



NETWORK *Notification*

Notice Date: May 12, 2023
To: Indiana D-SNP and Indiana Marketplace Providers
From: CareSource
Subject: Coordination of Care Covered Under the Health Insurance Portability and Accountability Act (HIPAA)

Summary

CareSource assures behavioral health services are integrated with physical health care services and are part of the treatment continuum and facilitates coordination of care between behavioral health providers (BHPs) and primary medical providers (PMPs). As a reminder, network providers are required to share relevant information with CareSource and other providers for purposes of care coordination in accordance with applicable state and federal law.

Impact

CareSource requires PMPs and specialists to have screening and evaluation procedures for the detection and treatment of, or referral for, any known or suspected behavioral health problems and disorders. CareSource is contractually obligated to share information with health care providers and coordinate care for all members receiving physical and behavioral health services.

CareSource has developed protocols to:

- Address the needs of members in an integrated way, with attention to the physical health and chronic disease contributions to behavioral health,
- Ensure health partners provide a written plan and evidence of ongoing communication between the PMP, the managed care plan (MCP) and the BHP, and
- Coordinate management of utilization of behavioral health care services through direct provider and member outreach programs by teams such as the Pharmacy (Rx Solutions Center), Integrated Care Management, Transitions of Care, Women and Children's Health Outcomes, and Quality Improvement.

Importance

Disclosure of mental health records by the provider to CareSource and to the member's physician is permissible under the Health Insurance Portability and Accountability Act (HIPAA) and state law (IC 16-39-2-6(a)) without consent of the member for treatment, payment, and health care operations. However, consent from the member may be necessary for substance use disorder records.

Questions?

For any questions, please contact CareSource's Provider Services Monday through Friday, 8 a.m. to 8 p.m. Eastern Time (ET) at the following:

- D-SNP: 1-833-230-2176

- Marketplace: **1-833-230-2101**

Providers can also email questions directly to their Health Partner Representative.

IN-Multi-P-2054701