



FALL 2019

PROVIDER*Source*

A Newsletter for CareSource® Health Partners

2

**Asthma Medication
Management**

6

**New “Controlled
Substance Report”
Provider Document
Available on
Provider Portal**

11

**New Pharmacy
Innovation Partner**



 **CareSource®**

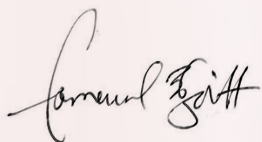
Medical Director's Corner

Asthma Medication Management

Summer is typically a time to enjoy outdoor games and activities, but not for many of the 25 million individuals in the United States living with asthma. Asthma, a life-threatening but treatable condition of inflammation and airflow obstruction in the lungs, can be triggered by pollen, grasses, dust mites and other environmental allergens. In Indiana, the prevalence of asthma is over 500,000 individuals and is a significant cause of hospitalization and emergency department utilization. Appropriate management of this condition not only improves the quality of life for patients, but also saves billions of dollars in medical costs.

Proper diagnosis of asthma is made by historical data, physical examination and spirometry. The goals of treatment should focus on both reducing symptoms and reducing the risk of future attacks and impairment. The four pillars of treatment include: assessment, education, control of environmental factors and comorbidities and pharmacologic therapy. Inhaled corticosteroids remain the single most effective long-term control therapy for persistent asthma. The ultimate goal of treatment is to enable the patient to live without symptoms or limitations from their condition.

1. https://www.cdc.gov/asthma/most_recent_data_states.htm
2. <http://www.cdc.gov/vitalsigns/pdf/2011-05-vitalsigns.pdf>
3. <https://www.nhlbi.nih.gov/files/docs/guidelines/asthgdln.pdf>



Cameual Wright, M.D., M.B.A.
Medical Director, Indiana





Testing HbA1C and LDL-C for Patients Diagnosed with Schizophrenia or Bipolar Disorder

Heart disease and diabetes are among the top ten leading causes of death in the United States. (Murphy, Xu, Kochanek, 2013, 2010). Diabetes is common and seen in one in five patients with schizophrenia. (Annamalai, Tek, 2015, 2015). The National Committee for Quality Assurance (NCQA) reports that persons who take antipsychotic medications are at an increased risk for cardiovascular disease and diabetes. Screening and monitoring of these conditions are important. Lack of appropriate care for these populations can lead to worsening health and even death.

It is crucial that primary medical care providers collaborate with behavioral health providers to assist patients that have both chronic medical diagnoses and serious mental illnesses with HbA1c and LDL-C testing on a routine basis. A HbA1c test is recommended every three months when beginning an antipsychotic.

If you have patients that are prescribed antipsychotic medications, here are some tips to improve health outcomes:

1. Work to improve coordination of care between primary care and behavior health providers to close any gaps in care for your patients.
2. Work with your patients (and their support systems) to ensure they follow up with their primary care physicians for routine HbA1c and LDL-C screenings.
3. Educate your patients on the benefit of coordinated services and the importance of routine HbA1c and LDL-C screenings.

CareSource offers both care management and disease management programs for members with chronic conditions. CareSource members with diabetes are automatically enrolled into the disease management program. If members do not have a care manager, they can call Member Services at 1-844-607-2829. We appreciate your help in making sure CareSource members receive the care they need.

References:

Murphy, S.L., J.Q. Xu, J.D. Kochanek. March 1, 2013. Deaths: final data for 2010. Morbidity and Mortality Weekly Report (MMWR). 62(08);155 http://www.cdc.gov/nchs/data/dvs/deaths_2010_release.pdf

Annamalai, A and Cenk Tek. March 23, 2015. An Overview of Diabetes Management in Schizophrenia Patients: Office Based Strategies for Primary Care Practitioners and Endocrinologists. International Journal of Endocrinology, vol. 2015, Article ID 969182, 8 pages <http://dx.doi.org/10.1155/2015/969182>



Streamlining Your Prior Authorization Submissions with our Provider Portal

CareSource's Provider Portal is the preferred method for providers to complete their prior authorizations (PA) and notifications to CareSource.

Using our portal, providers can streamline many of their tasks including:

- Checking eligibility
- Uploading supporting documentation for a PA request
- Receiving an immediate approval, pending decision, or check a pending request

We are always working to improve our portal to meet your needs and have recently added some new enhancements including:

- Entering Newborn and Observation notifications
- Submitting information for a concurrent review
- Requesting a change or update to an existing PA, such as:
 - Attaching additional documentation after initial request
 - Changing Admit Date or Date of Service
 - Updating or providing discharge date
 - Adding or changing diagnosis and/or procedure codes
 - Updating number of requested units
 - Updating provider information

We offer training for general portal use twice a month or individual training can be scheduled by request. Contact us by email at **CiteAutoAssistance@CareSource.com** for more information about registering for the portal, to sign up for one of our training sessions, or if you have any questions.

NEW “*Controlled Substance Report*”

PROVIDER DOCUMENT

AVAILABLE ON

PROVIDER PORTAL

CareSource has created a new Controlled Substance Report (CSR) for our providers as a tool to provide awareness of prescribing patterns for controlled substances.

The CSR shows a consolidated view of all members for whom the provider has written a controlled substance prescription. The report is available 24/7 on the Provider Portal and contains a glossary that defines how each of the metrics is calculated and shaded. We will continue to enhance the CSR with additional metrics.

HOW TO ACCESS THE CSR:

Providers can access the report through the Provider Portal on **CareSource.com**:

- First, look for the “Are you a provider?” section on the left hand menu bar.
- Either log in or register, if a first time user.
- After choosing the state from which you practice, enter your username and password.
- Once logged in, go to the left navigation, under the Provider options, and select “Provider Documents”.
- Select available reports.

If there are questions about the CSR, providers can send requests to the following secure email: **Controlled_Substance_Report@caresource.com**. CareSource places the utmost importance on providers delivering quality member care. We encourage your use of the CSR as an enhanced tool to help you monitor your prescribing patterns.



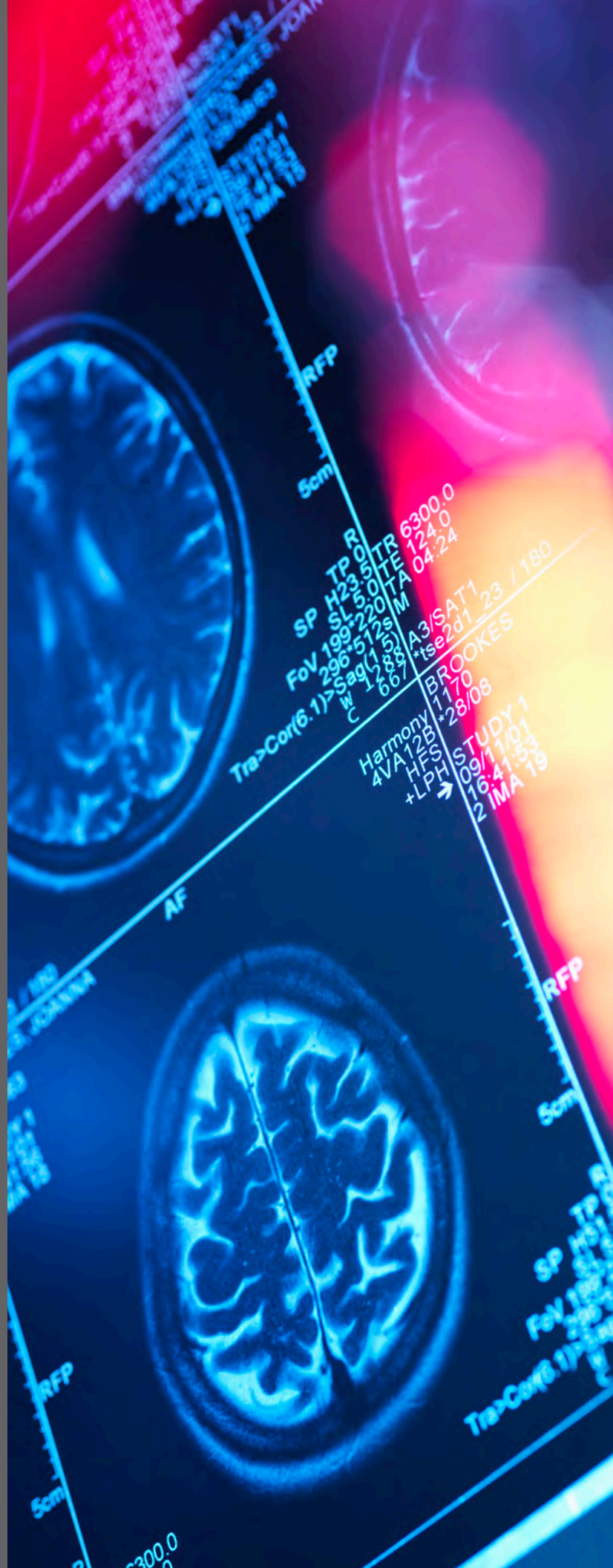


Indiana Behavioral Health Profile

Daily, CareSource updates member behavioral health profiles on the Provider Portal, so primary medical providers (PMPs) have the most accurate information. This profile lists the physical and behavioral health treatment received by the patient. Information about substance abuse 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 patient's behavioral health profiles, please visit the Provider Portal at **CareSource.com** > Provider Overview > Provider Portal Log-in. If you are unable to log in to the portal, please call the Provider Services 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.



New Pharmacy Innovation Partner

CareSource is excited to tell you about our new pharmacy innovation partner. Beginning on Jan. 1, 2020, medication claims will now be processed by Express Scripts. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for our members. Express Scripts will process medication claims for Medicare, Medicaid, and Marketplace plans to provide continuity for your office and our members.

HOW WILL THESE CHANGES AFFECT YOU?

- Each of your CareSource patients will receive a new insurance card. Remind them to bring their new card with them to appointments and pharmacy.
- The CareSource preferred drug list will still be available online at [CareSource.com](https://www.caresource.com). We are working hard to ensure that our members experience minimal disruption.
- The process for obtaining prior authorizations (PA) and formulary exceptions will not change. You can find PA request forms at [CareSource.com](https://www.caresource.com).

RETURNING OVERPAYMENTS TO CARESOURCE

The Affordable Care Act (ACA) requires providers to report and return any overpayment within 60 days after identification of said overpayment. An overpayment is defined as any funds that a provider receives or retains from Medicare or Medicaid to which the person is not entitled.

There is no minimum monetary threshold for returning an overpayment. The 60-day time period for reporting and returning begins when the overpayment is identified or the provider is informed of the potential overpayment.

If you have received an overpayment from CareSource, please complete the Overpayment Recovery Form or Claim Refund Check Form located on **CareSource.com** within 60 days.

For further assistance, please contact Provider Services.







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

VISIT US
CareSource.com

CONTACT US
1-855-202-1058

JOIN US

 [Facebook.com/CareSourceIN](https://www.facebook.com/CareSourceIN)

SO MUCH MORE THAN HEALTH INSURANCE

At CareSource, we know you want to provide the best possible care to your patients. Did you know that we offer extra resources to our members so they can more easily access benefits and understand their coverage?

CareSource24, Nurse Advice Line – When your office is closed, members can still talk to a health care professional 24 hours a day, seven days a week by calling CareSource24®, our nurse advice line.

Medication Therapy Management – CareSource partners with you to help your patients use their medications appropriately.

CareSource Mobile App – We help members manage their care on the go with the free CareSource mobile app. Our app empowers them to easily access the information they need for appointments.

