



SUMMER 2023

PROVIDER*Source*

A Newsletter for CareSource® Health Partners

2 | Chief Medical Officer's Note

3 | Important Updates

3 | Operations

6 | Pharmacy/Your Practice

7 | Behavioral Health



 **CareSource®**

Chief Medical Officer's Note

I first would like to express our appreciation for all you do for your patients all year long. Your professionalism, knowledge, and compassion are felt every day in so many ways. As your partner, we take great pride in the quality of care our network physicians provide.

Spring is finally here... and though Covid has not vanished from the scene, it is no longer the pandemic we have all endured the past two and a half years. That's the good news. The bad news is that we all know that people have a tendency to ignore preventive health measures like vaccines, unless there is significant concern about a disease or condition developing.

And while we are on the subject of preventive health measures, since spring is a good time to clean up... spring cleaning is a long-standing tradition. Don't forget to include patient charts so that all of their medical conditions are documented clearly and that information is forwarded to us at CareSource. That is quite important since we have a number of programs which can help to improve the health care coordination needs of your patients if we are aware of their conditions. Our care management teams are composed of specially-trained professionals, who take their responsibilities of regular contact with our members who have complex or special health care needs, very seriously. We also have special health care programs for specific conditions.

Identifying members with diabetes, hypertension, heart disease, and many other conditions is important for another reason. Identifying members with complex or chronic conditions permits regulators to accurately evaluate the patient population covered by our plans, and compare it to others for purposes of assessing population risk, as well as for better evaluating the quality of care for members within the plans.

It is also important to ensure that not only are recommended preventive and diagnostic services done in a timely manner, but that they are clearly documented both in your patient's chart and to CareSource. Without that information, the high-quality care that you provide every day can't be adequately credited to you.

We stand ready to assist you in coordinating your patients' care, supporting their needs, and working with you to improve their health status and quality of life.

Again, thank you for all you do, and we wish you a wonderful spring and summer.

Sincerely,



Larry P. Griffin, MD
Vice President and Market Chief Medical Officer
Kentucky, West Virginia and North Carolina



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 were some network notifications posted from the previous quarter that you may have missed:

- [Medicaid Providers: Public Health Emergency Ending – Updates to Benefits and Rates](#)
- [D-SNP Providers: Public Health Emergency Ending – Updates to Benefits and Rates](#)
- [Marketplace Providers: Public Health Emergency Ending – Updates to Benefits and Rates](#)
- [Save the Date – 2023 Q2 Provider Friday Forum](#)

Network notifications can be accessed at **CareSource.com** > Providers > [Updates & Announcements](#).

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](#).

UPDATES



End of the COVID-19 Public Health Emergency

Operations

The COVID-19 public health emergency expired on May 11, 2023. Medicare and Medicaid waivers and broad flexibilities for health care providers also ended. Controlled substance prescribing via telemedicine, without an in-person interaction, was also affected by this change. The Drug Enforcement Administration (DEA) plans to issue rules to extend these flexibilities in certain circumstances and will provide additional guidance to practitioners soon. A fact sheet has been released by Centers for Medicare & Medicaid Services (CMS), which outlines the changes that will occur once the public health emergency ends.

This fact sheet can be found at:
www.cms.gov/files/document/what-do-i-need-know-cms-waivers-flexibilities-and-transition-forward-covid-19-public-health.pdf





Welcome Dr. Koch!

We are pleased to announce Dr. Kim Koch has joined CareSource as Dental Director! Get to know Dr. Koch and see what she has to say!

“Over the years, I have been involved with planning and participating in numerous community outreach events promoting oral health awareness. I have been involved with the Indiana University School of Dentistry, through a pilot program, developing a school-based sealant program for several schools in Delaware County and surrounding counties. While at the health center, I developed a partnership with Ivy Tech Anderson allowing their dental hygiene students opportunities, both to observe and provide services in an Federally Qualified Health Center (FQHC) environment as an externship. I have mentored numerous students from the Ball State University Health Professions Club during their undergraduate training as well as local assisting and hygiene programs. It has been very rewarding to know them and to follow many of them on their path to successful health care occupations and beyond.

I come to CareSource with over 20 years in dentistry. Of those 20 years, 18+ years were spent in leadership as Chief Dental Officer/Dental Director at a FQHC. During that time, I provided daily patient care. I am a member of state and local dental associations, as well as the American Dental Association. I also serve on the Dental Advisory Panel for Ivy Tech Anderson.



I am married and have two boys, ages 15 and 17, and they are extremely active in sports and living the teenage dream. Most times outside of work you'll find me in a gym or near a football or baseball field cheering and supporting my kids. If it's a really good week, I will be on a beach, as I love the ocean and traveling.

I believe that CareSource is a great company that genuinely cares about their members and their health partners. I am proud to be a part of such a mission-minded organization and consider it my mission to ensure that every one of our members and partners understands and believes that oral health care is an extremely important piece of total body wellness.”





Welcome Home: Indiana Launches the Dental Home



As part of our mission to make a lasting difference in our members' lives, CareSource is excited to announce a new enhancement for dental providers and our members. We are thrilled to be providing our Indiana members with a Dental Home.

Establishing a Dental Home means that a member's oral health care is managed in a comprehensive, accessible, coordinated, culturally-effective and family-centered way by a trusted, licensed dentists – primary dental provider (PDP) – assigned or chosen by that member. Each member in the Hoosier Healthwise (HHW) and Healthy Indiana Plan (HIP) programs should have Dental Homes. The PDP's primary role is to provide, organize, and coordinate care and professional referrals, as indicated.

When a member joins CareSource, they have the option to choose a provider or CareSource will select one for them. CareSource chooses the provider based on claims history, family history, or geographic location. A member can always seek care from any Indiana Medicaid enrolled dental provider, but we encourage them to build a relationship with their PDP. Provider panel sizes are determined by logic from CareSource and best practice research.

For questions, call Provider Services **1-844-607-2831**. For specific questions, or to schedule an in-service, please contact Brian Grcevich, Health Partner Engagement Representative at Brian.Grcevich@CareSource.com.

Members are Rewarded for Completing Healthy Activities



Providers:

Did you know that your patients get rewarded for completing healthy activities?

Indiana D-SNP – CareSource members are automatically enrolled in the My CareSource Rewards programs. They can earn rewards for completing healthy activities such as mammogram screening or A1C test. Once they complete their activity, their rewards will be added to their My CareSource Rewards card, which can be used at participating retailers like WalMart, CVS and Rite Aid. To learn more about the rewards, please visit the [rewards page](#).

Indiana Marketplace – CareSource members are automatically enrolled in the MyHealth Rewards program. They can earn rewards for completing healthy activities such as Annual Physical or A1C test. Once they complete their activity, their rewards will be added to their MyHealth Rewards account, which can then be redeemed for gift cards at participating retailers like Panera or TJMaxx. To learn more about the rewards, please visit the [rewards page](#).

Indiana Medicaid – For adults, we have the MyHealth Rewards program where they are automatically enrolled, and will earn rewards for completing healthy activities such as Annual Physical. Once they complete their activity, their rewards will be added to their MyHealth Rewards account, which can then be redeemed for gift cards at participating retailers like Panera or TJMaxx. To learn more, visit the [rewards page](#).

Indiana Medicaid – For expecting mothers and children, we have the Babies First and Kids First program where they will have to enroll each pregnancy and/or child. Depending on the program, once enrolled, they will earn rewards for healthy activities such as completing prenatal or wellness visits. The rewards will be added directly to their Over-the-Counter (OTC) card, and they will be able to use their cards at participating retailers. To learn more about the rewards, check the [rewards page](#).

Start Recommending HPV Vaccination at Age 9 for Stronger Immune Response

Indiana Medicaid and Marketplace The human papillomavirus (HPV) vaccine is cancer prevention, but rates continue to fall below those of other routinely recommended vaccines for adolescents in Indiana. In 2019 and 2020, over 60% of 11 – 12 year olds were vaccinated for Tdap while only 11% of the same population had received more than one dose of the HPV vaccine.

Research consistently shows that a provider's recommendation to vaccinate is the **single most influential factor** in determining whether a parent or guardian gets their child vaccinated. Initiating HPV vaccination at age nine is recommended by the American Cancer Society, American Academy of Pediatrics, and the National HPV Vaccination Roundtable. The Centers for Disease Control and Advisory Committee on Immunization Practices states that HPV vaccination can be given starting at age nine.

Initiating the HPV vaccine series at age nine offers many benefits including:

- More adolescents start and finish the vaccine series by age 13
- Stronger immune response to the HPV vaccine
- Increased likelihood of vaccinating prior to first HPV exposure
- Fewer questions about sexual activity by parents and guardians
- Fewer requests for only vaccines that are "required" for school
- Fewer shots per visit

Together we can reduce the burden of cancer in Indiana!

Medication Adherence Leads to Better Patient Outcomes

Adherence to medication is a crucial aspect of successful medical treatment. Unfortunately, studies have shown that many patients struggle with taking their medications as prescribed. Here are some steps you can take to improve adherence:

1. Educate your patients about the importance of taking medication as prescribed, and share the potential risks of non-adherence.
2. Simplify medication regimens, tailor prescriptions to the patient's lifestyle, and offer reminder tools such as mobile apps or pillboxes.
3. Regularly follow up with your patients to assess adherence, discuss any challenges, and make any necessary adjustments to the medication regimen.

By working closely with your patients, you can improve medication adherence and achieve better health outcomes!



Pharmacy Updates

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 also be found there. 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.



Behavioral Health Member Profile

Indiana Medicaid

On a daily basis, CareSource sends information to the CareSource Provider Portal, including a behavioral 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 use disorder treatment and HIV is only released if the member has signed a consent form.

The Behavioral Health Member Profile can be accessed while viewing a member's eligibility on the Provider Portal. To access the Provider Portal, go to **CareSource.com** > Login > Provider. 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.

Tobacco Cessation Resources and Incentives for Providers

Indiana Medicaid

According to the Center for Disease Control and Prevention (CDC), tobacco use is the leading cause of preventable disease, disability, and death in the United States and nearly 50% of annual deaths occur among consumers with behavioral health conditions. Furthermore, individuals with behavioral health conditions use tobacco at a rate two to four times higher than the general population and have lower quit rates.

Research suggests it takes 7-10 attempts to successfully quit using tobacco. As part of our commitment to health partners and members, CareSource provides resources to support tobacco cessation. The Behavioral Health team has developed a [Tobacco Cessation Toolkit](#) that is available on **CareSource.com**. CareSource also covers Nicotine Replacement Therapy, counseling for tobacco dependence, and oral medications to support members who are interested in quitting.

In addition, CareSource provides an incentive to providers who provide tobacco cessation education to CareSource members. Providers will receive \$50 per member, per year for providing tobacco cessation counseling during their visit.

Providers can refer members to the Indiana Quit Now program and receive FREE materials to have on hand to distribute or display in waiting rooms. All materials may be downloaded at [Quit Now Indiana](#).

References:

U.S. Department of Health and Human Services. *The Health Consequences of Smoking: 50 Years of Progress. A Report of the Surgeon General*. Atlanta, GA: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion, Office on Smoking and Health, 2014.

[Tobacco Use and Quitting Among Individuals With Behavioral Health Conditions _ CDC.pdf](#)





P.O. Box 8738
Dayton, OH 45401-8738

VISIT US

CareSource.com

JOIN US



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Member Corner

The MemberSource newsletter is a great resource to stay up-to-date with health, wellness and plan information for your CareSource patients. To view editions of the MemberSource newsletter, visit **CareSource.com** > Members > Education > Newsletters.

Thank you for your partnership!

IN-Multi-P-2039602; Issue Date: 5/10/2023
OMPP Approved: 5/10/2023
© 2023 CareSource. All Rights Reserved.