

Spring 2016

# ProviderSource

A newsletter for CareSource health partners



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## *Disease management and health care goals*

CareSource<sup>®</sup> members diagnosed with asthma or diabetes are automatically enrolled in an enhanced disease management program\* that offers resources and tools to help them reach their health care goals. Some members identified with a complex condition have a nurse assigned to their case.

We help by monitoring preventive health issues, relevant medical test results and members' self-management of their conditions. We also help members manage comorbidities, lifestyle issues and medications. Outreach includes diagnosis-specific educational mailings.

### **New newsletter for members**

CareSource now offers disease-specific member newsletters dedicated to disease management. We offer information that can help members:

- Understand their condition and health care benefits
- Coordinate care among health partners
- Access social and support services
- Improve compliance with recommended treatment options

To refer a CareSource member who is not already enrolled in the program, call the care management support services department at **1-866-286-9738**.

*\*Members may opt out by calling 1-866-286-9738.*

## From the medical director

2016 is off to a fantastic start. CareSource just launched CareSource Just4Me™, our qualified health plan in the Health Insurance Marketplace, in West Virginia. We are proud to serve more than 1.5 million members in West Virginia, Ohio, Kentucky, and Indiana.



*Dr. Don Wharton*

This year we continue to focus on aligning with our health partners in the most meaningful ways possible. This includes making sure you have the tools you need to do business with us efficiently. Online tools, a no-hassle prior authorization process and a generous formulary are just a few of the ways we hope to help you streamline member care and administrative tasks.

Our secure Provider Portal is part of this effort. Access the portal at <https://providerportal.caresource.com/WV>. Once registered, you can verify member eligibility, retrieve claims information, check member payment responsibilities and much more.

We also continue our move toward value-based reimbursement, more meaningful data sharing, and effective collaborations with health partners that focus on patient needs. We appreciate your partnership and dedication to quality health care.

Sincerely,



Don Wharton, MD  
Vice President, Medical Director Ohio Market

## Let us know about practice changes

We want to make sure our members have the most current information about our health partners. If you have moved, added a new doctor to your practice or are no longer accepting CareSource Just4Me members, please log on to our secure Provider Portal to update your account.

You can also fill out the CareSource Health Partner/Group Change Request Form on our website at [CareSource.com/documents/health-partner-change-request-form](https://www.caresource.com/documents/health-partner-change-request-form). Once completed, you can either give this form to your CareSource health partner representative or email or fax it to us as listed at the bottom of the form.

# Nurse advice line call summaries now on Provider Portal

## CareSource offers a special benefit to its members:

CareSource24® is our 24-hour nurse advice line that members can call any time of the day or night to get medical information and advice. Our nurse advice line is now even better.

We now post a summary of CareSource24 triage information to the member's profile on the Provider Portal. The summary will give the primary care provider (PCP) a record of why the member called and what advice the nurse gave. This is designed to help PCP's better coordinate care for their patients.

Our nurses assess the member's condition using industry standards developed by physicians for pediatric and adult triage. The main objective of telephone triage is to sort patients into appropriate dispositions (levels of care) based on acuity or severity of the injury or illness. Instruction is given to the member to meet the disposition based upon time of day, day of week and resources available.



## Working with CareSource

CareSource offers several self-service solutions to make doing business with us easier.

### The Provider Portal

Get the information you need fast through the Provider Portal. The portal puts information at your fingertips any time you need it. You can use the Provider Portal for any of our plans to:

- Verify or update Coordination of Benefits (COB) information
- Find prior authorization requirements
- Check member eligibility and benefit limits
- Verify claim status

And much more! There are plenty of other self-service tools available through the portal that can save you time.

You can access the Provider Portal at this link:

<https://providerportal.caresource.com/WV/User/Login.aspx>

Don't forget! Your login is your CareSource Provider ID Number, not your Tax ID. Your Provider ID Number may be found in your welcome letter from CareSource.

### CareSource.com

Use the Provider tab on **CareSource.com** to find resources on working with CareSource Just4Me.

### Provider Manual


Your CareSource Health Partner Manual is another great resource. You can find this online, or if you would like a printed copy, contact us.

# Quick Reference Guide

Tear this sheet away from the rest of the newsletter and keep it handy in your office to answer any questions you may get about CareSource!

## Member ID Cards (sample information only)

Below is an example of the member ID card for a CareSource Just4Me member.

<b>Just4Me™</b> WV Dental & Vision	
Member: John Doe	Dependents: <b>2016</b> 01 Jane Doe 02 John Doe 03 Mike Doe 04 Ron Doe 05 Susan Doe 06 Sara Doe 07 Joe Doe 08 Sam Doe
Member ID: 14800000000-00	
Health Plan (XXXXX) XXX-XX-XXXX	
Payer ID: WVCS1	
Office: \$0.00   ER: \$0.00   Spec: \$0.00   UrgCare: \$0.00	

**CareSource.com/Just4Me**

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the website or call.

Members: 1-855-202-0622 (TTY: 1-800-982-8771 or 711)

<b>24/7 Nurseline:</b> 1-866-206-0701	<b>Providers:</b> 1-855-202-1091	<b>Pharmacy:</b> 1-855-202-1091
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<b>Medical Claims:</b> P.O. Box 804 Dayton, OH 45401-0804	<b>Benefits Manager:</b> CVS Caremark
<b>Pharmacy Claims:</b> CVS Caremark P.O. Box 52136 Phoenix, AZ 85072-2136	<b>Pharmacy Numbers:</b> RxBin: 004336 RxPCN: ADV RxGrp: RX3174

## CareSource Contact Information

Provider Services    1-855-202-1091

Website                [CareSource.com/Providers/WestVirginia/Just4Me/](http://CareSource.com/Providers/WestVirginia/Just4Me/)  
[CareSource.com/Just4Me/WV](http://CareSource.com/Just4Me/WV)

Provider Portal        <https://providerportal.caresource.com/WV/User/Login.aspx>

Member Services     1-855-202-0622  
(TTY: 1-800-982-8771 or 711)

## Diabetes screenings help prevent complications

CareSource educates members with diabetes about the importance of adhering to prescribed treatment plans and completing health screenings to prevent complications. Health partners can help by confirming that patients receive all appropriate recommended screenings (see below) and by accurately documenting the results.

Screening	Frequency
✓ Retinal eye exam	Annually
✓ Kidney function test	Annually
✓ Cholesterol and triglyceride test	Annually
✓ HbA1C test	At least twice a year (may be checked more often if it is over 7)
✓ Complete foot exam	Annually (encourage member self-exam once a day)
✓ Dental exam	Annually
✓ Flu shot	Annually
✓ Pneumonia shot	At least once
✓ Blood pressure, weight and foot check	At each visit

## Clinical care guidelines updated

CareSource approves and adopts nationally accepted standards and guidelines, and promotes them to practitioners and members to help inform and guide clinical care provided to CareSource members.

The following guidelines were updated recently:

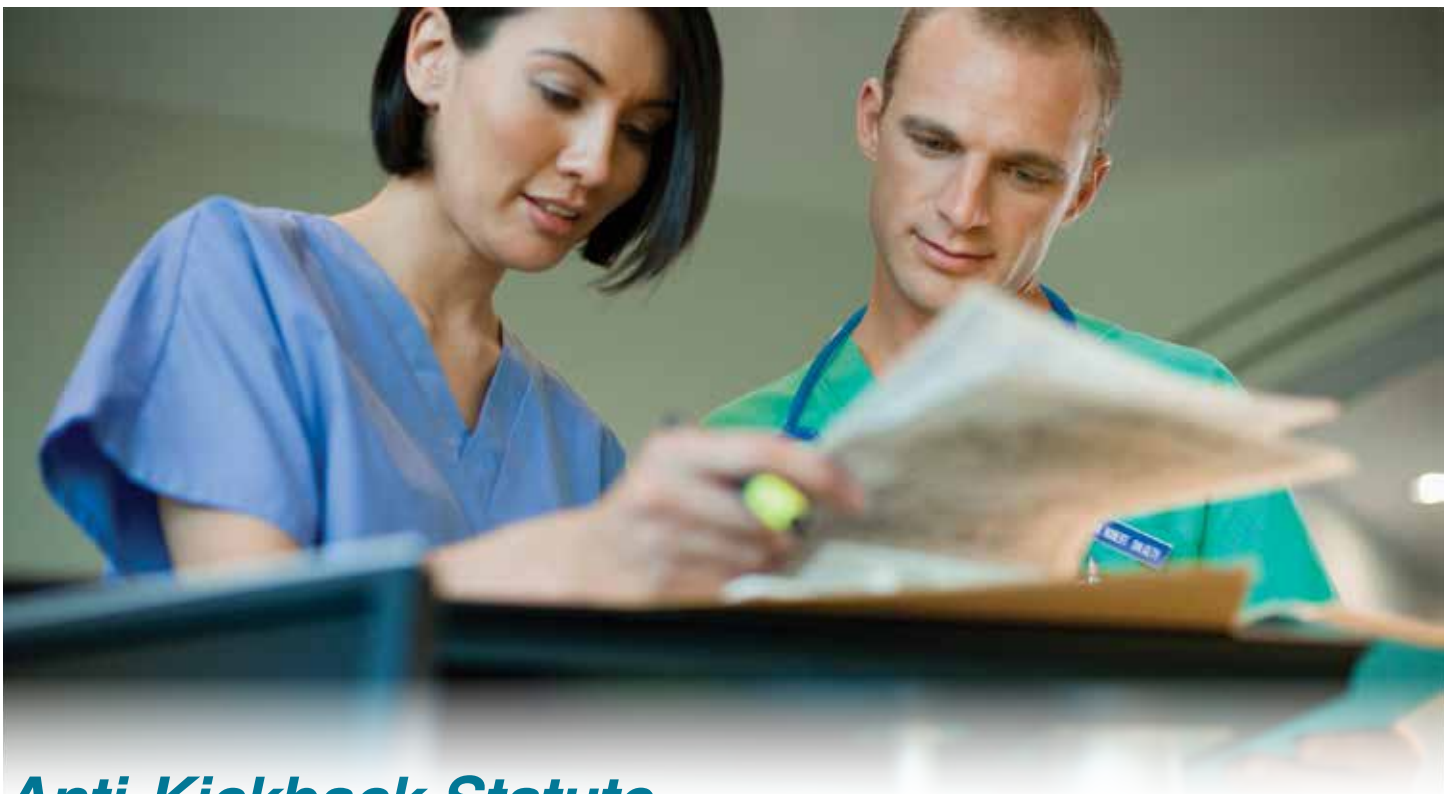
- Behavioral health
- Perinatal care

All guidelines are reviewed and updated, as needed, at least every two years. To access our entire set of clinical and preventive care guidelines, as well as recently updated and newly added guidelines, visit our website at the following link:

[CareSource.com/providers/westvirginia/just4me/patient-care/health-care-links/](https://www.caresource.com/providers/westvirginia/just4me/patient-care/health-care-links/)







## Anti-Kickback Statute

The Anti-Kickback Statute is a criminal law that prohibits the knowing and willful payment of “remuneration” to induce or reward patient referrals or the generation of business involving any item or service payable by the federal health care programs (e.g., drugs, supplies, or health care services for Medicare or Medicaid patients). Remuneration includes anything of value and can take many forms besides cash, such as free rent, expensive hotel stays and meals, and excessive compensation for medical directorships or consultancies.

Prohibited kickbacks include:

- Cash for referrals
- Free rent for medical offices
- Excessive compensation for medical directorships

Kickbacks can lead to:

- Overutilization
- Increased costs
- Corruption of medical decision making
- Patient steering
- Unfair competition

Criminal penalties and administrative sanctions for violating the Anti-Kickback Statute include fines, jail terms, and exclusion from participation in federal health care programs.

You can report fraud, waste and abuse to the CareSource Special Investigations Unit by:

- Calling **1-855-202-1091** and selecting the menu option for reporting fraud; or
- Writing us a letter or completing our Confidential Fraud, Waste and Abuse Reporting Form and sending it to:  
CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

**You have a choice when calling us to report fraud waste and abuse. You may choose to identify yourself or you may remain anonymous. Emailing [fraud@caresource.com](mailto:fraud@caresource.com); or**

- Faxing 1-800-418-0248

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.**

## ***Quality remains a top priority***

CareSource remains focused on quality. We continually assess the quality of care and services offered to our members, and implement programs to improve internal functioning, delivery of health care services and health outcomes. This is the essence of our quality program.



Our quality program evolves and responds to member and provider needs, incorporating standards established by the medical community through practitioner input as well as regulatory and accrediting bodies. Activities for improvement focus on:

- Improving the coordination and continuity of member care and the health status of our members, including those with complex health needs
- Evaluating the access, availability, and over- and under-utilization of health care services
- Ensuring the quality of member care and services
- Identifying and implementing appropriate safety and error-avoidance initiatives in collaboration with providers
- Overseeing member and provider satisfaction through measurement and improvement activities
- Evaluating the effectiveness of quality program activities in producing measurable improvements in member care and service

We use a variety of innovative programs, education initiatives, data analysis, monitoring systems and improvement projects to achieve our goals. Examples include online provider tools, clinical guidelines and other resources.

More details about CareSource Just4Me's quality program and the progress we have made in meeting our programs' annual goals are on our website at:

**[CareSource.com/providers/westvirginia/just4me/patient-care/quality-improvement/](https://www.caresource.com/providers/westvirginia/just4me/patient-care/quality-improvement/)**

## ***Find quarterly formulary updates online***

Notifications of important CareSource formulary changes are mailed to members and health partners. They are also posted on our website at the following link:

**[CareSource.com/providers/westvirginia/just4me/patient-care/pharmacy/](https://www.caresource.com/providers/westvirginia/just4me/patient-care/pharmacy/)**

Drug coverage information for our formulary is also available on ePocrates, a medical application you can download to your mobile device. Find out more at **[epocrates.com](https://www.epocrates.com)**.



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

[CareSource.com](http://CareSource.com)

## HOW TO REACH US

Health Partner Services:

**1-866-206-7879**

CareSource24<sup>®</sup>, 24-Hour Nurse

Advice Line: 1-866-206-7879

### Follow us on Social Media

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

NONPROFIT ORG.  
U.S. POSTAGE  
**PAID**  
DAYTON, OH  
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## Have you heard of mental health first aid?

It is an 8-hour course for clinical and non-clinical staff to help you assist someone experiencing a mental health-related crisis. Your staff will learn a basic understanding of mental illnesses and addictions such as depression, anxiety, psychosis and substance use disorders.

Participants learn a 5-step action plan to assist someone who is experiencing conditions such as a panic attack or acute psychosis. For more information and to find a class in your area, just visit [mentalhealthfirstaid.org](http://mentalhealthfirstaid.org).

