



FALL 2023

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

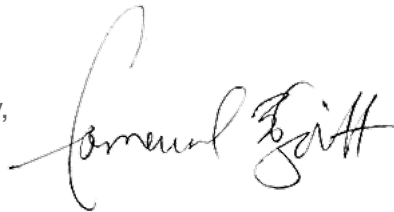
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CareSource believes everyone should have the right to achieve the best possible health outcomes regardless of race, ethnicity, primary language, physical ability, geography, gender identity and/or sexual orientation. Unfortunately, many individuals in our communities are at a disproportionate risk for poor health consequences simply because of their demographic identity. National data reveals health disparities in multiple areas, including diabetes, cancer outcomes, maternal and infant mortality, cardiovascular disease, and other chronic conditions. The drivers for these inequities are vast and include factors such as genetic components, health-related behaviors, racism, discrimination, provider implicit and explicit biases, historical trauma, lack of representation, environmental toxins/hazards, and poor-quality health care.

While many of these factors are deeply rooted in American history and may take time and cross-sector efforts to fully address, there are things we can alter now as health care providers. The first step to remedying any issue is admitting there is a problem - recognizing implicit bias in ourselves and in our systems. Medical risk tools that incorporate race/ethnicity, research studies with inadequate diversity in participants, differences in the treatment of certain conditions amongst different populations are all examples of pervasive biases in health care that we must eliminate. Conducting health equity training and listening sessions for staff that support patients can help challenge existing beliefs, raise consciousness, and create a culture of health equity. Collecting race, ethnicity, sexual orientation, and gender identity on patients and then stratifying the data by demographic category can help to identify disparities at your own institution. Data-driven initiatives can then be designed to eliminate these disparities. Establishing health equity as a priority in your institution can help transform medicine and ensure equitable care for all.

Sincerely,



Dr. Cameual Wright  
Vice President, Market Chief Medical Officer – Indiana  
Enterprise Health Equity and Advocacy Team, Chair

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## Resources You Don't Want to Miss!

This edition of the ProviderSource Newsletter highlights various CareSource resources. Be sure to read each article to find opportunities for your practice and your CareSource patients.

**UPDATES**

### 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:

- [Multi-Factor Authentication Implementation – UPDATE](#)
- [Indiana Lowers Threshold for Blood Levels in Children](#)
- [Indiana Medicaid Providers – 340B Drug Pricing Program Claim Requirement Reminder](#)
- [Electronic Submission of Medical Claims](#)

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

CareSource would 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](#).



### 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 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.

# Got (Breast) Milk?

Is your patient pregnant or postpartum? We want your CareSource patient to have the tools they need, if planning to breastfeed. CareSource covers breast pumps at no cost to the member! Members can order their breast pump online within 90 days of their due date. Members can choose their breast pump. The website has many brands and models for the member to make a selection. Members should fill out the information on the website and we will work with them to deliver the pump. Members can call Member Services with any questions.

- **D-SNP:** 1-833-230-2020  
(TTY: 1-800-743-3333 or 711)
- **Marketplace:** 1-833-230-2099  
(TTY: 711)
- **Medicaid:** 1-844-607-2829  
(TTY: 1-800-743-3333 or 711)





## Suspect Telemedicine Companies

Many physician and non-physician practitioners have used telehealth services during the public health emergency to care for their patients. Some telehealth companies are entering into suspect arrangements with practitioners that could present a heightened risk of fraud or abuse. The Office of Inspector General issued a list of suspect agreement characteristics and urges practitioners to use heightened scrutiny and exercise caution when entering into telehealth agreements. An example of a concerning business practice is when a telehealth company compensates the provider based on the volume of services ordered. The full list of suspect characteristics is available here: <https://oig.hhs.gov/documents/root/1045/sfa-telefraud.pdf>.

If you have any information about suspicious telehealth related issues, please call the provider services line and ask to report fraud.

- **D-SNP:** 1-833-230-2176
- **Marketplace:** 1-833-230-2101
- **Medicaid:** 1-844-607-2831





## The Importance of Cultural Intelligence in Providing Mental Health Care

When a provider understands cultural intelligence, they can interact effectively with people of diverse cultures, by incorporating their unique beliefs, behaviors, and needs into their diagnosis and treatment plan. Simply put, a culturally competent mental health provider should consider how culture, race, and ethnicity may influence their patient's mental health, and the best treatment options.

The CareSource Indiana Behavioral Health (BH) team facilitated a cultural intelligence survey for BH providers in our network which included residential treatment centers, Community Mental Health Centers, Opioid Treatment Programs, and independent providers. Of the 796 BH providers surveyed, 83 responded, and 52 completed the survey.

The survey was designed to assess cultural intelligence within our network to better understand what is important in their treatment of patients

who are at risk for health disparities and their understanding of the impact cultural differences may have on health care delivery.

The survey revealed the following areas of opportunity:

- Increase provider knowledge of programs and supports
- Improve access to Substance Use Disorder treatments including: Medication Assisted Treatment
- Ensure interpreters for non-English speaking clients
- Increase education about culture and barriers impacting mental health
- Update toolkits with tips for culturally intelligent practice

*Reference: Fountain House, February 8, 2022, Why is Cultural Competence Important in Mental Health Care?*

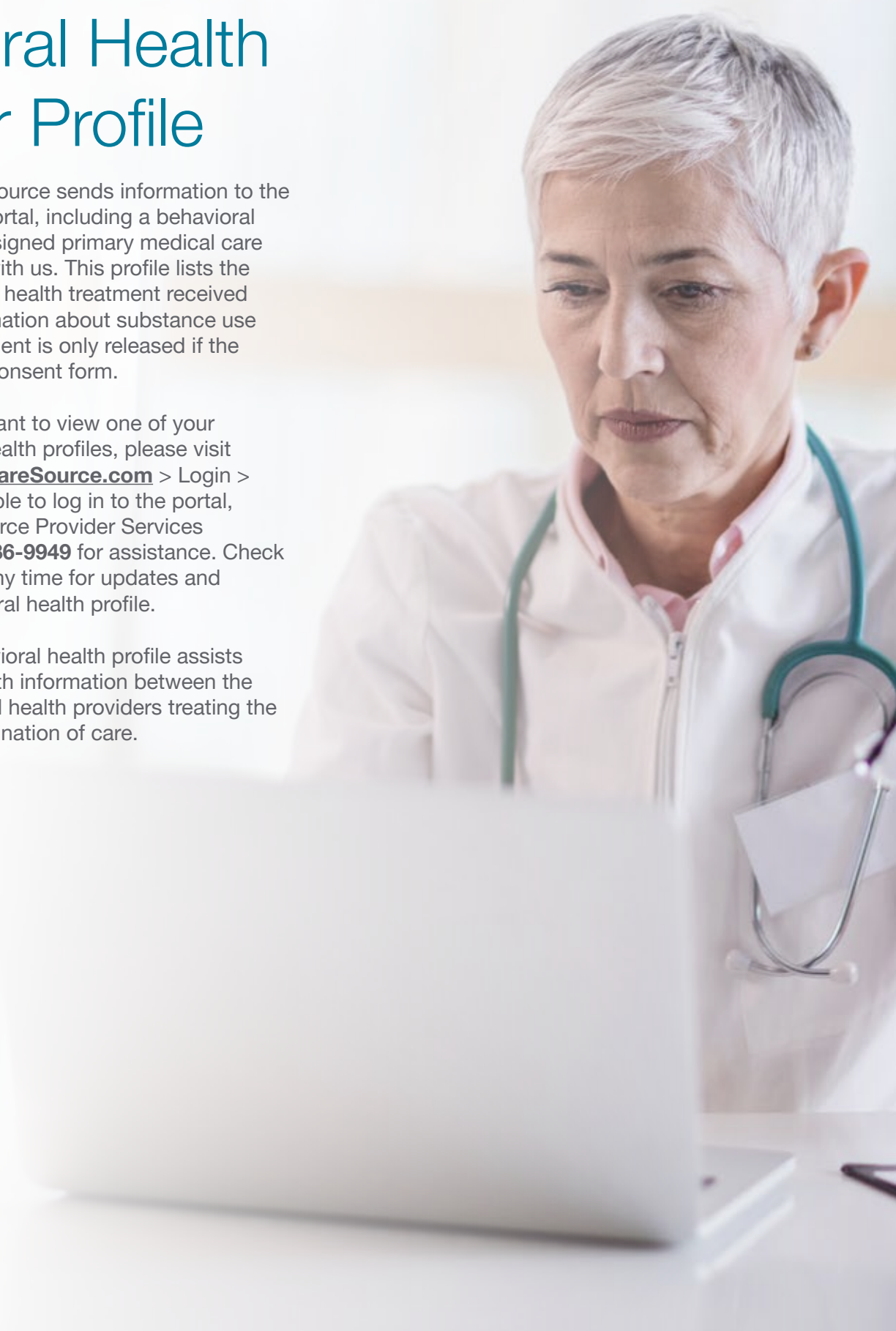


# Behavioral Health Member Profile

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 and HIV treatment is only released if the member has signed a consent form.

If you are a PMP and want to view one of your member's behavioral health profiles, please visit the Provider Portal at [CareSource.com](https://www.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. 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.





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

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## MemberSource Newsletter

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!***