



WINTER 2019

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Reducing Care Fragmentation

High quality health care requires that each member of the care delivery team communicate consistently and effectively. Such coordination of care has been demonstrated to improve the effectiveness, safety and efficiency of health care delivery. Unfortunately, current health care services are often fragmented. Communication between primary care providers (PCPs) and specialists is suboptimal. Hospital and outpatient care is fragmented. Patients are left uninformed about changes in care, diagnoses and prescriptions.

The Institute for Healthcare Improvement (IHI) defines four best practices to improve care coordination: accountability, patient support, relationships and agreements and connectivity. Providers are encouraged to assume responsibility for effective communication between PCPs and specialists and during transitions of care. The reason for referrals should be clearly outlined and provided in writing to the specialist. A mechanism for tracking referrals can help to ensure all referrals are completed, barriers are remedied and communication from the specialist has been received. Specialists, in turn, should routinely provide a summary of the visit to the referring provider. Providers are encouraged to build relationships with key external consultants and develop service agreements that outline PCP and specialist expectations. Technology, such as electronic medical records, may be leveraged to facilitate communication, data sharing and referral tracking. Templates may be beneficial to expedite referral requests and consultation notes. Most importantly, the patient is an integral part of the care team and should be educated on the need for all conditions, referrals and transitions of care.

Dr. Cameual Wright MD, MBA
Medical Director, Indiana Market





Easy Pay with **ECHO Health**

Electronic Funds Transfer (EFT) is a fast and reliable method to receive payments and is the preferred method for CareSource. In order to register for CareSource claims payments and choose EFT as your payment preference, visit ECHO Health, Inc.'s registration page at: <http://view.echohealthinc.com/eftera/EFTERAInvitation.aspx>. If you have questions regarding registration, please call ECHO Support at 1-888-485-6233.



New

Pharmacy Innovation Partner

CareSource would like to remind you about our new pharmacy innovation partner, Express Scripts. Beginning on January 1, 2020, medication claims will now be processed by Express Scripts. We are excited for this new partnership as it gives 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 Are These Changes Affecting You?

- Each of your CareSource patients should receive a new insurance card. Remind them to bring their new card with them to appointments and the pharmacy.
- The CareSource drug list is still available online at **CareSource.com**. CareSource regularly makes changes to the drug list and you can find the most recent list and changes on the website.
- The process for obtaining prior authorizations (PA) and formulary exceptions has not changed. You can find PA request forms on our website.

False Claims Act: Facts to Know

The False Claims Act (FCA) is a federal law that prohibits a person or entity from:

- Knowingly presenting a false or fraudulent claim for payment
- Knowingly using a false record or statement to get a claim paid
- Conspiring with others to get a false or fraudulent claim paid
- Knowingly using 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 of this 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.

Using the FCA can help reduce fraud. 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. Whistleblowers can receive 15 to 30% of the proceeds from the action or settlement.

For free education materials created by HHS-OIG on the FCA and other Federal fraud and abuse laws visit: <http://oig.hhs.gov/compliance/physician-education/index.asp>.

You can report fraud, waste and abuse to CareSource Special Investigations Unit by:

- **Calling us** and selecting the menu option for reporting fraud.
 - Indiana Medicaid: 1-800-709-0067
 - Indiana Marketplace: 1-877-806-9284
- **Writing us** a letter or completing our Confidential Fraud, Waste and Abuse Reporting Form and sending it to:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

You do not have to give us your name when you report fraud, waste and abuse. If you choose to remain anonymous, we will not be able to call you back for more information, so leave as many details as possible including names and phone numbers.

Your report will be kept confidential to the extent permitted by law.

There are other ways to contact us that are not anonymous. If you are not concerned about giving your name, you may also use one of the following means to contact us:

- Emailing fraud@caresource.com; or
- Faxing 800-418-0248



Behavioral Health Education Opportunities

In 2018, CareSource hosted provider education webinars related to behavioral health topics. The webinars were designed to train providers in identifying and treating members with behavioral health disorders as well as when and how to refer members for behavioral health treatment. These webinars are now available ON-DEMAND for all our providers to view.

- **Medication Assisted Therapy (MAT)**, by Dr. Michael Wilson
- **Autism**, by Dr. Christina Weston
- **Attention-Deficit Hyperactivity Disorder (ADHD)**, by Dr. Michael Wilson
- **Trauma-Focused Care**, (ACE Study), by Dr. Lori Desautels
- **Depression**, by Dr. Mark Reynolds
- **Cultural Competencies** (Re-entry, Burmese, and Foster Care), by Dr. Cameual Wright, Naw Phaw and Angel Knapp

Providers who view the training will receive Continuing Medical Education (CME) credits via Wright State University for completing the on-demand sessions. You must complete a post-course evaluation in order to receive CME credits.

We are very excited to bring these educational opportunities to our providers!

To sign up for the webinars, visit the Provider Portal at **CareSource.com** or at <http://bit.ly/CareSourceINProviderEducationWebinar>

Password is: **CSWebinars2018!**



Information Sharing: Prioritizing Provider Communication

Behavioral health and medical illnesses frequently co-occur. Individuals with behavioral health conditions are at a higher risk for certain medical conditions and may be less likely to access appropriate preventive care and recommended screenings. Appropriate sharing of information and medication use monitoring is important when individuals are engaged in both medical and behavioral health care systems simultaneously.

Our CareSource programs are based on and encourage provider compliance with national clinical care guidelines. We believe it is crucial for all providers involved in a patient's treatment plan to communicate and coordinate services as a best practice for our members. As primary care providers and behavioral health practitioners treat the same member, communication between the two is extremely important.

According to past provider surveys, we learned key information that providers found to be useful in order to successfully co-manage patients. As you are making referrals, we encourage you to keep these items in mind:

- Medications
- Diagnosis(es)
- Lab results
- Adherence to treatment and medication
- Number or percent of provider visits or appointments kept
- Recent hospitalizations
- Response to treatment
- Treatment plans
- Emergency department visits
- Family engagement

CareSource appreciates your participation in our network and the care you provide our members.

Source: <http://www.apm.org/papers/ncqa-std.pdf>

Drug Safety: Take-Back Programs

Keeping old or unused medicines in the home can lead to danger. Everyday medications can get into improper hands.

- Children and pets can accidentally be poisoned
- May add risk to individuals with suicidal thoughts
- At-risk teenagers could obtain medicines from family members
- Active users may take an accidental overdose

CareSource wants to ensure the safety of our members and their families when it comes to medications.

Providers can help get the word out about the risks associated with expired and unused medications and the importance of medication safety.

Members can find a drug take-back location near them by going to CareSource Addiction Help, found at **CareSource.com** > Members > Education > Behavioral Health (Use web drop-down to navigate to the correct plan page).

What Can You Do to Help?

- Prescribe quantities sufficient for immediate need only
- Limit refills
- Check your state's drug monitoring system, if applicable
- Discuss medication adherence at the time of prescription
- Promote secure medication storage that is away from others
- Remind members to count and monitor prescription medications to prevent diversion
- Encourage discussion with one's children about not taking others' medications
- Advise against sharing prescriptions
- Refer members to resources for proper disposal of both medications and needles, including take-back locations at law enforcement and some local pharmacies



Metabolic Monitoring for Children: Prescribing Best Practices

Safe use of antipsychotic medications in children and adolescents is a key concern since antipsychotics can have adverse effects such as weight gain, diabetes and hyperlipidemia. These medications can increase a child's risk for developing serious metabolic health complications associated with poor cardiometabolic outcomes in adulthood. Practice guidelines advise judicious consideration in the use of antipsychotics in young children.

Here are a few reminders to keep in mind when monitoring children and adolescents ages 1-17 who are prescribed antipsychotic medications:

1. Regularly review your patient's antipsychotic therapies to identify any duplications in therapy.
2. Encourage parents or caregivers to consent to sharing health information to improve coordination of care between primary care and behavioral health providers.
3. Request periodic lab work to ensure appropriate therapeutic levels.

For your convenience, you can find the 2019 HEDIS® Coding Guide for Behavioral Health at **Caresource.com** > Provider > Quick Reference Materials (Use web drop-down to navigate to the correct plan page). The guide will help you correctly document behavioral health services to meet HEDIS® measures.

In addition, CareSource offers care management for children and adolescents to assist with identifying gaps in care and address any barriers. If members do not have a care manager, their parent or caregiver may call Member Services at 1-844-607-2829 and request one.

Sources:

<https://www.ncqa.org/hedis/measures/metabolic-monitoring-for-children-and-adolescents-on-antipsychotics/>

[http://www.academicpedsjnl.net/article/S1876-2859\(14\)00146-6/pdf](http://www.academicpedsjnl.net/article/S1876-2859(14)00146-6/pdf)

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).





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 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

Flu Vaccinations: Incentivizing Medicaid Members

Flu season is fast approaching and CareSource has created additional rewards for our Medicaid members who receive flu shots. In addition to no-cost flu shots, Medicaid members who receive a flu vaccine are eligible to receive a \$10 gift card. They simply log in to their My CareSource Rewards® account to redeem their reward, which can be used at a variety of participating stores.

CareSource is promoting the importance of flu vaccines through member brochures and social media outlets like Facebook, Instagram and Twitter.

Medicaid providers can help promote health and wellness during the flu season by reminding Medicaid patients of CareSource's new rewards for patients who get their flu shots.

Please note: Rewards are not available for Marketplace members.

