



NETWORK *Notification*

Notice Date: October 24, 2024
To: Ohio Medicaid Providers
From: CareSource
Subject: Nomi Health Partnership

Summary

CareSource is pleased to announce our partnership with Nomi Health. Nomi Health is a health care services company with fully credentialed providers registered with the Ohio Medicaid Program to provide telehealth visits, specifically targeting members who have open care gaps. The collaboration aims to close well-child care gaps for members aged 3-21 ensuring comprehensive health care for our pediatric and adolescent populations.

Impact

Partnership Scope:

- Telehealth visits targeting Ohio Medicaid members with Well-Child Visit (WCV) HEDIS non-compliance.
- Augments in-person provider visits and improves HEDIS performance.

Nomi will help with closing these gaps by offering accessible, remote health care solutions. Nomi's outreach is focused on engaging members who are less likely to seek care on their own, ensuring they receive necessary services.

Importance

The telehealth visit serves to address immediate health concerns and guide the member back to their primary care provider for any in-person components such as vaccines, physical exams, or further evaluations.

Nomi Health shares visit documentation directly with the member's attributed provider. This ensures that the provider is informed of any care delivered, issues identified, or follow-up needs. The information is transmitted securely and integrated into the member's medical record to ensure continuity of care.

Nomi ensures that the member is aware of the need for an in-person follow-up and works to ensure coordination between the telehealth service and the provider for ongoing care management.

- Providers are essential to complete the in-person visits, as Nomi's telehealth services have limitations that require follow-up care.
- Nomi actively educates all members on the importance of completing in-person visits, emphasizing their role in ensuring better health outcomes.

Questions for CareSource?

Please contact Provider Services at **1-800-488-0134**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).

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