

## Risk Adjustment Provider Resources



### Quick Reference Guide for Managing Your CareSource Provider Alerts and Resources

CareSource has partnered with Pulse8 to continue to promote Risk Adjustment education and gap closure efforts for CareSource members. The process of Risk Adjustment relies on providers to perform accurate medical record documentation and coding practices to capture the complete health status of each individual patient annually.

In an effort to raise awareness about the Risk Adjustment process for your members, Pulse8 is offering free hour-long webinars monthly, followed by a question and answer session. The topics will rotate, and we encourage you and your staff to take advantage of this free educational opportunity. Pulse8's Collabor8™ Provider Portal has valuable education resources to keep you and your support personnel updated on coding and documentation of chronic conditions. Additionally, within the Portal, providers can generate Provider Alerts via the Provider Feedback Loop. Provider Alerts identify chronic conditions for your patient population that require assessment and validation. The Provider Feedback Loop is an interactive tool that gives providers the ability to update a patient's alert during an office visit. Your feedback improves the integrity of the Provider Alert database, and quality of future alerts. Your participation is critical to the effectiveness of these alerts.



**SUBMIT FEEDBACK ON ALL IDENTIFIED CONDITIONS IN THE PROVIDER FEEDBACK LOOP**

### Steps for Submitting Feedback Based on a Face-to-Face Visit via Pulse8's Provider Feedback Loop

1. During the patient's office visit, conduct a thorough assessment to identify all conditions that exist for your patient.
2. Submit a standard claim for your office visit, identifying all conditions that exist for each patient and any services rendered.
3. Click on the **Collabor8 Provider Portal** page in the XXXXX of your CareSource Provider Portal.
4. Click on the orange icon for **Provider Feedback**.
5. Select the Provider and Patient for which you wish to submit feedback.
6. For each condition identified in your alert, click the appropriate radio button to indicate your feedback; **Condition Present, Condition Not Present, or Needs Further Evaluation**.
7. Click **Save** after selecting the most appropriate feedback for each identified condition.

### Additional Program Details

- A claim must be submitted including the appropriate ICD-10 codes for all confirmed conditions when confirming the existence of an identified risk-adjustable condition in the Provider Feedback Loop.
- If you are interested in an on-site visit to discuss Risk Adjustment coding and documentation, or if you have any questions about Risk Adjustment, email [providerengagement@pulse8.com](mailto:providerengagement@pulse8.com).

### Questions?

If you have any questions related to Pulse8's provider resources, please contact Pulse8's Customer Support team any time between 8:00am and 8:00pm EST. Phone: 844-8PULSE8 (844-878-5738) Email: [support@pulse8.com](mailto:support@pulse8.com)

Thank you for collaborating with us to help better manage care for your patients.