



FALL 2020

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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Providers,

*We thank you.*

Providing care has never been more critical. We thank you for your efforts to treat patients and lead to a healthy tomorrow.

*We're with you.*

We value our partnership with you. During times of uncertainty, we band together and provide care for those in need. There are resources available to you on [CareSource.com](https://www.caresource.com). We know that rules related to service coverage and requirements are changing quickly as this situation evolves. We will continue to update information so that together, we can continue to keep our members covered.

Medical Director Note

## Tips to Help You Improve Patient Satisfaction and Engagement

CareSource wants to help improve your patient engagement and satisfaction. The following tips will not only improve your Consumer Assessment of Healthcare Providers and Systems (CAHPS) rating, but should boost patient compliance, patient retention and health outcomes:

### *Improve patient experience with provider access*

- Build trust with patients by being an advocate.
- Be willing to offer more than one choice.
- Call the specialist to coordinate care when necessary.
- Help prepare your patient for the appointment.

### *Be flexible to improve access to care*

- Implement flex schedules outside normal office hours.
- Accept walk-in or same-day visits.

### *Improve patient engagement*

- Promote flu-shot administration – Have your staff discuss at every encounter.
- Promote smoking cessation – Counsel, prescribe and/or refer to a program. Keep talking to your patients as you have a strong influence on their medical decisions.

In good health,  
Dale J. Block MD, MBA



# 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 were some network notifications posted from the previous quarter that you may have missed:

## Ohio Medicaid Providers

- COVID-19: Prior Authorization Guidance – UPDATE
- COVID-19: Provider Stimulus Package Program Tool
- COVID-19: Plan Collaboration for Long-Term Care
- COVID-19: Temporary Expansion for Molecular Diagnostic Testing for Influenza Virus Infection and Streptococcus A&B
- Policy Updates May 2020
- Provider Portal Claims Quick Start Guide – UPDATE
- Feedback Requested: SNF Provider Summit Ideas
- Policy Updates June 2020
- Designation of Availity as Exclusive EDI Getaway

## Marketplace Providers

- COVID-19: Anti-Stockpiling Quality Limits – UPDATE
- COVID-19: Provider Stimulus Package Program Tool
- COVID-19: Temporary Expansion for Molecular Diagnostic Testing for Influenza Virus Infection and Streptococcus A&B
- Holiday Remittance Delays
- Provider Portal Claims Quick Start Guide – UPDATE
- Correct Payer ID for Claims Submissions
- Policy Updates May 2020
- Site of Care Policy Update
- Recent Provider Portal Updates
- Designation of Availity as Exclusive EDI Gateway
- Policy Updates June 2020

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

CareSource would also 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](#).

## Be Aware



We want you to be aware of COVID-19 fraud schemes so that you can report them and/or warn your patients.

Schemes include:

- Individuals and businesses selling fake cures for COVID-19 online and engaging in other forms of fraud.
- Robocalls, sales calls, social media posts, emails, and door-to-door visits promising free care packages in exchange for patient’s Medicaid or Medicare number.
- Phishing emails from entities posing as the World Health Organization or the Centers for Disease Control and Prevention.
- Malicious websites and apps that appear to share COVID-19 related information to gain and lock access to your phone, tablet or computer until payment is received.
- Seeking donations fraudulently for illegitimate or non-existent charitable organizations.

To report suspected fraud, call the CareSource member or provider hotline and tell the automated attendant you wish to report fraud. You will be routed to a confidential fraud hotline. This hotline is available 24 hours/day.



## Georgia 2021 Plan Expansion

CareSource is excited to announce that in 2021, we will be expanding our presence in the state of Georgia by offering the below products:

- Medicare Advantage and Dual Eligible Special Needs Plans (DSNPs)
- Marketplace, originally implemented in 2020, will be expanding to multiple new counties

Additionally, our Vendor Integration Program will include vendors that offer the following services:

Georgia MA/DSNP	Georgia Marketplace
<ul style="list-style-type: none"> <li>• Dental</li> <li>• Vision</li> <li>• Hearing</li> <li>• Fitness</li> <li>• OTC</li> <li>• Telemedicine</li> <li>• Meal Delivery</li> <li>• Acupuncture</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Dental</li> <li>• Vision</li> <li>• Hearing</li> <li>• Fitness</li> <li>• Telemedicine</li> </ul>



## Ohio Medicaid Enrollment Requirement

Medicaid services provided to patients without a Medicaid ID card may not be eligible for payment. Additionally, if you are a Medicare provider, you must be enrolled with Medicare per 42 CFR 424.505, and assigned a Medicare ID number to bill for Medicare covered services.

If you have questions regarding this, please see the following resources:

OH Medicaid: <https://www.medicaid.ohio.gov/Provider/EnrollmentandSupport/ProviderEnrollment>



## Preventative Care 2020 – Screening for Osteoporosis

“The disease is responsible for an estimated two million broken bones per year, yet nearly 80 percent of older Americans who suffer bone breaks are not tested or treated for osteoporosis.”<sup>1</sup>



We want to partner with you to encourage and provide preventative health screenings for osteoporosis to your patients, our members!

CareSource provides a bone mineral density test (or DEXA scan) free of charge to our members over the age of 65. Members are able to receive this screening every two years, or more frequently if deemed medically necessary. We also recommend that patients between the age of 50 and 65 with a history of decreased bone strength discuss this test with their physician.

### The appropriate diagnosis/quality reporting codes are:

M80.0, M80.8, M81.0, M81.6, M81.8

**4005F** Pharmacologic therapy (other than minerals/vitamins) for osteoporosis prescribed (OP) (IBD)

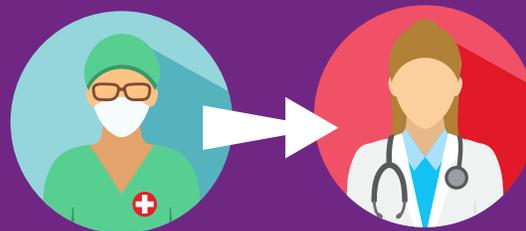
**5015F** Documentation of communication that a fracture occurred and that the patient was or should be tested/treated for osteoporosis (OP)

Consider scheduling your patient’s test today!

Source:

1. <https://cdn.nof.org/wp-content/uploads/2015/12/Osteoporosis-Fast-Facts.pdf>

## Transitioning from Emergency Department to Primary Care Provider



Transitioning care from Emergency Department (ED) to Primary Care Providers (PCP) can be challenging for both provider and patient. Although the ED will tell patients to follow up with their PCP within 2-7 days, patients often do not comply. Some of the more common reasons for missed transitions include:

- ED staff does not have time to make appointments, often PCP office is closed when patient is discharged.
- Patients do not call to make a follow-up as advised because they do not understand the benefit of coordinated care.

Our Care4U Care Coordination team is available to CareSource members and providers to facilitate appropriate transition of care. The staff of RN care managers, licensed social workers, and community health workers can assist members with understanding follow-up instructions and scheduling appointments with a PCP or needed specialist. This includes locating providers to establish care. Providers with concerns about a CareSource member who is not established with the appropriate providers, has Social Determinant of Health (SDOH) barriers, or who needs additional education and support regarding their conditions and medications can make a referral to the Care4U team through Member Services at **1-888-815-6446** or via the 24/7 Provider Portal at **CareSource.com** > Providers > [Provider Portal Login](#).

## Prescribers Can Help Improve **Medication Adherence**

Medication non-adherence contributes to poor patient outcomes. Here are some factors to consider for improving adherence:

### Patient Factors

- Identify non-adherence:
  - Evaluate if the reason a medication is “not working” is due to an adherence issue
- Provide clear communication:
  - Explain new medications and changes to existing prescriptions to the patient in various forms
  - Give patients a written reminder when prescriptions are transmitted to pharmacies electronically

### Medication Factors

- Consider Formulary Status:
  - Ensure the medication is preferred on the formulary ([CareSource.com](#) > Providers > [Drug Formulary](#)) to avoid prior authorization delays
- Consider Pill Burden:
  - Prescribe medications that are dosed once a day when possible
  - Prescribe combination products when possible
- Consider Quantity:
  - Many CareSource plans allow a 90-day supply for chronic medications

### Pharmacy Factors

- Help Patients Find Convenience:
  - Suggest pharmacies that offer free delivery
  - Encourage patients to sign up for pharmacy prescription refill programs
- Cancel Inactive Prescriptions:
  - Cancel refills on old prescriptions if the dose or medication has changed.



## 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 be found there also. 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.





## Georgia Marketplace Behavioral Health Quality Monitoring: Supporting You in Member Care

CareSource periodically audits our health partners to assess, improve and ensure the highest quality member care and safety. This includes review of claims data and member medical records, as well as a request for member medical information. It is important to identify opportunities for CareSource to collaborate with providers in our shared goal of improving our members' health and well-being. We are committed to supporting you in the delivery of effective, high-quality clinical care.

Tips to Promote Quality Care:

- Incorporate a process for assessing your patient's progress toward their goals and adjust the plan of care as needed.
- Ensure that documentation is individualized to your patient's unique needs and reflects evidence-based clinical intervention for the service provided.
- Consider how referrals and collaboration with other providers can support your patient's progress, including screening and care for medical issues.

We are here to help!

For questions, please contact Provider Services at **1-833-230-2155**.

## Health Partner **Highlight**

In the upcoming issues of the ProviderSource Newsletter, we will be highlighting a health partner, per quarter, that has gone above and beyond in providing quality care to our members. At CareSource, it is important that we acknowledge the outstanding work of our health partners and look forward to the inspiring stories to come!



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## We are here for **you!**

CareSource wants our providers to be aware of all the ways we offer support and the channels you can access to get your questions and needs met. In an effort to better support our providers and offer an immediate response to questions, concerns and inquiries, we offer claims, policy and appeals assistance through our call center when you call our plan-specific Provider Services departments.