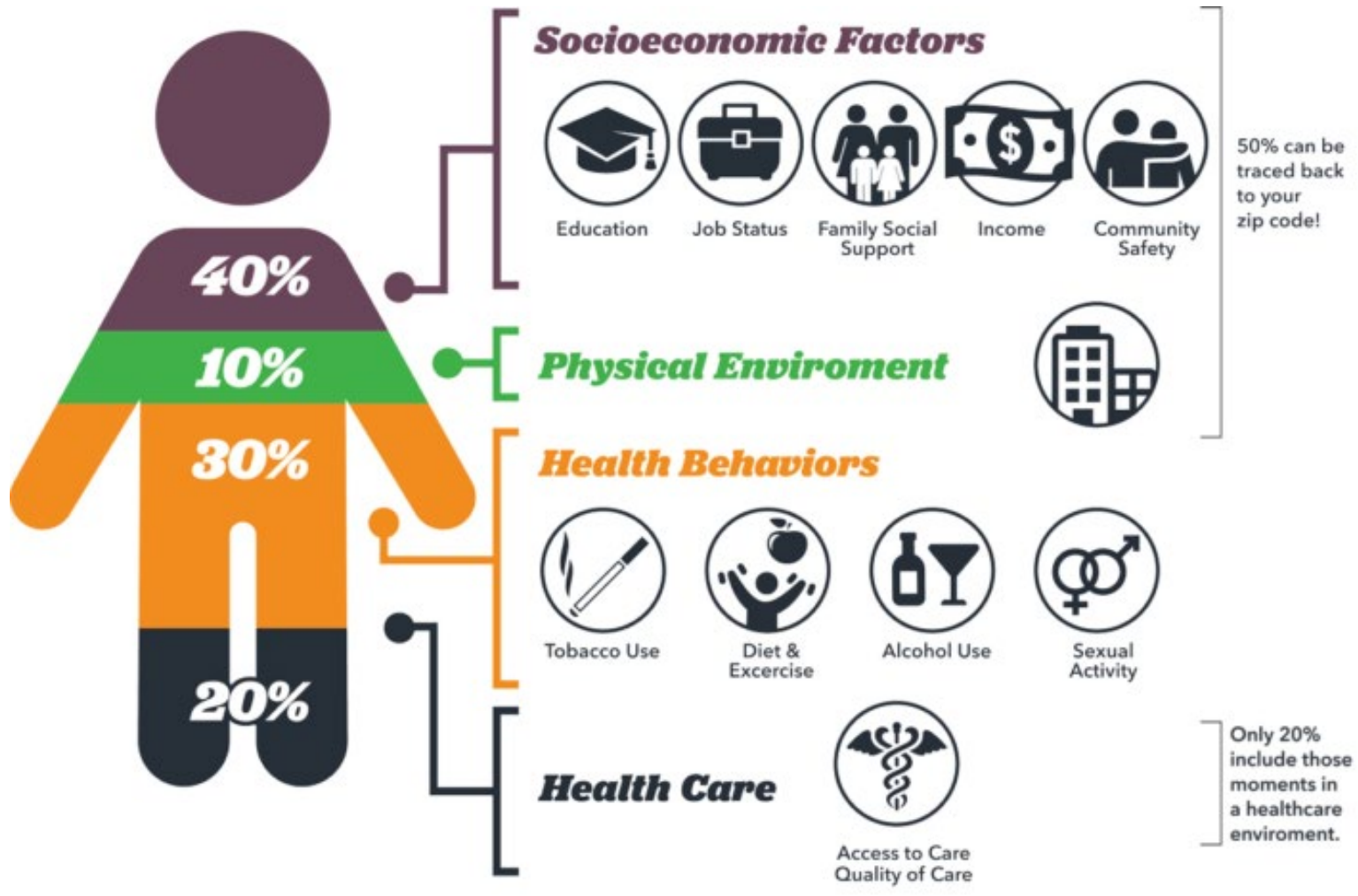
MISSION

The mission of Life Services is to make a **SUSTAINED IMPACT** in our members' lives by effectively **ADDRESSING THE OBSTACLES** that impede progress in a member's journey toward **SELF-SUFFICIENCY, IMPROVED HEALTH** and **WELL-BEING**.



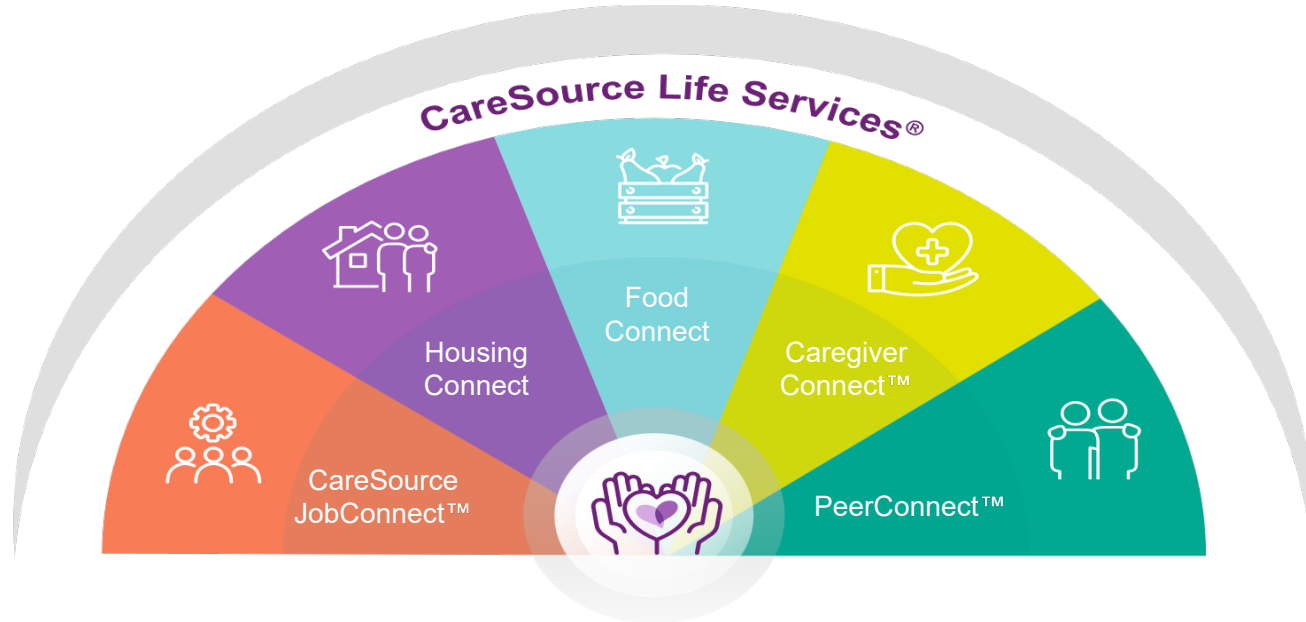
Life Services = CareSource SDOH

“Social Drivers of Health” (SDOH) focuses on *“the person outside the patient.”*



Source: Institute for Clinical Systems Improvement, *Going Beyond Clinical Walls: Solving Complex Problems* (October 2014)

CareSource LifeServices®



CareSource JobConnect™

- CareSource's workforce development program
- Members are provided a life coach to assist with employment and/or education goals, and help with other SDOH barriers
- Facilitates access to community-based resources

HousingConnect

- Identification and tracking of housing insecure/unhoused members
- Housing Locator and landlord recruitment
- Housing Investments in partnerships and programs
- Covered benefits and value-added services

FoodConnect

- Addresses food as both a social and clinical healthcare need
- Increase member security and access for food and nutrition
- Includes nutrition education, screening and referral, tailored food interventions, food assistance models, covered benefits

CaregiverConnect™

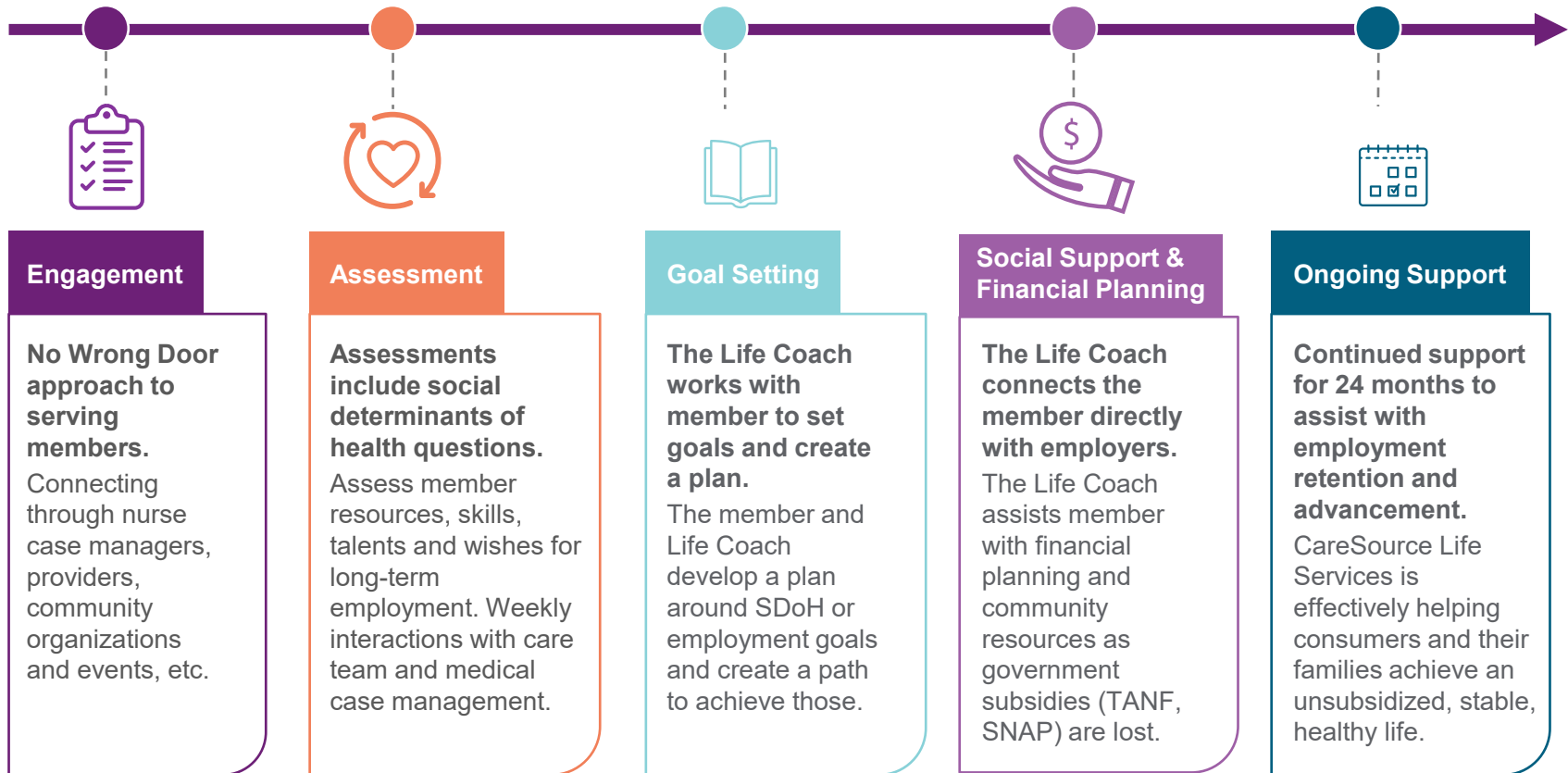
- Care plan development tailored specifically for the caregiver
- Innovative e-learning platform designed for family caregivers to provide tools to look after their loved ones in their own homes
- Provides access to training in caregiving skills, emergency response, and trauma informed care

PeerConnect™

- Increase the use of certified Peer Support Specialists to assist our complex health population
- Increase provider competency on Peer Support
- Increase member awareness of and access to Peer Support Services



CareSource LifeServices® = Member Journey



Our Members Get Real Support

We do more than find our members a job.

CareSource JobConnect™ provides the support members need through a holistic and individually-prescriptive approach. We are **coordinating an off-ramp** from government subsidies and **creating a pathway** to better health and self-sufficiency.



CareSource Care Transition Programs

Coordinated care is key to achieve optimal health outcomes.

Care Transition Programs

Emergency room diversion

Medication Therapy Management (MTM)

Behavioral Health seven-day post-discharge follow-up

Care Transition Goals

Promote member adherence to discharge plan of care

Perform medication review and reconciliation to ensure safe and effective use of medications

Identify and address gaps in care related to care transitions

Assess and identify member educational needs focused on supporting self-care management skills



CareSource Re-Entry Program

CareSource partners with the Indiana Department of Correction to help returning citizens transition back into daily life.

OUR GOAL

- The goal is to give returning citizens the tools they need for self-sufficiency as they return to their communities.

OUR TEAM

- CareSource has Community Justice Liaisons (CJLs) to help returning citizens in this process. CJLs go over their medical and mental health needs, how to find area resources, and help them set future goals.

EXPUNGEMENT BENEFIT

- CareSource will cover the cost of expungement (up to \$500) for eligible returning citizens.

Re-Entry Program Correctional Facilities

Update: CareSource is now in 19 IDOC facilities.

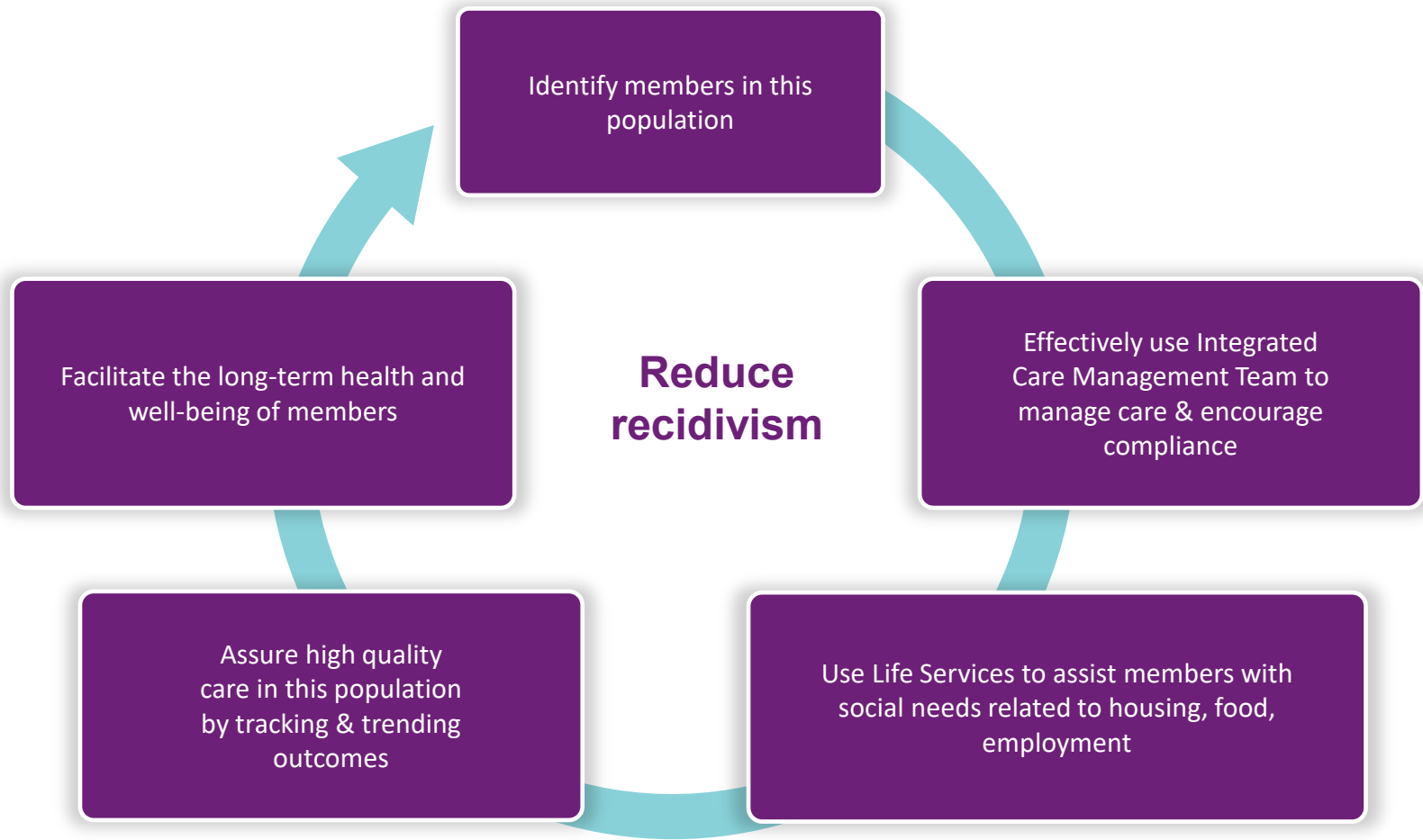
- Given the opportunity to provide group education and meet with offenders individually.

Pre-release Activities

- HIP informational presentation
- Provide resources available upon release
- Assist with Medicaid activation upon release



CareSource's Re-Entry Goals



Care Management

We focus on our members' **health** and **socioeconomic** needs.

No matter where our members are in their stage of wellness, we have services and supports for them.

CARE MANAGEMENT

One-on-one attention to support health needs

DISEASE MANAGEMENT

Assistance managing issues like diabetes, asthma, high blood pressure or high cholesterol

TOBACCO CESSATION

Health coaching from a Certified Tobacco Treatment Specialist

WOMEN & CHILDREN'S HEALTH

Pre-pregnancy and pregnancy programs plus support for young children

BEHAVIORAL HEALTH

Mental health and substance use services and resources

WELLNESS

Online wellness tool to learn about health topics

HEALTH RISK ASSESSMENT

Clarity on personal health and wellness including physical, mental and social health



Behavioral Health (BH) Strategy

We address mental health and substance use disorders through:

Partnering with providers to improve access and outcomes

Sharing and using data across systems of care to ensure quality and compliance

Care coordination programs that engage members in care and retention in treatment

Promoting prevention and education initiatives and approaches that reduce potential harm



Additional BH Information

Care Management – BH Care Management is available for members.

BH HEDIS – CareSource educates providers on all behavioral health HEDIS measures and partners with providers on quality initiatives to improve health outcomes for members. Some of these are:

- Follow-Up After Hospitalization (FUH)
- Follow-Up After Emergency Department Visit for Substance Use (FUA),
- Antidepressant Medication Management (AMM),
- Follow-Up Care for Children Prescribed ADHD Medication (ADD)
- and more

Mental Health First Aid – Teaches individuals how to respond in a mental health emergency and offer support for someone in emotional distress. CareSource Indiana has two certified adult MHFA instructors and one youth MHFA instructor on staff who can provide education to community partners.

SUD Rewards – Members receive a \$10 reward for each in-network Intensive Outpatient Program (IOP) group session up to \$100.



Additional BH Information

BH On-Demand Webinars – These FREE on-demand educational webinars focus on various behavioral health topics. Learn the causes of each condition, as well as how and when to refer complex patients for specialized treatment.

[CareSource.com/in/providers/education/training-events/medicaid](https://www.caresource.com/in/providers/education/training-events/medicaid)

Question, Persuade and Refer (QPR) – QPR is an emergency mental health intervention for suicidal persons. QPR focuses on identifying and interrupting the crisis and directing the person to the proper care. Indiana has two certified QPR trainers who can provide training to our community partners.

PreVenture training to schools – PreVenture is an evidence-based prevention program that promotes mental health and decreases substance use among teens. PreVenture uses personality-targeted interventions to promote mental health and skill development and decrease youth substance use. The PreVenture program is designed to help at-risk youth ages 12-17 learn useful coping skills, set long term goals and channel their personality toward achieving them. CareSource employs 4 certified trainers who can offer training programs to local schools.

If you would like to learn more about these programs, contact us at Indiana_BH@CareSource.com.



Women and Children's Health Outcomes (WCHO)

Objective

Improve the state of maternal and child health across Indiana through partnerships with key stakeholders at state and local levels.

CareSource Women and Children's Health Outcomes (WCHO)

The Indiana WCHO team of nurses use a multifaceted approach working with community-based organizations and providers to improve health care quality and member outcomes by building strong partnerships, conducting education, encouraging healthy pregnancies and behaviors, and empowering individuals and communities.



Women and Children's Health Outcomes (WCHO)

Priorities and Innovative Opportunities

CareSource recognizes the value of providers and community partners who serve as trusted resources for our members.

CareSource is dedicated to partnering with you to improve member outcomes and make it easier for you to care for our members.

Community Outreach and Education

Host “Bumps & Babies” maternal health fairs to close gaps in care for members and improve neonatal/postpartum health outcomes in Indiana communities.



The CareSource Foundation

A Foundation of Collaboration



The CareSource Foundation grants create strong, strategic partnerships with outstanding nonprofits that share our goal of creating healthier communities.

To learn more, go to the CareSource Foundation website at **CareSourceFoundation.com**

2006 - Present

1,900
GRANTS

\$25.1
MILLION

The CareSource Foundation provides grants in the following focus areas:

Health Education & Promoting Healthy Habits

Maternal, Infant and Child Health

Neighborhood and Downtown Redevelopment

21st Century Workforce Development



It's About Our Mission



The CARESOURCE FOUNDATION: Innovation, Humanity & Hope for Our Future

Community Grants: Responsive grants strategically aligned with our focus areas and have a direct impact on the local needs of the states we serve.

Signature Grants: Strategic, targeted programs that produce a long-term, large-scale impact.

Community Engagement: CareSource employees are highly engaged in the community through volunteerism. It is an important component in addressing critical health issues facing our members.






**How can
we help?**

Community- Based Outreach & Partnerships

We are where people live,
work, play and pray.





Education & Outreach *We can help!*

Events

Online Resources

Presentations

Local Resources

On-site Marketing

Newsletters

Brochures



Questions?

A CareSource representative can help you determine eligibility and connect you with additional resources.

Call: **1-844-607-2829 (TTY: 711)**

Visit: **CareSource.com/in**

We want to hear from you



A woman with long brown hair, wearing a light blue button-down shirt, is holding a young child with curly hair in a dark blue t-shirt. They are outdoors, with a house and greenery in the background. The woman is looking down at a white smartphone she is holding in her hands. The child is looking towards the camera with a curious expression. A purple semi-transparent box is overlaid on the left side of the image, containing contact information.

**Contact me
for more
information**

Presenter Name

(555) 555-5555

email@CareSource.com



Appendix



A man with a beard and a woman are walking together outdoors, smiling. The man is wearing a dark blue shirt, and the woman is wearing a yellow sweater. They are in a city setting with buildings in the background.

Facing the Opioid Epidemic Fearlessly

Our Promise

In the battle against the opioid epidemic, CareSource is all in. Our mission and our purpose are the reasons we keep fighting the grip of addiction in the places we serve.

For more than six years, CareSource has covered 95% of all non-opioid medicine and offered many alternative treatments for pain management without requiring a prior authorization.

We are dedicated to helping our members overcome addiction and live a life of good health and self-sufficiency.



Partnering with Communities

Our providers and community partners are on the front lines of this epidemic, and we are committed to giving them the resources they need to succeed in treating our members.

CareSource.com provides:

- Screening tools
- National treatment guidelines
- Tapering resources
- Care management resources
- Pathway for help
- Opioid provider toolkit
- SUD provider toolkit
- Controlled Substance Report (provides awareness of controlled substance over-prescribing)



**Help is a phone
call away**

If you know of someone who is ready to seek treatment, encourage them to call:

**CareSource Addiction
Treatment**

1-833-674-6437

(TTY: 711)

7 a.m. – 7 p.m., Monday – Friday



