

# ProviderSource

Summer 2009

A newsletter for CareSource providers

## CareSource launches redesigned, enhanced website: [www.caresource.com](http://www.caresource.com)

CareSource has redesigned our website, [www.caresource.com](http://www.caresource.com). As your partner in providing quality patient care, we've improved our website to make it easier and faster for you and your staff to find the information you need.

Visit [www.caresource.com](http://www.caresource.com), today!



### Provider Portal helps you simplify tasks

CareSource's free online Provider Portal allows you to easily and securely access critical information wherever and whenever you need it. As a registered user of our online tool, there's no waiting on the phone, as the information you need is right at your fingertips.

Features available to you include:

- ▶ **Member Profile – New Feature!** (see article on page 2)
- ▶ Claims history – up to 24 months from date of service
- ▶ Claim status
- ▶ Request prior authorization
- ▶ Check prior authorization status (medical and dental)
- ▶ Access member eligibility and multiple member look-up (500 per search)
- ▶ Access Coordination of Benefits
- ▶ Submit changes to a health care professional's demographic information
- ▶ Obtain PCP Membership Lists
- ▶ Access our Preferred Drug List and drugs requiring authorization

### Register today

Registration is quick and easy! Just complete the 3-step process by going to [www.caresource.com](http://www.caresource.com). Start managing all of your CareSource health plan needs at our secure, one-stop, multi-functional Provider Portal.

### In this issue:

- 2** Web Portal solutions
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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 Portal SOLUTIONS

### CareSource Member Profile provides easy to access patient information

With its comprehensive view of patient medical and pharmacy data, our web-based Member Profile tool can help providers improve health outcomes for their CareSource patients. The profile can also help providers determine an accurate diagnosis more efficiently, reduce unnecessary diagnostic tests, and minimize emergency room visits.

Accessing our Member Profile tool is fast and easy. The tool can be found on the "Member Eligibility" and "Prior Authorization" screens of the CareSource Provider Portal.

If you are already registered with a valid username and password:

- ▶ Visit <https://secure.csmg-online.com/oh/ProviderPortal/login.aspx>
- ▶ Enter your Username and Password
- ▶ Click the Log In button
- ▶ You will then be able to access the **Member Eligibility** feature or the **Prior Authorization** feature
- ▶ Enter a valid Member Number
- ▶ Select a valid Date of Service
- ▶ Click the Search button
- ▶ If a member is found and eligible for the service date you entered, you will see the member information followed by a small section denoted as "Member Profile."
- ▶ Click on the "Click to View" button for the Member Profile. An Acrobat PDF file will be displayed containing the entire Member Profile.

If you are not registered with CareSource's Provider Portal, go to <https://secure.csmg-online.com/oh/ProviderPortal/ProviderRegistration.aspx>

- ▶ Complete the 3-step registration process

If you have questions or feedback about our Member Profile, please email us at [providerportalfeedback@caresource.com](mailto:providerportalfeedback@caresource.com).

## PHARMACY NEWS

### Prior authorization lifted from three medications

Effective immediately, CareSource has removed the prior authorization requirement for Singulair, Symbicort and Vyvanse. Careful review of utilization patterns has allowed us to remove the requirement for these highly prescribed medications.

As our review continues, there may be other drugs that will be able to be removed from the prior authorization requirement in the near future. This is part of our ongoing effort to make it easier to do business with CareSource.

### View formulary information quickly and conveniently

The CareSource Preferred Drug List, also known as the formulary, is updated from time to time and may be changed during the calendar year.

For the most up-to-date formulary information, please visit [www.caresource.com](http://www.caresource.com). By having our formulary at your fingertips, you can reduce the number of pharmacy call-backs. Complete CareSource formulary information is also accessible through the Epocrates formulary tool at [www.epocrates.com](http://www.epocrates.com).

### Coming Soon: PROVIDER TOOLKIT



We're making it easier for you to do business with us! Soon our new Provider Toolkit will be available on our secure Provider Portal section of our website at [www.caresource.com](http://www.caresource.com). Watch for more details!

## Save time, money and increase patient safety with e-Prescribing

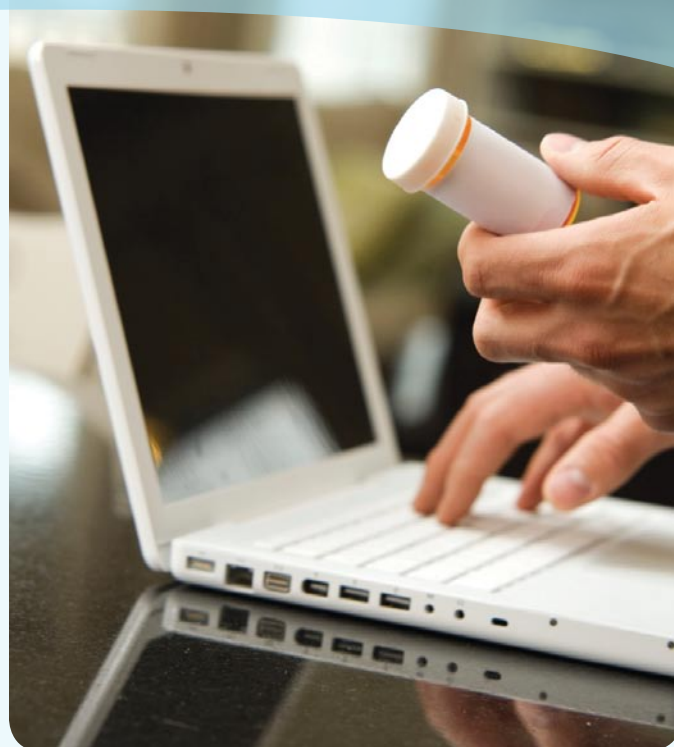
Are you still writing out prescriptions by hand? If so, did you know that handwritten prescriptions contribute to an estimated 1.5 million preventable medication-related adverse events each year, according to the Institute of Medicine?

Medicine is taking a new direction regarding prescribing, and now is a great time to adopt the technology. With electronic prescribing or e-Prescribing, you can check CareSource's formulary and send legible prescriptions directly to your patient's pharmacy.

E-prescribing reduces errors by electronically checking the patient's record for problems such as allergies or interactions with other drugs. E-prescriptions are more legible for pharmacists and more accessible for your patients' other health care providers.

### Incentives for going electronic

To encourage health care providers to go digital, Medicare is providing incentives for using e-Prescribing via an Electronic Medical Records (EMR) system. Health care providers who e-Prescribe can receive an extra 2 percent bonus on all their Medicare services in 2009-2010, a 1 percent bonus in 2011-2012, and a 0.5 percent bonus in 2013.



In 2012, most remaining health care providers who don't e-Prescribe will receive lower reimbursement rates from Medicare than those who do. The Department of Health and Human Services has encouraged Medicaid to move to e-Prescribing nationwide as well.

### Resources to get you started

To help you decide how and when to convert from paper to electronic prescribing, please refer to A Clinician's Guide to Electronic Prescribing. It includes a list of key references and resources to assist in making the transition as smooth as possible. To access the guide, visit [www.ehealthinitiative.org/eRx/](http://www.ehealthinitiative.org/eRx/).



## Newborn deliveries reminder

Please remember to notify us of CareSource member newborn deliveries so that we can facilitate enrollment of the infant into our health plan. Delivery notifications can easily be made by accessing our secure online Provider Portal by going to [www.caresource.com](http://www.caresource.com). Click on the Provider Login, Prior Authorization, and select Inpatient Delivery Admission.



# Prescription drug monitoring programs



## Are your patients being prescribed too many controlled substance prescriptions?

Prescription Drug Monitoring Programs (PDMPs) are operational in 32 states, including Ohio, and are being used to deter and identify illegal activity such as prescription forgery, indiscriminate prescribing and “doctor shopping”. Ohio’s PDMP is the Ohio Automated Rx Reporting System (OARRS) and provides patient-specific drug information regarding Schedule II-V drugs as well as Tramadol and Carisoprodol products. OARRS also helps in identifying those who use insurance and/or pay cash for their controlled substances.

Each state has legislation that determines who can access the PDMP data. In Ohio, the program is accessible to medical providers, pharmacists, and law enforcement officials with an active investigation. You can view details regarding OARRS at [www.ohiopmp.gov](http://www.ohiopmp.gov) where you can also register for the program. If you have any questions about OARRS, you can email [info@ohiopmp.gov](mailto:info@ohiopmp.gov) or call 1-614-466-4143.

Individuals that live near a state border may obtain controlled substance prescriptions in multiple states. For information regarding your surrounding states’ PDMP, visit [www.namsdl.org/presdrug.htm](http://www.namsdl.org/presdrug.htm).

You can report anything that does not seem right by:

- ▶ Calling: **1-800-488-0134** (TTY: 1-800-750-0750 or 711)  
Choose the menu option for providers, then select the option for reporting Fraud
- ▶ Sending an e-mail message to [fraud@caresource.com](mailto:fraud@caresource.com)
- ▶ Faxing: 1-800-418-0248
- ▶ Writing to us. You can write us a letter or use our Fraud, Waste and Abuse Reporting Form available under the Forms section of our website at [www.caresource.com](http://www.caresource.com)

Your written concern can be sent to us at:

CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

When you call or write, **you do not need to give your name**. If you choose to be **anonymous**, please be sure to report as much information about the situation as possible since we will not be able to contact you. Your report will be kept confidential to the extent permitted by law.

# Influenza vaccine for the 2009-2010 season

In a May 21, 2009 memorandum, the Ohio Department of Health (ODH) issued an update on the influenza vaccine availability and ordering for the 2009-2010 season. The Vaccines for Children (VFC) influenza vaccine will be available to all 1,200 VFC providers that will be comparable to amounts available for the 2008-2009 season. For more information about ODH supplied influenza vaccine and ordering, please contact ODH at 1-800-282-0546 or 1-614-466-4643.



# Synagis and the upcoming RSV season

The American Academy of Pediatrics is revising its guidelines for Synagis. CareSource plans to review our current policy once the guidelines are published. Once again, we will host a webinar this fall for Synagis providers to review those guidelines and our processes. Please watch for more information as the Synagis season approaches.

## CLAIMS NEWS

### Prenatal Form not required for H1000 claims

We're making it easier for you to do business with us. When billing an H1000 code:

- ▶ Providers no longer have to submit a Prenatal Risk Assessment Form (PRAF) with a claim to get claims paid with an H1000 code
- ▶ Please continue to complete PRAFs and mail or fax to Case Management at 1-866-573-0013 (note this number is for PRAF forms only)
- ▶ Providers can now submit claims with an H1000 code electronically for faster payment

### Claims processing update

Effective immediately, implantables (for revenue series codes 0274-0278) that exceed \$50,000 in billed charges must be accompanied by surgical operative notes.

Also, organ transplants (regardless of dollar amount), specific to 0800-0189 revenue series codes, now require surgical operative notes. Providing proper documentation will help expedite processing your claim.

## REMINDER –

### Outpatient radiology prior authorization now required

CareSource has launched a new Radiology Benefit Management Program for all outpatient, non-emergent CT, MRI/MRA and PET scans, in partnership with National Imaging Associates, Inc. (NIA). The implementation date was July 1, 2009.



Ordering providers can obtain a prior authorization through NIA's website at [www.RadMD.com](http://www.RadMD.com) or by calling **1-800-488-0134**, and select the option for advanced radiology prior authorization. Rendering providers should confirm that authorization was issued prior to performing the diagnostic procedure.

Claims should continue to be sent to:

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

For more information please visit our website at [www.caresource.com](http://www.caresource.com).

### New process for locum tenens



CareSource is now performing abbreviated primary source verification for locum tenens. The verifications are being conducted to ensure that our members – your patients – receive the highest quality health care. If you are a provider currently using or considering using locum tenens, please notify your designated CareSource Provider Relations Representative.

A complete list of CareSource Provider Relations Representatives (by county) is available on our website at [www.caresource.com](http://www.caresource.com).

## Your feedback is appreciated



We asked. You responded. We thank you! CareSource strives to deliver and improve provider satisfaction. The findings of our recent Provider Satisfaction Survey show the results of our efforts and highlight opportunities for us to provide better service to our providers. Some initial steps CareSource is taking in that regard include:

- ▶ Enhancement of online tools for health care professionals
- ▶ Implementing a mechanism to more regularly survey providers to gain feedback

CareSource thanks its providers for their partnership in serving our members – your patients – and for your continued support as we strive to improve our service.



## ABD expansion

CareSource is pleased to announce that we are expanding our Aged, Blind or Disabled (ABD) Medicaid plan into the Northeast region effective August 1, 2009 and September 1, 2009 for the Northwest region. We have long been a managed health care plan in this region for Medicaid Covered Families and Children. If you are not currently part of our ABD provider network and would like to be, please contact your Provider Relations Representative at **1-800-488-0134**. We look forward to continuing our partnership with you with this expansion.

## 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.



## 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

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ACCREDITED  
HEALTH PLAN (for Medicaid)  
HEALTH CALL CENTER