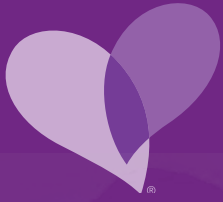


Summer 2019



PROVIDER*Source*

A Newsletter for Humana — CareSource® Health Partners

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Note from the medical director:

CareSource and Kentucky Medicaid implement tobacco cessation programs

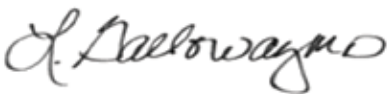
According to the Centers for Disease Control and Prevention, tobacco use remains the largest preventable cause of death and disease in the United States. Kentucky has one of the highest percentage of adult smokers in the U.S. at 24.6 percent. In all subpopulations based on gender, age, race/ethnicity, urban/city, education and income, Kentucky has significantly higher rates than U.S. averages. It is not surprising that the incidence rate of new lung cancer cases is also highest in the state (96.8 per 100K compared to the national average of 63.0 per 100K). These sobering statistics are the impetus behind Humana – CareSource’s development of a tobacco cessation program that promotes tobacco-free lifestyles.

Humana – CareSource’s long-term goal is to reduce death and disability due to tobacco use and secondhand smoke. Members who participate in the tobacco cessation program learn about nicotine dependence, the benefits of quitting, medications effective in quitting and helpful resources in achieving and maintaining a tobacco-free lifestyle. Members can access MyHealth via the Humana – CareSource member portal for self-management and tobacco cessation resources.

MyHealth offers telephonic coaching to non-pregnant members to quit tobacco use. Humana – CareSource also offers “Quit For Two,” a tobacco cessation program designed specifically for pregnant and postpartum women through the baby’s first year of life. Humana – CareSource wellness advocates provide regular health coaching to assist pregnant members with quitting. Additionally, Kentucky offers the free Quit Now KENTUCKY smoking cessation program. It offers educational information online as well as quit-line coaches that assist your patients. Success rates are as high as 37 percent with the use of the quit-line coaches and nicotine replacement therapy.

Lisa Galloway M.D., MRO, FACOEM

Medical Director, Humana – CareSource



<https://www.quitnowkentucky.org/en-US/>

<https://www.americashealthrankings.org/explore/annual/measure/Smoking/state/KENTUCKY>

<https://www.lung.org/our-initiatives/research/monitoring-trends-in-lung-disease/state-of-lung-cancer/states/KENTUCKY.html>



Find out more about Disease Management Updates

When Humana – CareSource-covered patients connect with our disease management team, they learn about making healthy lifestyle changes and having a plan to implement when situations arise. Disease management educates your Humana – CareSource-covered patients on tests needed to prevent complications, and topics such as depression, stress and anxiety. We encourage needed vaccines, health screenings, dental visits and quality sleep.

Your Humana – CareSource-covered patients are sent quarterly newsletters to help them learn more about their specific conditions.

The information in the newsletters focuses on the following strategies:

- Appropriate utilization/when to call their healthcare provider
- Preventive care related to HEDIS measures
- Self-management skills
- Importance of medication adherence/medication check-ups

Above all, we consider the provider-patient relationship to be the heart of the member journey, and we concentrate our efforts towards enhancing that regular interaction. Your patients should be encouraged to take advantage of ongoing education through hospitals and community-based programs for specific conditions.

Please continue to treat members so they can achieve control of their condition. Also, we ask that you make referrals to specialists, including podiatrists, registered dietitians, mental health providers, etc.

Humana – CareSource may cover your patient's need for special items such as diabetic shoes, home equipment, blood pressure monitors and inhalers for home and school.



Use the Provider Portal for Prior Authorization Submissions

Our provider portal is now the preferred method to request prior authorizations for all Humana – CareSource members. Providers can quickly perform many tasks on our portal, including:

- Checking member eligibility
- Uploading supporting documentation for a prior authorization request
- Receiving an immediate approval or pending decision or check a pending request
- Accessing partnering providers such as NIA Magellan for radiology and Novologix for specialty pharmacy

Training for general use of the portal is available twice a month. To schedule individual training, for more information about registering for the portal, to sign up for a training session or if you have further questions, please email CiteAutoAssistance@CareSource.com.



Recommend an Affected Patient for **Disease Health Coaching**

Disease health coaching is a program that Humana – CareSource offers to all of our members. This program is voluntary, free and does not affect the member's benefits if they choose to participate. The program is an evidence-based telephonic coaching program by registered nurses who are trained in health coaching and motivational interviewing, with an emphasis in diabetes, asthma and hypertension self-management, which is designed to help members with his/her specific health goals. Coaches build a relationship with the member and work with them for an extended period to help reach their goals. Topics covered include healthy coping, medication adherence, nutrition, monitoring, physical activity, preventing complications and problem solving.

To participate, the member must have a diagnosis of diabetes or pre-diabetes, asthma or hypertension. Members can self-refer by calling **1-844-768-2010**. Providers also can call the same line to refer members.

Create and Maintain Lines of Communication Between PCPs and Behavioral Health Practitioners

As primary care providers and behavioral health practitioners treat the same member, collaboration between the two is extremely important. Based on past provider satisfaction surveys, we learned key information referred-to providers find useful to receive to effectively co-manage a patient. As you make referrals to one another, here are some key pieces of information to share to improve coordination of care:

- Medications
- Diagnosis(es)
- Lab test 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





Synchronize Medications for Fewer Trips to the Pharmacy

Medication synchronization optimizes Humana – CareSource-covered patients' medication refill schedules for ease and convenience. Medication synchronization often results in fewer trips to the pharmacy, which decreases patients' transportation burden. Coordinating prescription refills may also increase medication adherence. Please encourage your Humana – CareSource-covered patients to engage in this program at a participating pharmacy if appropriate for their care.

Please keep the following points in mind regarding medication synchronization:

- Only chronic/maintenance medications are eligible
 - Schedule II and III controlled substances are not applicable
 - Antibiotics, compounded products and prepackaged drugs are typically not applicable
- If the member's plan requires a copay for prescriptions, the copay is prorated based on the number of days' supply being filled early.

For example (dollar amounts may vary):

- To synch a refill schedule with the rest of a patient's medications, he or she may need to get one refilled nine days early. In this case, the copay is based on a 39-day fill, which amounts to a one-time \$13 charge.

If you think medication synchronization is right for your Humana – CareSource-covered patients, have them talk to their pharmacy about this service.



Develop Your Own Compliance Plan

To protect you, your practice and your patients from fraudulent activities, the Office of Inspector General for the U.S. Department of Health and Human Services suggests developing and following a voluntary compliance program. There are seven components of an effective compliance program. Establishing these basic steps within your practice will help to ensure that you are submitting true and accurate claims, as well as establishing a solid foundation of compliance.

1. Audit and monitor internally.
2. Execute compliance and practice standards.
3. Designate a compliance officer for your practice.
4. Train and educate staff as appropriate.
5. Respond quickly and appropriately to detected issues or concerns and develop corrective actions and plans for future monitoring.
6. Establish and maintain open lines of communication with employees. Ensure that they know the designated compliance officer and the appropriate channels for communication.
7. Enforce and clearly publicize disciplinary standards and guidelines.

For further information, please reference the following websites:

- OIG Publication: [A Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse](#)
- Medicare Learning Network Publication: [Avoiding Medicare Fraud and Abuse: A Roadmap Physicians](#)
- OIG Publication: [Compliance Program Guidance for Individual and Small Group Physician Practices](#)



WAYS TO REPORT FRAUD, WASTE OR ABUSE:

- Call Provider Services at **1-855-852-7005** and select the menu option for reporting fraud.
- Write us a letter or complete the Fraud, Waste and Abuse Reporting form on **CareSource.com/ky**
 - Mail the completed form or letter to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940
- Fax: **1-800-418-0248**
- Email: fraud@caresource.com



P.O. Box 221529
Louisville, KY 40252-1529

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VIEW FIRST-QUARTER 2019 CLINICAL POLICY UPDATES

During the first quarter of 2019, the Clinical Policy and Oversight team created and updated several policies:

- Drug testing
- Avastin reimbursement
- Drug reimbursement

For more information, visit **CareSource.com/ky**.

Humana – CareSource strives to create predictable cycles to release medical and reimbursement policies so you know what to expect. To access Humana – CareSource policies visit [CareSource.com/ky](https://www.caresource.com/ky) and click “Health Partner Policies” under “Provider Resources.” Check back monthly for policy updates and a consolidated network notification summarizing the changes.