

ProviderSource

Spring 2010

A newsletter for CareSource providers

Explanation of Payment Survey Available Online

CareSource values feedback it receives from its providers. Your input helps us provide the highest quality services to you and the members we serve. We're working hard to make it easier for you to do business with us and invite you to participate in our online Explanation of Payment (EOP) Survey. Our goal is to make the EOP more user friendly. Your feedback will help us identify areas for targeted improvement.

You can easily access our brief survey by visiting our secure Provider Portal located on our website at www.caresource.com.

- ▶ Click on the Provider tab
- ▶ Under "Quick Links" click on "Provider Log In"
- ▶ Enter your User Name and Password
- ▶ Click on the Log In button
- ▶ Access the survey on the Provider Welcome page



Our survey should only take a few minutes to complete. If you have any questions about the survey or are unable to access it, please contact your Provider Relations Representative at **1-800-488-0134**. Thanks in advance for your participation.

Mailing address for paper claims

If you mail claims to CareSource, please check to see that you are sending them to the correct address. Effective immediately, all paper claims should be submitted to:

CareSource Claims Department
P.O. Box 8730
Dayton, OH 45401-8730

Any mail that is sent to the previous One Dayton Centre address will be returned to the sender.

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How to reach us

Provider Services: **1-800-488-0134** (TTY: 1-800-750-0750 or 711)
CareSource 24, 24-Hour Nurse Advice Line: **1-866-206-0554**



Provider Toolkit – easy to access, valuable resources at your fingertips

At CareSource, we're making it easier for you to get the information you need – whenever you need it! Our new Provider Toolkit is a web-based resource that offers helpful information about a variety of items including:

- ▶ Policy Updates
- ▶ Manuals
- ▶ Forms
- ▶ Assessment Tools
- ▶ Frequently Asked Questions (FAQs)
- ▶ External Web Links

Bookmark Your Favorites

We've included a "Favorites" feature with the Toolkit so that each time you visit, it will automatically remember the sections you use.

Easy to Access

Accessing CareSource's Provider Toolkit is fast and easy. Please follow the instructions below:

- 1) Visit our website at www.caresource.com
- 2) Click on the Provider tab
- 3) Under the "Quick Links" click on "Provider Log In"
- 4) Enter your User Name and Password
- 5) Click on the Log In button
- 6) Click on the Provider Toolkit menu option

We hope you will find the Toolkit a valuable resource in helping serve your patients. If you have any questions or feedback about our new Toolkit, please email us at providerportalfeedback@caresource.com.

Advanced Radiology Services Prior Authorization and Claims Payment Process

CareSource requires prior authorization for high-tech radiology services including MRIs/MRAs, CTs and PET scans. Please note that most incidental and ancillary charges related to a high-tech radiology service will be reimbursed within the global payment and will not be reimbursed separately, regardless of authorization status.

Updates/Announcements now Online

As part of CareSource's ongoing commitment to timely and clearly communicate policy or process changes, we have added

a new *Updates/Announcements* page on our website, www.caresource.com. To view this page, simply go to www.caresource.com, click on Providers, Provider Materials, and then Updates/Announcements.



Prior Authorization List online

For your convenience, our prior authorization list is available on our website. The list of services that require prior authorization can easily be accessed by going to www.caresource.com, click on Providers, Member Care, and then Prior Authorization. Please watch for updates to this list in the near future.

Fraud, Waste and Abuse

CareSource has a program designed to handle cases of managed care fraud. Fraud can be committed by providers or members that are related to medical and dental services.

Examples of member fraud:

- ▶ Inappropriately using services such as selling prescribed narcotics or equipment
- ▶ Sharing their CareSource member ID card with a non-CareSource member
- ▶ Submitting fraudulent Babies First coupons

Examples of provider fraud:

- ▶ Provide unnecessary services to members
- ▶ Prescribe unnecessary drugs
- ▶ Inflate a bill for services
- ▶ Perform cosmetic dental procedures and bill as a covered medically necessary restoration

To report anything that does not seem right:

- ▶ Call **1-800-488-0134** and follow the prompts for reporting fraud
- ▶ Send an email message to **fraud@caresource.com**
- ▶ Write to us by using our Fraud, Waste and Abuse Reporting Form located on our website, **www.caresource.com**, and look for the link to report fraud for a provider
- ▶ Send to: CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Your report may be anonymous; however, if you do not provide your name, we will not be able to call you back for more information. Your message will be kept confidential to the extent permitted by law.



We appreciate your feedback!

CareSource is committed to continuously improving the quality of services offered to our provider network. During 2009, CareSource conducted two provider satisfaction surveys; one during the first quarter of the year and the second in November. Results of the surveys provided CareSource with greater insight into our network and allowed us to make process improvements.

The survey results presented us with numerous areas for operational enhancements. Some of the initiatives we've implemented include:

- ▶ Increased Provider Relations staff to conduct office visits
- ▶ Enhanced outbound provider calls
- ▶ Cross training of Provider Services and Claims staff to more efficiently address provider concerns
- ▶ Continued enhancements to the Provider Portal



We appreciate your feedback as it helps us provide the highest

quality services to you and the members we serve. We will continue to strive to deliver and improve provider satisfaction throughout the year.

CareSource enhances efforts in specialty pharmacy



Pharmaceutical and biologic products that have high acquisition costs, have limited distribution, are difficult to manage, or present reimbursement challenges are typically defined as specialty medications. These include most injectables (including those administered at home). Overall, these products tend to present challenges to physicians, patients, payers, pharmacies, and manufacturers. They necessitate a high level of support for patients, many have special handling requirements, and often, they have limited production and require strict inventory control. As newer therapies come to market, the management of these drugs continues to become more refined.

CareSource's role in managing these medications includes:

- ▶ programs to ensure the service is provided in the most cost efficient place of service available (generally the patient's home),
- ▶ prior authorization for medical necessity,
- ▶ possible step therapy requirements,
- ▶ compliance management services, and
- ▶ insuring delivery of these medications and ancillary supplies (including training and support if needed), and data reporting.



In addition, CareSource coordinates with the service provider to ensure proper reimbursement. The ultimate result is to streamline the drug distribution, delivery, quality and management processes in ways that engage patients in their care and help optimize the specialty pharmacy costs.

CareSource's Chronic Kidney Disease program

CareSource and Diplomat Specialty Pharmacy have partnered to assist members identified with Chronic Kidney Disease (CKD). The pilot program, launched in the 4th quarter of 2009, targeted members identified with CKD not on dialysis. The goal of the pilot is to work closely with providers, members, Diplomat Specialty pharmacy staff and the CareSource Care Management team to slow the progression of the disease and improve member outcomes. Targeted efforts focus on member education of their disease and nutritional considerations, as well as review of their current medications with an emphasis on adherence and compliance. To improve adherence and compliance, members participating in the pilot program can agree to receive medications pre-packaged for their convenience and shipped directly to their home.



Asthma Management

Did you know that CareSource case managers educate members with persistent asthma on topics such as Asthma Disease Understanding, Medication Compliance, Asthma Trigger Control, Asthma Self Management, and Care Coordination? We follow the National Heart, Lung and Blood Institute (NHLBI) Practice Guidelines for Asthma.

One particular focus is ensuring that our members with persistent asthma receive needed controller medications. Medications for asthma are classified into two general classes: long-term control such as inhaled corticosteroids, Immunomodulators, Leukotriene modifiers, long-acting beta agonists, and methylxanthines, and quick relief medications such as anticholinergics, short-acting beta agonists, and systemic corticosteroids. For a list of preferred medications, please visit the Ohio Department of Job and Family Services website at www.jfs.ohio.gov.

Healthchek

Healthchek is Ohio's name for Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services. As a federally mandated program aimed at improving child health, all CareSource children, teens and young adults from birth through age 20 are eligible. All medically necessary services for children birth through age 20 are covered.

Our providers are essential to the success of this program and the creation of medical homes for children. CareSource offers a Healthchek Checklist that can assist with documentation of the components of the periodic preventative exams. To view the checklist, simply go to www.caresource.com, click on Providers, Provider Materials, Other Materials, and look under the Health Management and Medical Record Documentation tools. Below are the elements of Healthchek/EPSDT:

Early	Identify problems early, starting at birth
Periodic	Check children's health at periodic, age-appropriate intervals
Screening	Do physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems
Diagnosis	Perform diagnostic tests to follow up when a risk is identified, and
Treatment	Treat the problems found

We can help your patients with tobacco cessation

CareSource members can receive personal counseling to help them quit smoking by calling the Ohio Tobacco Quit Line at 1-800-QUIT-NOW or 1-800-784-8669 (TTY: 1-888-229-2182). Tobacco counselors are available from 9 a.m. to 11 p.m., Monday through Friday, and from 10 a.m. to 6:30 p.m., Saturday and Sunday.

CareSource also covers limited quantities of nicotine patches, gum and lozenges without requiring a prior authorization.

Care Transitions Program

The CareSource Care Transitions program is all about care coordination and collaboration. At the center of the Care Transition program is the member and you, the provider. The Care Transitions program offers a multi-faceted approach to improve member engagement, coordinate discharge needs and focus on care coordination. As a part of this overarching program, CareSource integrates the following services:

- ▶ **Bridge to Home** – An aggressive discharge planning focus designed to safely transition members from a medical or behavioral health inpatient setting in an acute care or skilled nursing facility (SNF) to home.
- ▶ **On-site Care Management** – Onsite Care Manager assignments in the hospital or clinic setting to assist with member engagement, care coordination and establishment of the medical home.
- ▶ **Health Care Home** – A patient-centered medical home pilot program with designated Care Management staff assigned to the participating Health Care Home program provider offices. The assigned Case Manager is the primary point of contact with the participating provider group and focuses member engagement, care coordination and education.
- ▶ **CareSource 24 Nurse Triage Line** – URAC accredited program offered to all CareSource members to provide members timely medical education and support, assessing symptoms and directing members to the appropriate level of care 24 hours a day/seven days a week.



ProviderSource

is a publication of CareSource, a non-profit, public-sector managed health care plan serving counties throughout Ohio.

Toll-free phone:
1-800-488-0134

P.O. Box 8738
Dayton, OH 45401-8738



ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER

Blood lead level tests

It's important that children have their blood lead level tested if they have not been previously tested. CareSource encourages members to be tested at 12 months and 2 years old. Remember, filter paper testing is an accepted method to obtain blood lead levels and is covered by CareSource.