



Network Notification

Date: April 2, 2012

Number: OH-P-2012-10

To: Ohio Providers

From: CareSource

Subject: Care Transition Programs

Our Care Transitions programs are designed to positively impact health outcomes by:

- Contacting the patients discharged from the hospital to assist with coordination of discharge needs and to ensure a safe home environment
- Helping members with medication adherence
- Assisting with establishing a medical home between patients and providers
- Decreasing inappropriate Emergency Department (ED) utilization and unnecessary admissions/readmissions

Care Transitions Programs

Bridge to Home®

Bridge to Home focuses on a smooth transition from the hospital or skilled nursing facility to the member's home by focusing on discharge needs, including follow-up appointments and medication adherence.

Onsite Care Management

The Onsite Care Management team collaborates with physicians, pharmacies, local agencies and caregivers to help the member achieve the best possible health outcomes.

CareSource 24 Nurse Advice Line

CareSource 24 gives members access to speak with a registered nurse 24/7, even when the doctor's office is closed.

Emergency Department Diversion

CareSource monitors ED utilization, outreaching to members identified who need a regular source of care for routine medical concerns.

Behavioral Health Seven Day Post Discharge Follow-Up

Behavioral Health nurses outreach to members within seven days of their hospital discharge to coordinate care. Our focus is to improve access and adherence to medication and treatment, link to Community Mental Health Centers, decrease psychiatric readmissions and decrease ED visits.

Behavioral Health Provider Inpatient Notification

A CareSource representative notifies the provider of our member's hospital admission and assists with post discharge follow-up appointments, and helps reinforce medication and treatment adherence for improved care coordination.

Questions or to Refer a Patient

For questions about any CareSource Care Transitions program, or to refer a member, please call 1-866-867-0421.