



Integrated care for SMI patients

Severe mental illness, also called serious mental illness (SMI), has been associated with increased morbidity and mortality. However, studies show that 60 percent or more of deaths in people with SMI are caused by physical conditions such as cardiovascular disease, diabetes, respiratory diseases and infectious diseases.* Reports like this underscore the importance of managing physical health care for patients with SMI and focusing on modifiable risk factors such as smoking, obesity and substance use.

Are you treating patients with SMI? Please make sure they receive annual well-care checkups and appropriate screenings, as needed. Remember, Humana – CareSource® has care managers who can assist patients with SMI. We can help:

- Explain physical and mental health care benefits
- Coordinate care among health partners
- Assess social and support service needs
- Improve member compliance with recommended treatment options

**Source: National Association of State Mental Health Program Directors*

From the medical director

U.S. spending on specialty prescription drugs continues to rise. Studies of 2014 data have shown that, despite accounting for only one percent of all U.S. prescriptions, specialty medications represented 31.8 percent of all drug spending that year. Costs are expected to climb even higher in the future.*

Humana – CareSource partners with CVS Caremark Specialty Pharmacy to provide and help manage the growth and complexity of specialty medications. These drugs are for patients with rare and chronic diseases such as cancer, HIV/AIDS, rheumatoid arthritis, multiple sclerosis and hepatitis C. CVS Caremark Specialty Pharmacy provides specialty medications directly to the member or the prescribing physician and coordinates nursing care, if required.



Dr. Vaughn Payne

Partnering with CVS Caremark allows us to more closely coordinate the pharmacy benefit and ensure the safety of our members. Some of the advantages of our program include:

- 24-hour access to pharmacists and nurses to help reduce ER visits and hospitalizations
- Multiple checks and balances to ensure patient safety
- Disease- and drug-specific patient care management services to improve member health outcomes
- A reliable refill schedule to help improve medication adherence

We will continue to look for ways to provide the best specialty pharmacy care possible for our members that is both effective and efficient. Please feel free to contact me about this or any other topic. You can reach me by email at vaughn.payne@caresource.com or by phone at **1-502-213-4730**.

*Source: <http://lab.express-scripts.com/insights/industry-updates>

Respectfully,

A handwritten signature in black ink that reads "Vaughn".

Vaughn Payne, Pharm.D., M.D., MBA, FACC, FACP, CPE
Medical Director, Humana – CareSource

ICD-10 implemented

On Oct. 1, 2015, health partners should have stopped using International Classification of Diseases, 9th Revision (ICD-9) codes on claims and started using ICD-10 codes. Humana – CareSource has created a Resource Center to help you and your team. Visit **CareSource.com/providers/kentucky/medicaid/claims-information/icd-10** for information.

Contact your health partner representative

Find the Humana – CareSource health partner representative assigned to your practice at:
CareSource.com/documents/provider-relations-representative-county-assignment-map

Find UM criteria online

Utilization management (UM) helps maintain the quality and appropriateness of health care services provided to Humana – CareSource members. Our medical management department performs all UM activities, including prior authorization and discharge planning, based on nationally recognized criteria. This helps ensure that appropriate medical care is rendered in the most appropriate setting using the most appropriate resources. We also monitor the coordination of medical care to ensure its continuity.

Utilization review determinations are based only on appropriateness of care and service and existence of coverage. Humana – CareSource does not reward health partners or our own staff for denying coverage or services. There are no financial incentives for our staff members that encourage them to make decisions that result in underutilization. Our members' health is always our top priority.

Humana – CareSource's UM criteria are available in writing by fax or email request and on our website.

Fax: 1-888-246-7043

Email: KYMedicalManagement@caresource.com

Web: **CareSource.com/providers/kentucky/medical-policies** and **Caresource.com/providers/pharmacy-policies**



CONTACT US ABOUT UM ISSUES

Health partners may call our toll free number at **1-855-852-7005** to contact medical management staff with any UM questions. Please remember:

- Staff are available from 8 a.m. to 6 p.m. Eastern time, Monday through Friday, for inbound calls regarding UM issues.
- Staff can receive inbound communication regarding UM issues after normal business hours. Health partners may leave voice mail messages on these phone lines after business hours, 24 hours a day, 7 days a week. A dedicated fax line, email, and provider web portal can be utilized for medical necessity determination requests 24 hours a day, 7 days a week.
- Staff can send outbound communication regarding UM inquiries during normal business hours, unless otherwise agreed upon.
- Staff are identified by name, title and organization name when initiating or returning calls regarding UM issues.
- Staff are available to accept collect calls regarding UM issues.
- Staff are accessible to callers who have questions about the UM process.

For the best interest of our members and to promote their positive health care outcomes, Humana – CareSource supports and encourages continuity of care and coordination of care between medical care health partners as well as between behavioral health care health partners.

New prior authorization tool cuts decision wait times

Humana – CareSource health partners have a new tool to help them get faster decisions on prior authorization requests. By using Cite® Auto Auth, health partners can enter clinical details and receive a decision within seconds. You can still send your prior authorization requests by phone or fax, if you prefer, but Cite Auto Auth offers evidence-based utilization decisions with the ease of self-service simplicity.

To learn more, visit our Provider Portal online at <https://providerportal.caresource.com/KY> (registration required) or contact your health partner representative.

Nurse advice line available to members

Please encourage your patients with Humana – CareSource coverage to call our 24-hour nurse advice line with health and medical questions when their health partners are not available. Through this free member benefit, our experienced registered nurses can assess a member's condition and direct the member to the most appropriate care setting. The toll-free number, **1-866-206-9599**, can be found on the Humana – CareSource member ID card.

Member rights and responsibilities

Humana – CareSource encourages members to know their rights and responsibilities to help them be active participants in their health care. Members are notified of their rights and responsibilities in the Member Handbook and on our website. Please see your Humana – CareSource Health Partner Manual at the following link for a complete list of member rights and responsibilities: **CareSource.com/providers/kentucky/medicaid/provider-materials/provider-manual**

HOURS OF OPERATION REMINDER

Health partners are expected to offer Humana – CareSource members and other Medicaid patients office hours that are at least the equivalent of those offered to patients with other insurance.



False Claims Act helps reduce fraud

Using the False Claims Act, you can help reduce fraud against the federal government. It allows citizens to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or individuals defrauding the government through programs, agencies, or contracts. Whistleblowers can receive 15 to 30 percent of the proceeds of the action or settlement.

An example would be if a health partner, such as a hospital or a physician, knowingly “upcodes” or overbills resulting in overpayment of the claim using Medicaid or Medicare dollars. More details about the False Claims Act can be found on our website at: **CareSource.com/providers/kentucky/medicaid/plan-participation/false-claims-act**

For free educational materials on the False Claims Act and other federal fraud and abuse laws, visit: **<http://oig.hhs.gov/compliance/physician-education/index.asp>**

You can report fraud, waste or abuse to the Humana – CareSource Special Investigations Unit.

Anonymous reporting options

- Call **1-855-852-7005** and follow the appropriate menu option for reporting fraud.
- Write a letter or complete the fraud, waste and abuse reporting form at **CareSource.com/documents/ky-fraud-waste-and-abuse-reporting-form**
 - Mail to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other reporting options

- Fax: 1-800-418-0248
- Email: fraud@caresource.com

If you choose to remain anonymous we will not be able to call you back for more information, so leave as many details as possible including names and phone numbers. Your report will be kept confidential to the extent permitted by law.



Focus on members

At Humana – CareSource, we strive to ensure our members receive the highest quality care and services. We offer:

- No copays
- Care management and care transitions programs
- An ongoing focus on customer service, health education and activities to promote health and wellness, such as our Babies First incentive program and our 24-hour nurse advice line
- Community engagement and collaboration to help ensure the comprehensive needs of members are addressed
- Access to behavioral health services that includes a dedicated hotline and crisis intervention

Medicaid patients, including Humana – CareSource members, must renew their Medicaid benefits each year. Renewal is not automatic. The Kentucky Department for Community Based Services (DCBS) sends notices and instructions to Medicaid patients when it is time to renew.



Members rate Humana – CareSource in survey

In the most recent Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, members rated Humana – CareSource very high among Kentucky Medicaid health plans.

Members gave high marks to their personal doctor, their ability to get the care they need, and how well their doctors communicate with them. Most members who responded to the survey also indicated that they were usually or always treated with respect by their personal doctor and Humana – CareSource customer service.

The CAHPS survey is administered annually for the Kentucky Department for Medicaid Services to ensure members of Medicaid managed care plans have timely access to high-quality health care services. Thank you! These results would not be possible without your commitment to quality care.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Flu and pneumonia vaccine coverage

Cold and flu season is here. Humana – CareSource covers flu and pneumonia vaccines for members at their health partner's office or any network pharmacy that provides the vaccines. Quadrivalent flu vaccines are not covered.

Members who are younger than 19 years of age should obtain an annual flu vaccine in coordination with the Vaccines for Children (VFC) program. VFC details can be found at: <http://www.cdc.gov/vaccines/programs/vfc/index.html>



Emphasizing well care for teens and adults

Help us remind our members that well-care checkups are not just for children. Adolescents and adults need annual preventive care exams. Be sure to include appropriate well-care codes when submitting claims.

Postpartum care

Timing is crucial when it comes to postpartum care for Humana – CareSource members. A routine postpartum care visit should take place three to eight weeks after delivery. If the member had gestational diabetes, a blood glucose test should also be administered at this time.

Earlier postpartum visits may be clinically warranted in some situations; however, cesarean section follow-up visits do not replace postpartum care visits.

Promote appropriate use of antibiotics

Humana – CareSource continues to inform our members, through newsletters and interactions with our care management team, that antibiotics are not needed for viral upper respiratory infections (URIs). Members are educated on URI symptoms, the appropriate use of antibiotics, hand washing and flu vaccines. Members also are encouraged to call our 24-hour nurse advice line with questions and for guidance on appropriate levels of care.

How you can help

- Continue to help your patients understand the most appropriate use of antibiotics.
- Use proper billing codes for the patient's diagnosis.
- Remind members of our toll-free nurse advice line.

Pharmaceutical management procedures

Our online drug formulary can help you find out if a medication is covered. The online formulary contains information about prior authorizations, quantity limits, generic substitutions, step therapy protocols and therapeutic interchanges for most drug classes.

You can submit prior authorization requests by phone – call **1-855-852-7005** and follow the prompts – or fax to **1-866-930-0019**. Electronic prior authorizations are also available through CoverMyMeds, a free system that automates prior authorizations, saving you administrative hours on the phone and sending faxes. The real-time determinations help your patients get the medications they need, faster. Visit **www.covermymeds.com/main** to create a free account.

Typically, our drug formulary includes more than one drug for treating a particular condition. These different possibilities are called alternative drugs. Many alternative drugs are just as effective as other drugs and do not cause more side effects or other health problems.

Humana – CareSource has an exception process that allows the member or the member's representative to make a request for an exception. Reasons for exceptions may include intolerance or allergies to drugs, or inadequate or inappropriate response to drugs listed on the drug formulary. The member or member's representative must initiate the request by calling Member Services. Humana – CareSource then reaches out to the health partner to obtain the appropriate documentation. The Member Services phone number is **1-855-852-7005** (TTY: 1-800-648-6056 or 711).

We have convenient search tools available online for our formulary at: **CareSource.com/providers/kentucky/medicaid/member-care/pharmacy/searchable-drug-formulary**

Our website also includes:

- Pharmacy forms, policies, and procedures for requesting prior authorization or exceptions
- More information about our pharmacy benefit, specialty drugs and our pharmacy benefit manager

Well-child visits and dental fluoride treatments

Humana – CareSource encourages regular and appropriate dental care for our members under age 21. Please remember that topical fluoride varnish treatments may be provided and billed by pediatricians and primary care providers as well as dental care providers. A well-child visit is an opportune time to assess the need for this service and apply the treatment, if needed. As an alternative, please refer your patients to a dentist for routine dental services.

Please use billing code D1206 for the topical application of fluoride varnish for a child. Topical fluoride varnish treatments are limited to one application every 180 days for patients under age 21.



HEDIS measures of focus for 2016

Healthcare Effectiveness Data and Information Set (HEDIS®) is the measurement tool used by the nation's health plans to evaluate their performance in terms of clinical quality and customer service. We also use these standards to monitor the care given by Humana – CareSource health partners.

HEDIS scores are compiled using both claims and medical records data. Areas of focus for 2016 include:

- Comprehensive diabetes care
- Controlling high blood pressure
- Medication management for people with asthma
- Prenatal and postpartum care
- Cervical cancer screenings
- Weight assessment for children and adolescents
- Counseling on nutrition and physical activity for children and adolescents
- Adult body mass index (BMI) assessment
- Well care, immunizations and dental care for children and adolescents

A complete list of specific measures can be found in the HEDIS Measures section of the Humana – CareSource health partner manual online at: **CareSource.com/providers/kentucky/medicaid/provider-materials/provider-manual**

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



Find quarterly formulary updates online

Humana – CareSource no longer mails quarterly Medicaid formulary updates. The information is now posted on our website. You can find Humana – CareSource pharmacy information at: **CareSource.com/providers/kentucky/medicaid/member-care/pharmacy**

If you do not have access to the Internet, please call us and we will send you the updates. Please call **1-855-852-7005** and follow the prompts to reach the pharmacy department.



P.O. Box 221529, Louisville, KY 40252-1529

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HOW TO REACH US

Provider Services:
1-855-852-7005
(TTY: 1-800-648-6056 or 711)

24-Hour Nurse Advice Line:
1-866-206-9599

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