



WINTER 2023

PROVIDER *Source*

A Newsletter for CareSource® Health Partners



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Chief Medical Officer's Note



At CareSource,
we are committed
to the whole health
of our members.
What does
that mean?

As you know, it is important to address the physical health, behavioral health, and oral health of every patient. We also know that health is impacted by more than just health care. These drivers of health include transportation, safe and stable housing, access to healthy foods, social connections and much more. An office visit to a health care provider is not going to address all aspects of whole health, but identifying the drivers to a healthy outcome is the first step.

Our team stands ready to partner with health care providers and community organizations to collectively support the needs of patients and families. We have resources available on our website. We have a care management team that partners with the health care provider and patient to address identified needs. We have staff who work with community partners to address housing, food, transportation, education, and employment.

Engaging the patient and family in taking charge of their health with support from us all is critical. Leveraging all the partners and available resources will allow us to achieve not only healthy outcomes, but **quality** health outcomes. Through this process, CareSource members are rewarded for healthy behaviors and health care providers are recognized for achieving quality goals.

How can we assist you in addressing the whole health of your patients?

Sincerely,

A handwritten signature in black ink that reads "Cameual Wright".

Dr. Cameual Wright
Vice President, Market Chief Medical Officer – Indiana





Thanks

For a Great Year!

We want to express our thanks to you, our valued providers!
Without you, it wouldn't be possible to serve our members and live out the CareSource mission – “To make a lasting difference in our members’ lives by improving their health and well-being.”
We look forward to your continued partnership in 2024!

Thankful for Your Partnership in Helping Us Spread the Word on Member Rewards!

Thank you, providers, for keeping our members healthy. It's a bonus when members can take charge of their health and earn rewards at the same time. It's a win all around! Please continue to encourage your members to complete their healthy activities, and most importantly, to have them redeem their rewards before they expire. If your patient would like to learn more about one of our programs, please direct them to the links below:



Indiana Medicaid & Marketplace:

MyHealth Rewards (18+)

- Members are automatically enrolled.
- For more information about Indiana Medicaid rewards, visit **CareSource.com**.
- Check **CareSource.com** for details about Indiana Marketplace rewards.
- Call Member Services with any questions at the appropriate number below:
 - Medicaid: **1-844-607-2829**
 - Marketplace: **1-833-230-2099**

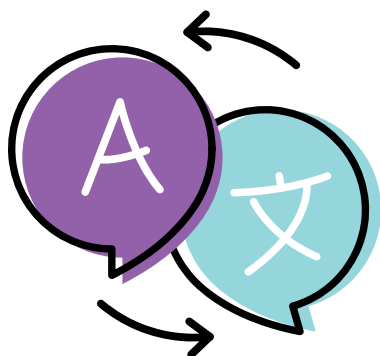
Indiana Medicaid

Babies First and Kids First

(For expecting mothers and children up through 17 years old)

- Each child and pregnancy must be enrolled to earn rewards.
- **CareSource.com** has more information for your review.
- Call Member Services at **1-844-607-2829** with any questions.





Multi-Language Insert Requirement

D-SNP Providers

The Centers for Medicare & Medicaid Services (CMS) requires that all health plan enrollees receive the multi-language insert (MLI) document to inform beneficiaries that free interpreter services are available for the top 15 languages spoken in the United States, plus all additional languages that meet a five percent service area threshold. The MLI may be included as part of required materials or as a standalone document.

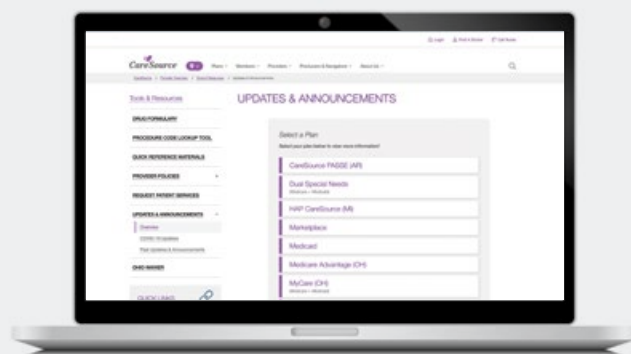
To meet this requirement, the MLI should be included with the following materials:

- An Important Message from Medicare About Your Rights (IM)
- Detailed Notice of Discharge Form (DND)
- Medicare Outpatient Observation Notice (MOON)
- Notice of Medicare Non-Coverage (NOMNC)

Achieving Health Equity requires that our members receive health information in the language they understand. Review this document at [CMS.gov/Medicare/Managed Care Marketing Documents](https://www.cms.gov/Medicare/Managed%20Care/Marketing/Managed-Care-Marketing-Documents).

Questions?

Contact Provider Services at **1-833-230-2176**.



Network Notification Bulletin

UPDATES



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:

- Medicaid Providers – [Prior Authorization Time Frame Updates](#)
- Marketplace Providers – [New Diabetes Marketplace Plans for 2024](#)
- D-SNP Providers – [Announcing Non-Renewal of Indiana D-SNP Plan](#)

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](#).

Effective Discharge Planning

Marketplace Providers

Discharge planning is a critical component of ensuring safe, quality, coordinated medical and behavioral health care, and should include addressing all reasons for member admission. Effective discharge planning also considers social determinants of health, involves the member and their family in the planning, and specifies all behavioral and medical follow-up appointments. Comprehensive discharge plans can prevent readmissions, emergency room (ER) visits and medication errors.

CareSource recognizes discharge planning is a complicated process and the many challenges our providers and their staff face. CareSource recommends using the IDEAL model developed by the Agency for Healthcare Research and Quality (AHRQ) as an outline for best practice. IDEAL stands for Include, Discuss, Educate, Assess, and Listen:

- **Include:** Make sure the patient and the patient's family are considered partners in care and in discharge planning.
- **Discuss:** Conversation with the patient is key so they understand what life will be like after they transition home. Discussions should include a review of medications and test results and an explanation of warning signs and symptoms. Follow-up appointments with the patient's health care providers should also be made before discharge.
- **Educate:** Throughout the hospital stay and at discharge, patient and family education is critical to teaching self-care skills and promoting treatment adherence.
- **Assess:** Train and assess staff on their ability to explain health information to patients and caregivers and to use proven teaching methods, such as teach-back.
- **Listen:** Last in the acronym, but the first consideration in all interactions should be listening to what patients and families have to say about their needs, concerns, and goals.

CareSource is here to help and has several resources to support our providers with the discharge planning process. Please call Marketplace Provider Services **1-833-230-2101** or contact your Health Partner Representative if you have questions. Or, if you have a member that could benefit from additional outreach, education, and support, you can refer them to the CareSource Care Management program by contacting Member Services at **1-833-230-2099**.



Help for Pregnant Members

Medicaid Providers

The use of opioids during pregnancy is increasing in Indiana, however, treatment of opioid use disorder during pregnancy offers a high rate of success and reduces the risks of harm from opioids to both the mother and infants. Connecting members experiencing an opioid use disorder during pregnancy to treatment resources is critical for success.

The Indiana Pregnancy Promise Program offers enhanced care management to members that are pregnant or within 90 days postpartum and use opioids or have used opioids in the past. The program is free and voluntary and supports members through their recovery and pregnancy. Members in the program are also offered a childcare benefit. Anyone can refer to the program using the referral form at <https://appengine.egov.com/apps/in/promise>. If you would like fliers to have available to provide to your members, email IN_Provider_Relations@caresource.com or contact your assigned Health Partner Engagement Specialist.



False Claims Act

A Few Facts on the False Claims Act (FCA)

The FCA is a federal law that prohibits a person or entity from:

- Knowingly presents a false or fraudulent claim for payment
- Knowingly uses a false record or statement to get a claim paid
- Conspires with others to get a false or fraudulent claim paid
- Knowingly uses a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property

“Knowingly” means acting with actual knowledge or with reckless disregard or deliberate indifference to the truth or falsity of information.

An example would be if a health care provider, such as a hospital or a physician, knowingly “upcodes” or overbills; resulting in overpayment of the claim using Medicaid or Medicare dollars.

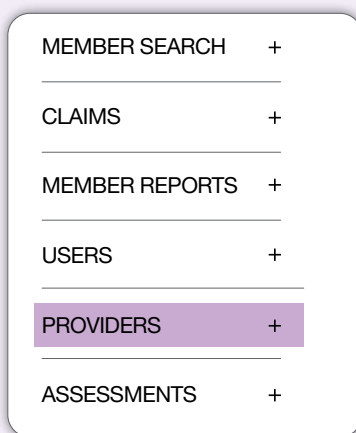
You can help reduce fraud by using the FCA. The FCA allows everyday people to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or other individuals that are defrauding the government through programs, agencies, or contracts.

You can find more information regarding the False Claims Act on CareSource’s [website](#).

Accessing Tip Sheets for Help with Prior Authorization Cases

As a reminder – you can access tip sheets on the [CareSource Provider Portal](#)! Please follow the instructions below:

Log in to your Provider Portal account. Along the left side of the home page is a dropdown menu. Select “Providers.”



A dropdown list will appear. Select

“Prior Authorizations and Notifications.”

You will be redirected to the Prior Authorization and Notifications page. Under the heading,

“Using CareSource Provider Portal Prior Authorization,”

there is a bulleted list of links to help you access features of CareSource’s Provider Portal Prior Authorizations.

Bulleted links include, but are not limited to, market-specific tip sheets for

“Request for Change or Request for Case,”

and

“How to Check Authorization Case Status.”

Please reach out to Provider Services if you have questions or concerns.

CareSource Breast Pump Program

Medicaid Providers

If your CareSource patient chooses to breastfeed or pump, CareSource will give them the tools and support to help them succeed. **Most pregnant CareSource members in Indiana are eligible to get a free breast pump and supplies!**

Three Easy Steps to Get a FREE Breast Pump:

1. Choose the breast pump

- Think about things like:
 - Size
 - Ease of cleaning
 - Extra supplies included
 - Noise level
- Some companies offer FREE lactation services and breastfeeding support when receiving a pump from them.

**No prior authorization is needed for most breast pump orders.*

2. Order the breast pump

Members can get their breast pump through any in-network durable medical equipment provider, both locally and online.

3. Get the breast pump

- Their breast pump will be delivered straight to them!

Still Have Questions?

CareSource offers a *Mom and Baby Beginnings* Care Management program to provide members with support and resources during their pregnancy and beyond. Members can connect with the program by calling **1-833-230-2034** (TTY: 711).

If members have questions about their plan or benefits, please guide them to call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711). Member Services is open Monday through Friday from 8 a.m. to 8 p.m. Eastern Time (ET).



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. A CareSource Representative will help members find out if a medication is covered and how much it will cost.

Benefits of Proper Drug Disposal



Remind your patients that proper disposal of expired, unused or unneeded medications is important for their health.

Proper disposal helps prevent accidental ingestion, especially by children or pets. It also minimizes the risk of misuse or abuse, thereby safeguarding those at risk for potential addiction or harm. Finally, proper disposal helps to lessen patient confusion by removing medications from their home that they are no longer taking.

CareSource is pleased to offer all our members free DisposeRx® drug disposal packets to help them and their loved ones stay healthy. Information on how to receive DisposeRx® packets can be found on our website, [CareSource.com](https://www.caresource.com).

Embracing Cultural Humility

Your Practice

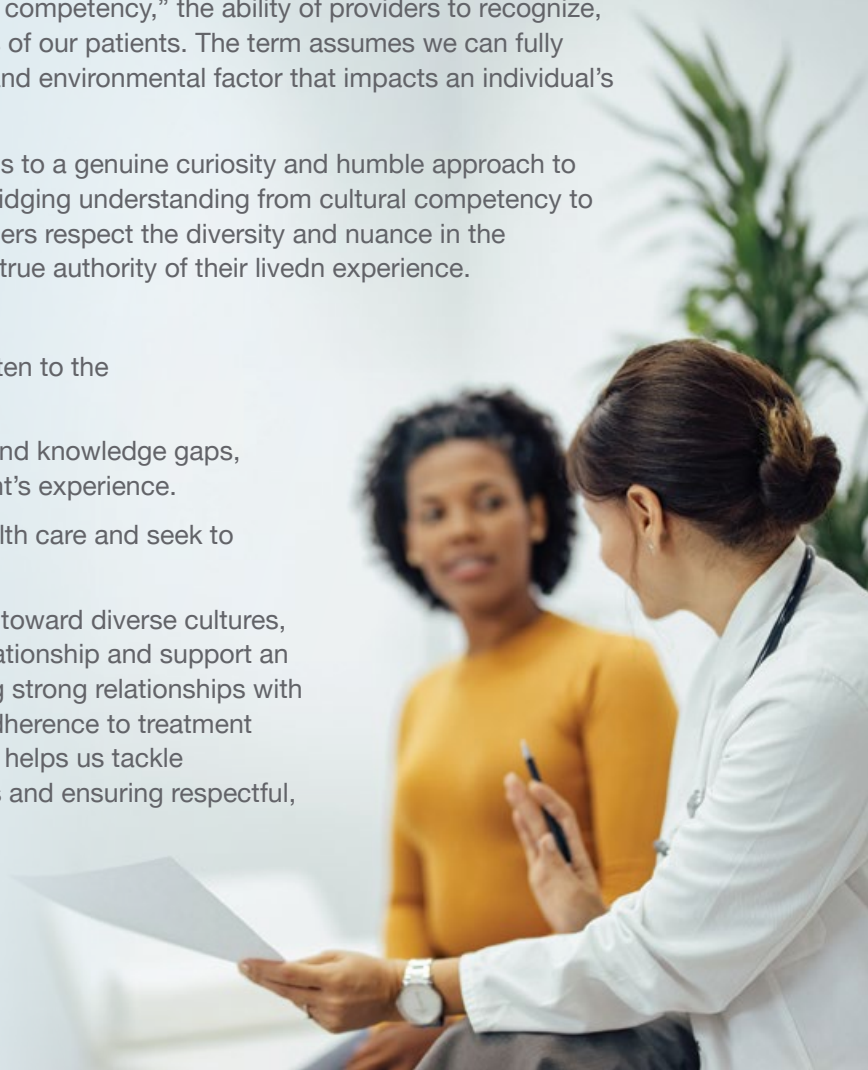
There is much attention in health care today on “cultural competency,” the ability of providers to recognize, respect and include the cultural norms and perspectives of our patients. The term assumes we can fully understand and master the intricacies of every cultural and environmental factor that impacts an individual’s narrative. Such a goal is lofty and idealistic.

The concept of cultural humility, however, shifts the focus to a genuine curiosity and humble approach to understanding the diverse complexity in our patients. Bridging understanding from cultural competency to cultural humility requires a shift in mindset, where providers respect the diversity and nuance in the patient experience, and recognize those we treat as the true authority of their lived experience.

Embracing cultural humility requires a provider to:

- Engage patients with an open mind and actively listen to the patient at each encounter.
- Acknowledge their own biases, lived experiences and knowledge gaps, which may impact their understanding of the patient’s experience.
- Accept the power dynamics that are present in health care and seek to empower the patient.

By adopting a practice of curiosity, humility and respect toward diverse cultures, we set the stage to build trust in the provider-patient relationship and support an unbiased, patient-centered approach to care. Cultivating strong relationships with patients leads to improved patient satisfaction, better adherence to treatment and optimized health outcomes. Finally, cultural humility helps us tackle health care disparities by acknowledging our differences and ensuring respectful, culturally responsive, equitable care for all.



Make Health Literacy Top of Mind for All

What's health literacy?



The Centers for Disease Control and Prevention (CDC) defines *organizational health literacy* as “the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.” It is our responsibility to empower our members, and with your help, we can enable members and increase their health literacy.

At CareSource, we use plain language to make our materials more reader-friendly. We ask you, as a provider, to help us in this charge. When meeting with members:

- Use plain language vocabulary to increase likelihood for patient understanding.
- Take pause and allow your patients to ask questions.
- If sharing printed materials with your patient, consider reviewing the document with them – point out the “need to know” information.
- Ask follow-up questions to confirm that your patient understands and knows how to proceed.
- Ensure patients understand their benefits or know where to find resources to learn more about benefits or other health insurance terms.

In a 2018 survey, PolicyGenius and Radius Global Research found that 96% of Americans overestimate their understanding of health insurance concepts. This survey asked participants to define four key health insurance terms – deductible, co-insurance, co-pay and out-of-pocket maximum. Only 4% could define all four terms.

This shocking statistic is not one to gloss over. We can all do something to improve the rate of understanding within the health care industry.

Together, let's do our part in improving health literacy among our CareSource population!

Resources:

www.policygenius.com/health-insurance/health-insurance-literacy-survey/
www.cdc.gov/healthliteracy/learn/index.html

Free Training Available!

CareSource's Provider Education Series

We strive to equip our health partners with training resources to continue providing high-quality care to our members, as well as education on how to work with CareSource. We've developed Provider Education Series trainings that focus on Access and Availability Standards, Credentialing, Provider Portal, Life Services and more! To access trainings, please visit **CareSource.com** > Providers > Education > [Training and Events](#).

We encourage providers to take advantage of the available education and training to learn more about CareSource and related topics.

Upon completion of trainings, please be sure to complete the [Provider Training Attestation](#) form.



Now Available: BeMe Health

Medicaid Providers

The BeMe Health, Digital Mental Health Support tool, is available for your Hoosier Healthwise teen patients.

As of Jan. 1, 2023, CareSource Hoosier Healthwise teens have access to BeMe Health—a mobile app offering mental health support and interventions designed to address teens' unique needs. Developed in partnership with clinicians, BeMe serves adolescents aged 13-18, at no cost to them. BeMe has teens covered with science-backed support:

Coaching	Content
BeMe coaches provide real-time, text-based support, helping teens learn and practice coping and resilience-building skills—including nights and weekends	BeMe's teens have access to science-backed skills based on DBT and CBT, positive psychology, and more.
Crisis	Care
Teens have access to 365 days, 24/7 support: Safety Planning, CareSource 24 Nurse Advice Line, Crisis Text Line, 988 Suicide and Crisis Lifeline and The Trevor Project	BeMe links teens as needed to virtual clinical care from in-network CareSource providers.

"Our referring clinicians find that BeMe is an excellent tool for all teens—teens without timely access to services, teens under high stress but without a diagnosis, or teens already in care and in need of continuous support between visits. And, teens are loving it."

– Neha Chaudhary, MD, Chief Medical Officer, BeMe Health

It's easy to refer your patients to BeMe:

just download BeMe Health from the App Store or visit beme.com/caresource.

Behavioral Health Member Profile

Medicaid Providers

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.

If you are a PMP and want to view one of your member's behavioral health profiles, please visit the Provider Portal, go to **CareSource.com** > Login > Provider. The member profile is accessible while viewing a member's eligibility. If you are unable to log in to the portal, please call the CareSource Provider Services department at **1-844-607-2831** 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.



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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](#).

Thanks for your partnership and we look forward to another year working with you!