



FALL 2025

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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CareSource®



Chronic Disease Management and Maternal & Child Health: A Commitment to Care

At CareSource, we want to take a moment to express our heartfelt gratitude for your unwavering dedication to patient care, particularly in the realms of chronic disease management and maternal and child health. We recognize that many patients, whether living with chronic conditions or navigating the complexities of pregnancy and early childhood, have faced challenges in re-engaging with the health care system. This has led to delays in preventive care, routine screenings, and essential treatments. Your commitment to guiding them back to prioritizing their health is invaluable, and we stand ready to support you in this vital mission.

We continue to seek innovative ways to assist you, particularly as we acknowledge that patients are becoming increasingly complex in this post-pandemic era. For individuals managing chronic diseases, timely and coordinated care is crucial. The management of conditions such as diabetes, hypertension, and asthma require not only medical intervention but also ongoing support and education. Our dedicated Care Management team is here to assist, offering patient education, service coordination, and help in addressing social determinants of health that may hinder access to care. We encourage you to connect with us or direct your patients to our services, so together we can ensure they receive the comprehensive care they need.

In addition to chronic disease management, we want to highlight the importance of maternal and child health initiatives. The well-being of mothers and their children is foundational to the health of our communities. We understand that pregnant individuals and new parents face unique challenges, and we are committed to providing resources and support to help them navigate this critical period. From prenatal care to postpartum support, our programs are designed to empower families and promote healthy outcomes for both mothers and children.

As we move through the winter season, we also want to emphasize the importance of preventive health measures, particularly vaccinations. The ongoing risks posed by influenza and respiratory syncytial virus (RSV) underscore the need for immunization as a vital tool in reducing transmission and protecting vulnerable populations. By working together to encourage vaccinations and preventive care, we can help safeguard public health while supporting your efforts to provide compassionate, high-quality medical services.

Thank you for your partnership, your dedication, and for delivering essential health care to those who need it most in our communities. We are proud to stand beside you, united in our mission to enhance chronic disease management and maternal and child health. Together, we can make a significant impact, ensuring that every individual receives the care they deserve.

Sincerely,

Minh Nguyen, MD
Vice President, Market Chief Medical Officer - Georgia



UPDATES



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 – [ODM Impact Doula Allowable Provider Type/Specialty Combinations](#)
- North Carolina and West Virginia Marketplace – [Enhance Patient Outcomes with CareSource's 2025 Quality Enhancer Program](#)
- Ohio MyCare – [Removal of Temporary Waiver for TPL for Telehealth Codes](#)

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 find our provider policies listed at **CareSource.com** > Providers > [Provider Policies](#).

Find Updates from CareSource Online

Ohio Plans Only

We strive to make partnering with us simple and easy. We're aware things may change in the way we do business with you and want to communicate these changes to you in an efficient manner.

To find all the latest CareSource news, visit our Updates & Announcements page on the Provider pages of **CareSource.com**. You will find all the updates regarding the preferred drug list (PDL), prior authorization requirements, and medical and reimbursement policies.

Spotlight: Depression Screening & Follow-Up (DSF-E) HEDIS® Quality Measure

Marketplace Only

Depression is one of the leading causes of disability worldwide affecting nearly 280 million people. Evidence strongly supports early identification through routine screening to improve treatment outcomes and quality of life.

The HEDIS® DSF-E measure includes all members aged 12 and older at the beginning of the measurement year and is reported as two rates: those who were screened for depression using an age-appropriate standardized tool and those who received follow up care within 30 days of a positive depression screening.

What Can You Do to Help?

- ✓ Develop a workflow to screen for depression at **every** visit utilizing a standardized tool* (e.g., PHQ-2, PHQ-9, Edinburgh Postnatal Depression Scale).
 - Ensure the screening questions are asked exactly as written to avoid skewed results.
 - Train staff to recognize the risk factors for depression like anxiety and stressors, unplanned pregnancy, history of depression, domestic violence, and smoking.
- ✓ Ensure all services conducted during the visit are coded appropriately, including depression screenings and/or any mental health diagnoses.
- ✓ Engage the patient in the treatment plan to educate and address barriers or concerns about treatment options and possible side effects.
- ✓ Explore nonmedical treatments such as psychotherapy, acupuncture, exercise counselling and relaxation techniques, if appropriate.

Questions about this measure? Contact Provider Services or your Health Partner Representative for more information. Together we can enhance mental health!

**For a complete list, please refer to the NCQA or CMS websites.*

Urgent Call to Action: Chlamydia Screening for Young Women

Marketplace Only

Chlamydia Screening: A Key to Protecting Sexual Health!

As health care providers, it's crucial to highlight the importance of chlamydia screening for sexually active women aged 16 to 24. Chlamydia is one of the most common sexually transmitted infections (STIs) in the U.S. If left untreated, it can lead to severe health issues, including pelvic inflammatory disease (PID), ectopic pregnancy, and infertility. Regular screenings are essential for early detection, enabling timely intervention and effective management.

Why Screen for Chlamydia?

- **Asymptomatic Nature:** Chlamydia often shows no symptoms, which can delay diagnosis and treatment. Routine screening is vital to identify infections early and prevent long-term health consequences.
- **Informed Health Decisions:** Knowing a patient's STI status empowers them to make informed choices about their sexual health and overall wellness. This knowledge can also lead to discussions about safe practices and further preventive measures.

Did You Know?

Screening for a chlamydia infection can be done with a simple urine test. The misconception often exists that a vaginal/pelvic exam must be performed.

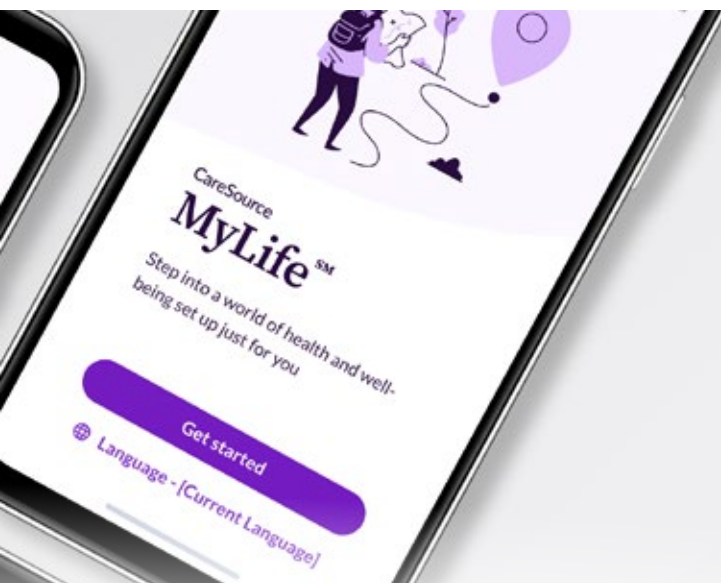
Incentives for Patients!

CareSource offers MyHealth Rewards for female members aged 18-24 who complete their chlamydia screening in 2025. Georgia members earn \$15, and Ohio members earn \$25. This initiative raises awareness of sexual health and encourages proactive health care behaviors among young women.

Action Steps for Providers:

- ✓ Encourage patients to schedule regular screenings and discuss STI testing during their visits.
- ✓ Educate patients about the benefits of early detection and the risks of untreated chlamydia.

Empower your patients—ensure they get screened today! Together, we can make a significant impact on their health and well-being!



CareSource MyLife, the New Digital Health Companion for Members

CareSource has introduced CareSource MyLife, a personalized digital experience for our members. CareSource is migrating all members to the new app and portal by the end of year 2025.

Available on any device, CareSource MyLife empowers members to manage their health and benefits efficiently. Focused on access, community and personalization, CareSource MyLife allows members to:

- View, share or print digital ID cards.
- Find benefits and resources included in the member's plan.
- Update primary providers.
- Locate providers based on plan, specialty and more.
- Link dependents and family members to manage coverage under one account.
- Submit annual assessments and screenings.
- View important health alerts.

Members can sign in or register by visiting MyLife.CareSource.com. Or download CareSource MyLife from the Apple App Store® or Google Play®.





Fall Into Better Health

Together, we can make a positive impact on members' wellness journeys!

Ohio Medicaid

School is in session – and so is the flu season. Encourage our members to stay healthy by getting the flu vaccine. Newborns through 17 years old children get rewarded through the CareSource MyKids program for completing preventive care like:

- Flu vaccine
- Dental exam
- Well child visits
- And much more

Members can use their rewards to buy everyday items like groceries, snacks, school supplies and even personal items for the upcoming holidays. Each member must enroll in the program to earn the rewards.

Encourage them to enroll today! The sooner they enroll, the sooner they can start earning rewards!

Adult members 18 and older are automatically enrolled in the MyHealth program and can start earning rewards today! Visit the site to see what rewards and incentives are available for each program at: [Rewards | CareSource](#).

Marketplace

Through the MyHealth Rewards program, members can receive incentives for completing important health activities such as:

- Kidney health evaluation for members with diabetes
- Breast cancer screening
- Colorectal screening
- And more

MyHealth Rewards are redeemable for electronic gift cards to popular retailers like TJ Maxx, Walmart, Panera and Apple Store.

All eligible members are automatically enrolled and begin earning rewards once claims with the appropriate codes are processed. Encourage your patients to take advantage of this program and remind them to use their rewards while prioritizing their health. Visit the site to see what rewards and incentives are available at: [Rewards | CareSource](#).



D-SNP & MyCare

Through the My CareSource Rewards program, members can receive incentives for completing important health activities such as:

- Flu
- A1C
- Annual exam
- Breast cancer screening
- And more

Rewards are added to the member's Healthy Benefits+ card and can be used to buy everyday items like groceries, clothes and OTC items.

All eligible members are automatically enrolled and begin earning rewards once claims with the appropriate codes are processed. Visit the site to see what rewards and incentives are available at:

D-SNP: [Rewards | CareSource](#)

MyCare: [My CareSource Rewards Program | CareSource](#)

Ohio MyCare Goes Live January 1, 2026

Ohio Plans

The Next Generation MyCare Ohio program will officially go live on January 1, 2026! This transition to an integrated program statewide aims to enhance care coordination and improve health outcomes for our members, particularly those in need of Long-Term Services and Supports (LTSS).

The transition will begin with current MyCare Ohio counties going live on January 1, 2026, followed by the remaining counties, which will be phased in through August 2026.

Providers can look forward to a series of LTSS-focused training sessions beginning Fall 2025. These trainings will equip you with the necessary tools and knowledge to navigate the new system effectively and provide the highest quality of care to our members.

Stay tuned for more details on training dates and resources as we approach the launch date. Together, we can make the Next Generation MyCare Ohio a success, fostering a healthier community for all. Thank you for your continued partnership and commitment to our members' well-being!

Transform Kidney Health Outcomes Today!

Marketplace

Did you know?

- **37 million** U.S. adults have CKD, with **over 90%** unaware!
- **1 in 3** adults is at risk due to diabetes, hypertension, heart disease, obesity, or family history.
- **Disparities:** African Americans are **3x** more likely, and Hispanics are **1.5x** more likely than Whites to develop end-stage renal disease.

Elevate Your CKD Management with KED!

The NCQA and the National Kidney Foundation® have rolled out the Kidney Health Evaluation for Patients with Diabetes (KED) as a game-changing HEDIS® measure to enhance chronic kidney disease (CKD) management.

Provider Best Practices

Empower your patients to protect their kidneys by educating them on:

- **Managing** blood pressure, blood sugars, cholesterol, and lipid levels.
- **Adhering** to prescribed ACE inhibitors or ARBs.
- **Avoiding** nephrotoxic medications (e.g., naproxen, ibuprofen).
- **Limiting** dietary protein and sodium.

Prioritize Kidney Health!

Ensure annual assessments for estimated glomerular filtration rate (eGFR) and urine albumin-to-creatinine ratio (uACR) are conducted using lab orders or HEDIS® gap alerts in your EHR. Conducting these essential tests every year can dramatically improve patient outcomes, enable early intervention, and enhance overall kidney health management.

Unlock the Power of CPT II Codes!

Submit **CPT II codes** to boost HEDIS measurement accuracy, support quality improvement initiatives, and reduce medical record requests.

Measures	CPT Codes
KED	80047, 80048, 80050, 80053, 80069, 82565, 82043, 82570
Other Important Measures and CPT Codes	
Blood Pressure Control for Patients with Diabetes (BPD)	3074F, 3075F, 3077F, 3078F, 3079F, 3080F
Glycemic Status Assessment for Patients with Diabetes (HbA1c with Documented Results)	3044F Most recent A1C < 7.0% 3046F Most recent A1C > 9.0% 3051F Most recent A1C ≥ 7.0% & < 8.0% 3052F Most recent A1C ≥ 8.0% & < 9.0%
Eye Exam for Patients with Diabetes (Exam by Eye Care Professional)	2022F, 2023F, 2024F, 2025F, 2026F, 2033F, 3072F

Questions? Contact your Provider Engagement Team Representative or Provider Services at **1-833-230-2101** for assistance with HEDIS® measures.

Note: CareSource's rewards program offers adult members gift cards for achieving diabetes care quality metrics. **Make a difference today!**

Enhance Patient Outcomes with CareSource's 2025 Quality Enhancer Program!

Georgia, North Carolina and West Virginia Marketplace

CareSource is on a mission to close the diabetes A1C care gap, and we're excited to reward you for your efforts! By submitting A1C CPTII codes with your claims, you can earn additional payments!

Keeping A1C levels below 8% is crucial for effective management and can significantly reduce the risk of serious complications like heart disease and kidney damage. A 1% drop in A1C can lower the risk of eye, kidney and nerve damage by 40%. By prioritizing diabetes care testing and treatment, we can transform our patients' lives

Submit claims including these codes:

A1C Assessment Codes:
83036, 83037

+

Enhancer Trigger Codes (CPTII):
3044F, 3046F, 3051F, 3052F

=

Reimbursement:
\$15 (Payable 4x calendar year per patient)

Steps to Close the Care Gap & Earn Rewards:

1. Perform A1C tests for CareSource members aged 18+ with diabetes.
2. Document the results in the member's medical record.
3. Submit claims with the correct codes.

Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP)

Ohio Medicaid & Marketplace Plans Only

The APP measure assesses the percentage of patients one to 17 years old who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line treatment, defined as a psychosocial care appointment within 90 days before to 30 days after the initial prescription date of service. Psychosocial interventions may be safer than antipsychotic medications and help reduce medication-related risks.

Best Practices for Improving APP Rates:

- Schedule psychosocial care for patients before or concurrently when starting a new antipsychotic medication.
- Continuously monitor the need for ongoing therapy and complete recommended metabolic monitoring at least yearly when utilizing antipsychotic medications i.e., blood glucose and cholesterol monitoring.
- Document patients for whom first-line antipsychotic medications may be clinically appropriate and are therefore excluded from the measure i.e., schizophrenia, schizoaffective disorder, bipolar disorder, other psychotic disorder, or autism or other developmental disorder.

APP Measure Codes
Psychosocial Care
CPT: 90832, 90833, 90834, 90836, 90837, 90838, 90839, 90840, 90845, 90846, 90847, 90849, 90853, 90875, 90876, 90880
HCPCS: G0176, G0177, G0409, G0410, G0411, H0004, H0035, H0036, H0037, H0038, H0039, H0040, H2000, H2001, H2011, H2012, H2013, H2014, H2017, H2018, H2019, H2020, S0201, S9480, S9484, S9485
Residential Behavioral Health Treatment
HCPCS: H0017, H0018, H0019, T2048

Polypharmacy: Use of Multiple Anticholinergic Medications in Older Adults (Poly-ACH)

D-SNP and MyCare

The Poly-ACH measure assesses the percentage of patients 65 years or older with concurrent use of two or more anticholinergic medications. Concurrent use is defined as overlapping days' supply for at least 30 cumulative days during the calendar year based on prescription date of service and days' supply. Using two or more anticholinergic medications concurrently can lead to cognitive and physical decline, increased morbidity, and hospitalization in older adults. A lower Poly-ACH rate indicates better performance.

Best Practices for Improving APP Rates:

- Talk with your patients about medication risks before prescribing.
- Evaluate medication risk-benefit profiles before treatment, and continuously monitor medication efficacy and side effects throughout treatment.
- Consider discontinuing existing anticholinergic medications and/or prescribing alternative medications with lower anticholinergic risks.

Poly-ACH Anticholinergic Medications		
Antihistamine Medications		
Brompheniramine	Dimenhydrinate	Hydroxyzine
Chlorpheniramine	Diphenhydramine (oral)	Meclizine
Cyproheptadine	Doxylamine	Triprolidine
Antiparkinsonian Agent Medications		
Benzotropine	Trihexyphenidyl	
Skeletal Muscle Relaxant Medications		
Cyclobenzaprine	Orphenadrine	
Antidepressant Medications		
Amitriptyline	Desipramine	Nortriptyline
Amoxapine	Doxepin (> 6 mg/day)	Paroxetine
Clomipramine	Imipramine	
Antipsychotic Medications		
Chlorpromazine	Olanzapine	
Clozapine	Perphenazine	
Antimuscarinic Medications		
Darifenacin	Oxybutynin	Tolterodine
Fesoterodine	Solifenacin	Trospium
Flavoxate		
Antispasmodic Medications		
Atropine (excludes ophthalmic)	Dicyclomine	Hyoscyamine
Clidinium-chlordiazepoxide	Homatropine (excludes ophthalmic)	Scopolamine (excludes ophthalmic)
Antiemetic Medications		
Prochlorperazine	Promethazine	



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 member's plan, go to the [Drug Formulary link](#) under Provider 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.

Later this year, CareSource plans to send letters to our Medicare plan members alerting them to 2025 through 2026 negative formulary changes on chronic medications (i.e., formulary to non-formulary changes). We will send you a copy for members who are patients under your care for visibility. The letter will include next steps you can take for changing medications.



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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](#).

Thank you for your partnership!

*Qualified Health Plans offered in North Carolina by
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