



SPRING 2021

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

- 3 | Network Notification Bulletin
- 4 | Developing Your Own Compliance Plan
  - Report Fraud, Waste or Abuse
- 5 | CMS Interoperability and Patient Access Final Rule
- 6 | Pharmacists Can Give Immunizations
- 8 | Pregnancy and Postpartum Care



 **CareSource**®

## We Need **Your Help**

It is clear that 2020 will go down in history as the year of the COVID-19 pandemic. The increasing numbers of infections and deaths from COVID reported daily are reminders of the impact the virus has had on every one of us.

The COVID-19 vaccine will be ready for general use in 2021 if all goes by plan. Promoting the vaccine's safety and effectiveness is critical if we are going to gain herd immunity to the virus. Now more than ever, a consistent message of promoting continued use of facial covering, social distancing and hand hygiene can help to stop the spread of the virus.

It is also not too late to recommend the flu vaccine. Take a moment to make sure your patients are getting other recommended vaccines. Take time to counsel on preventive health measures and to promote healthy lifestyles. Embrace technology and offer telehealth visits as an alternative to in-person visits for those who are afraid to come to the clinic for care.

Let's work together in 2021 to stop the spread and devastation of the COVID-19 virus.

Regards and in good health,



**Dale Block, MD, MBA**  
Market Chief Medical Officer,  
Ohio Market



**Seema Csukas, MD, PhD, FAAP**  
Market Chief Medical Officer,  
Georgia



**Larry P Griffin, MD FACOG**  
VP and Chief Medical Officer,  
Kentucky and West Virginia





## 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 and MyCare

- COVID-19: Vaccination Billing Guidance
- COVID-19: Provider Vaccination Resources
- Equian Process Frequently Asked Questions
- Community Behavioral Health Center Re-Credentialing Process
- Annual Notification of Requirements
- Policy Updates February 2021

#### MA/D-SNP

- Community Behavioral Health Center Re-Credentialing Process
- Annual Notification of Requirements (Ohio only)
- 2020 Quarter 4 Provider Portal Updates
- Elective Transplant Process Change

### All Marketplace

- COVID-19: Provider Vaccination Resources
- COVID-19: Anti-Stockpiling Quantity Limits - UPDATE
- Timely Filing for Claims Appeals
- Cotivity Payment Enhancement
- Policy Updates February 2021

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](#).



# Developing Your Own Compliance Plan

In order to protect you, your practice, and your patients from fraudulent activities, the Office of Inspector General 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 any 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 who the compliance officer is and the appropriate channels for communication.
- ⑦ Enforce and clearly publicize disciplinary standards and guidelines.

## Report Fraud, Waste or Abuse:



- Call Provider Services and follow the appropriate menu option for reporting fraud.
- Write us a letter or complete the Fraud, Waste and Abuse Reporting form online at [CareSource.com](https://www.caresource.com)
  - Mail to:  
**CareSource**  
Attn: Program Integrity  
P.O. Box 1940  
Dayton, OH 45401-1940
- Fax: 1-800-418-0248
- Email: [fraud@caresource.com](mailto:fraud@caresource.com)





## Medicare Advantage, Dual Advantage and MyCare Member Rewards

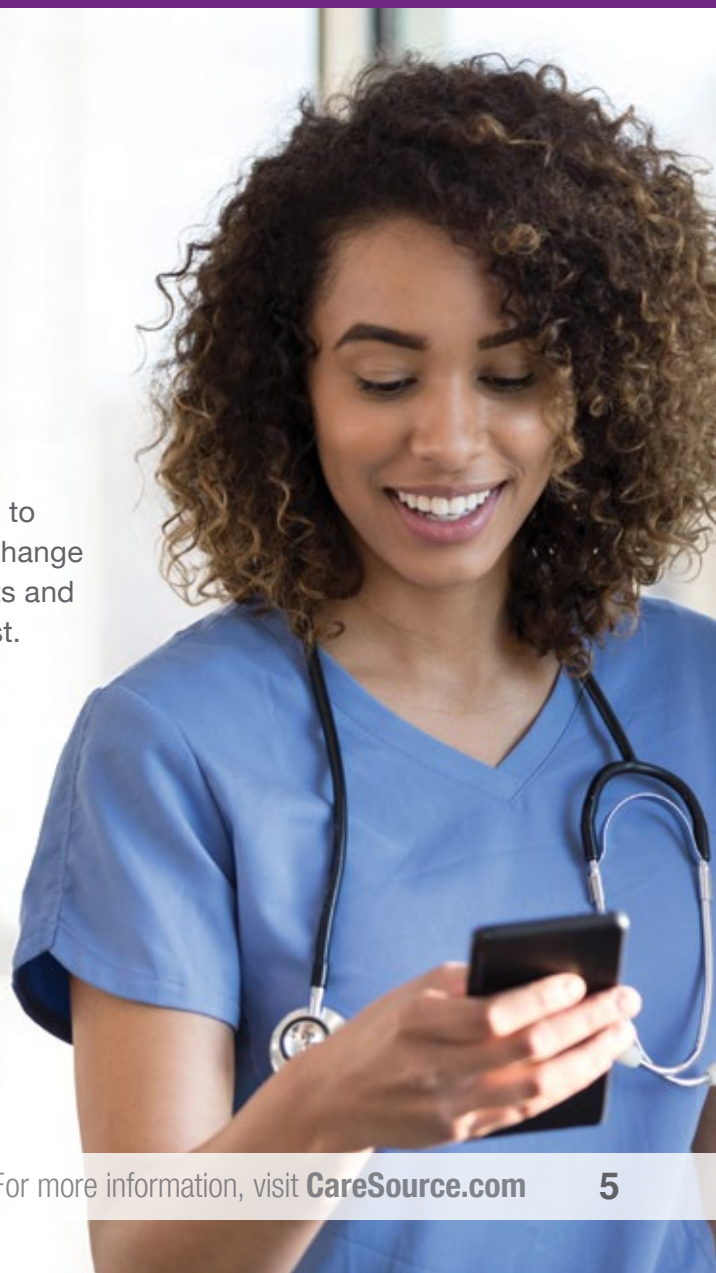
CareSource has improved their member rewards for 2021. As providers, you are aware that members have not received the care needed during the past year. CareSource wants to ensure members safely get these services. As an incentive for them, we offer My CareSource Rewards. These rewards cover many preventative services. For more information, please visit the following links:

MyCare Member Rewards [www.caresource.com/documents/y0119\\_oh-ma-m-295700\\_c-2021-ma\\_d-snp-incentives-brochure/](http://www.caresource.com/documents/y0119_oh-ma-m-295700_c-2021-ma_d-snp-incentives-brochure/)

Medicare Advantage and Dual Advantage Members [www.caresource.com/documents/h8452\\_oh-myc-m-294880-2021-oh-mycare-incentives-brochure/](http://www.caresource.com/documents/h8452_oh-myc-m-294880-2021-oh-mycare-incentives-brochure/)

## CMS Interoperability and Patient Access Final Rule

The Centers for Medicare and Medicaid Services' (CMS) Interoperability and Patient Access Rule requires health plans to implement a patient data interface, a payer-to-payer data exchange and a provider directory data interface. This rule gives patients and providers access to health information when they need it most. The purpose is to improve the electronic exchange of health care data among payers, providers and patients including provider claims and clinical data. CareSource developed and deployed the initial release of data on Jan. 1, 2021 to make available more detailed health information to the third party applications, with more releases to follow. To learn more, please visit <https://www.healthit.gov/curesrule/what-it-means-for-me/clinicians>.



# Pharmacists Can Give **Immunizations**

Preliminary data from several sources indicate that vaccination rates have fallen during the COVID-19 pandemic.

Pharmacists are poised to help. If patients' primary care provider (PCP) is unavailable, pharmacists are accessible health care professionals and are authorized to order and give vaccines.

Encourage your patients to visit their local pharmacy to get vaccinated and stay up-to-date on their immunizations. Pharmacists can help reduce the burden on providers by assisting in the administration of vaccines, according to State and Federal law.

Note: Children ages 18 and under that are covered under Medicaid plans must be vaccinated through the Vaccines for Children Program (VFC). If you are currently enrolled as a provider in the VFC program, you may administer and bill CareSource for the administration of the vaccine. Very few pharmacies participate in the VFC Program at this time.

The administration of the COVID-19 vaccine will be covered as well and is administration billable outside of the VFC for all ages as guided by the State and Federal guidance.







## 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.

# Pregnancy and **Postpartum Care**





**At CareSource, supporting our pregnant and postpartum members with quality care is an important issue.** By encouraging appropriate perinatal and postpartum care, including services and education, we can positively affect the health of both mother and baby before, during, and after pregnancy.

Timely and adequate prenatal care can reduce the risk of poor birth outcomes and increase the likelihood of an uncomplicated pregnancy.

Established quality criteria recommend beginning regular prenatal care visits as early in the pregnancy as possible and continuing regularly throughout pregnancy. During the 7-84 days following delivery, at least one postpartum visit should be performed to ensure health needs, preventive services, contraceptive counseling and services, and any complications of pregnancy are appropriately addressed.

Once a member is identified as being pregnant, it is extremely important that a risk assessment form and notification of pregnancy is submitted to CareSource. Additionally, if you identify a pregnant or postpartum CareSource member who could benefit from focused outreach for education, support, and/or assistance with resources, please refer the member to CareSource Integrated Care Management by email at [CMReferrals\\_KY\\_WV@caresource.com](mailto:CMReferrals_KY_WV@caresource.com).

HEDIS® Coding guides are also available to assist with billing needs. You can find these on our website at [CareSource.com](https://www.caresource.com) > Providers > Quick Reference



## Women's Health and Preventative Care



Because screening recommendations vary based on one's medical history, family history, and other risk factors, start 2021 off on a positive note by discussing with your CareSource patients their need for the following routine Women's Health services.

- Cervical Cancer Screening
- HPV Screening
- Chlamydia Screening
- Mammogram
- Colorectal Cancer Screening

March is National Colorectal Cancer Awareness month. By age 50, individuals are recommended to initiate routine screening through colonoscopy, sigmoidoscopy, fecal-occult blood testing, or stool-DNA testing. Services like colon cancer screenings are available to CareSource members with no out-of-pocket costs and they can even be done in the privacy of their own home. CareSource partners with Matrix to provide in-home assessments and testing free of charge.

For questions or additional information, please contact Provider Services via [CareSource.com](https://www.caresource.com), the Provider Portal, or by phone at **1-855-852-5558**.



## Care Coordination Communication

For safe and effective coordination of care between primary care providers (PCPs) and behavioral health (BH) specialists, it's important for patient information to be shared between practitioners. Across provider types, PCPs and specialists value certain key information. PCPs prioritize: treatment plans, diagnosis, medications and adherence to medication information. BH providers prioritize: family engagement, adherence to appointments and medication information. Understanding this, practitioners can conscientiously share information that is most relevant to the providers with whom they are communicating. The goal in provider communication is thorough and timely sharing of patient information, which is essential to addressing patients' care plan needs and supporting positive health outcomes.

CareSource provides a care coordination form to help facilitate referrals and information exchange between PCPs and BH specialists. Please visit **CareSource.com** > Provider > Forms to access the form (Use web drop-down to navigate to the correct plan page).

### Access and Availability

Participating providers are expected to have procedures in place to see patients within specified timeframes and to offer office hours to their CareSource patients that are at least the equivalent of those offered to any other patient. Please review CareSource's access and availability standards published in the Provider Manual at **CareSource.com** > Provider > Provider Manual (Use web drop-down to navigate to the correct plan page).







## Just Released!

### 2020-25 Dietary Guideline for Americans

Dietary Guidelines for Americans has provided science-based advice on what to eat and drink to promote health, reduce risk of chronic disease, and meet nutrient needs. A fundamental premise of the Dietary Guidelines is that everyone, no matter their age, race, ethnicity, economic circumstances or health status, can benefit from shifting food and beverage choices to better support healthy dietary patterns.

All community stakeholders, including health professionals, have a role to play in supporting individuals and families in making choices that align with the Dietary Guidelines and ensuring that all people have access to a healthy and affordable food supply. Resources, including federal programs that support households regardless of size and make-up, include:

- The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) (p.68)
- Child and Adult Care Food Program (CACFP) (p.68)
- Supplemental Nutrition Assistance Program (SNAP) (p.68)
- National School lunch Program and School Breakfast Program (p.89)
- Summer Food Service Program (SFSP) (p. 89)
- Commodity Supplemental Food Program (p.130)
- Senior Farmers Market Nutrition Program (SFMNP) (p.130)

For more information about the Dietary Guidelines for Americans, please visit [www.dietaryguidelines.gov/sites/default/files/2020-12/Dietary\\_Guidelines\\_for\\_Americans\\_2020-2025.pdf](http://www.dietaryguidelines.gov/sites/default/files/2020-12/Dietary_Guidelines_for_Americans_2020-2025.pdf).

Source:

[www.dietaryguidelines.gov/sites/default/files/2020-12/Dietary\\_Guidelines\\_for\\_Americans\\_2020-2025.pdf](http://www.dietaryguidelines.gov/sites/default/files/2020-12/Dietary_Guidelines_for_Americans_2020-2025.pdf).





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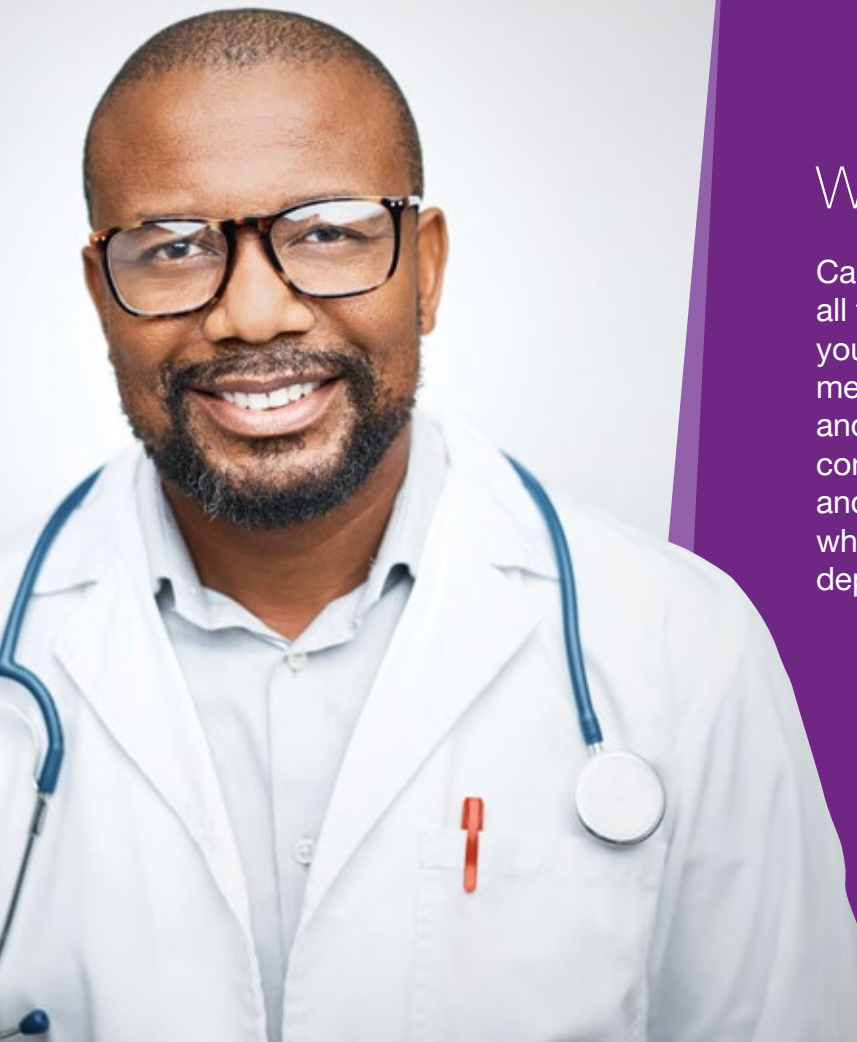


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## We are here for **you!**

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.