

SPRING/SUMMER 2018

# ProviderSource

A newsletter for Humana – CareSource® Health Partners

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## OPERATIONAL NEWS

### *Find PDL Updates Online*

Humana – CareSource regularly reviews and updates its Medicaid preferred drug lists (PDLs). PDL updates and other important pharmacy information can be found at **CareSource.com/ky**. Drug coverage information also is available via apps on your smartphone, such as Formulary Search by MMIT.

If you do not have access to the internet, please call **1-855-852-7005** and follow the prompts to the pharmacy department. We will send you the updates.

## ***From the Medical Director***

With busy practices and rushed schedules, health care providers can find it challenging to communicate effectively and empathetically with patients. However, even during brief encounters, patient-centered communication can be achieved.

Understanding your patient's perspective and expressing empathy are key features of patient-centered care. Please keep the following general guidelines in mind:

- Draw out your patient's agenda early in a session with open-ended questions.
- Avoid interrupting your patient.
- Engage in focused, active listening.
- Express empathy, understanding and positive reinforcement.

These are just a few ways to strengthen your patient-centered communication skills. In addition, studies show that communication training programs, even those less than 10 hours in duration, can improve skills. More detailed information can be found on the American Family Physician website at [www.aafp.org/afp](http://www.aafp.org/afp). As always, Humana – CareSource® supports your efforts to serve and communicate effectively with your patients.



**Lisa Galloway, MD, MRO, FACOEM**  
Medical Director, Kentucky





## ***Prevent Prescription Drug Misuse with Generation Rx***

Created in 2009 by the Ohio State University College of Pharmacy and the Cardinal Health Foundation, Generation Rx is an educational resource that provides free, easy-to-use educational tools to prevent misuse of prescription drugs in your community.

Generation Rx programs are developed for seven different audience groups – elementary, teen, college, adult, senior, patient and workplace. From activity sessions and games for elementary-aged children to waiting room videos and brochures for patients, Generation Rx raises awareness of the importance of proper storage, use and disposal of prescription drugs to decrease harm and misuse. Generation Rx also has steps to take if someone overdoses or needs help for a drug problem.

For more information, please visit **[www.generationrx.org](http://www.generationrx.org)**.



## ***Update Your Contact Information***

The Centers for Medicare & Medicaid Services (CMS) requires Humana – CareSource to maintain accurate provider information. You can assist us by ensuring your information is up-to-date. CMS has asked that we provide expanded information in our provider directories, including:

- Provider website information
- Indication of a provider's completed cultural competency training

If your information is not current, it will not appear correctly in the provider directory.



## ***Learn More About Patient Care Treatment Plans Through the Provider Portal***

Humana – CareSource encourages physicians and other health care providers to take an active role in patients' care management programs through the "Patient Profile" feature on the provider portal. You can provide input and participate in the development and monitoring of a care plan, view patient assessment activity and participate in the development and monitoring of a care plan individualized to the needs of your patient by following the steps below:

- Visit the provider portal at [providerportal.caresource.com](http://providerportal.caresource.com) and review the patient's assessment and care treatment plan on the "Provider Member List" link.
- Click the "Acknowledgement" button to confirm your review of the care plan and/or assessments. You can provide feedback about the treatment plan and enter comments to share with the care manager.
- Check for updates to the care plan via sent messages or the provider portal.

### **Portal registration**

If you are not registered with Humana – CareSource's provider portal, please follow these steps:

1. Click on the "Register Now" button. You will need to have your tax ID number, provider ID number (found in your welcome letter) and nine-digit ZIP code.
2. Click "Continue."
3. Create a username and password to access the helpful tools located on the portal.

If you forget your username and/or password, please call the provider services department at **1-855-852-7005**.

## ***Thank You for Our Successful Education Seminars***

Thank you to everyone who was able to attend one of our 2017 Education Seminars. The 2017 presentations can be found on our website, and we encourage you to email us with any feedback or suggestions to **[KYProviderEngagement@Caresource.com](mailto:KYProviderEngagement@Caresource.com)**.





## ***Reduce Retinal Complications with Regular Eye Exams***

Individuals with diabetes are at an increased risk for experiencing eye problems, including complications such as retinopathy, cataracts and glaucoma. Diabetic retinopathy is the most common diabetic eye disease and is the most common cause of new cases of blindness in adults between the ages of 20 and 74 in developed countries.\*

Humana – CareSource uses the National Committee for Quality Assurance's (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) Comprehensive Diabetes Care measure to monitor patient quality of care. The measure is defined as the percentage of adults aged 18 to 75 years with diabetes (Type 1 or Type 2) who had one of the following:

- A retinal or dilated eye exam by an eye care professional (optometrist or ophthalmologist) in the measurement year.
- A negative retinal or dilated eye exam (negative for retinopathy) by an eye care professional in the year prior to the measurement year.
- Bilateral eye enucleation anytime during the patient's history through Dec. 31 of the measurement year.

### **Documentation of the retinal or dilated eye exam includes:**

- A note or letter from the ophthalmologist, optometrist, primary care physician or other health care professional stating that the ophthalmoscopic exam was completed by an eye care professional, which includes the date and result of the exam.
- A chart or retinal photograph indicating the date that it was performed and evidence of the test being read by an eye care professional or a qualified reading center operating under the direction of a medical director who is a retinal specialist.
- A negative retinal or dilated exam by an eye care professional in the year prior to the current year stating "retinopathy not present" or "normal findings" on dilated or retinal eye exam.



## Claim Codes

Please remember to submit claims with the appropriate codes for the eye exam services that were completed. Please see the table below for more information.

COMPLIANCE CODES	
<b>Eye exam Common Procedure Terminology (CPT)</b>	65091 , 65093, 65101, 65103, 65105, 65110, 65112, 65114, 67028, 67030, 67031, 67036, 67039, 67040-67043, 67101, 67105, 67107, 67108, 67110, 67112, 67113, 67121, 67141, 67145, 67208, 67210, 67218, 67220, 67221, 67227, 67228, 92002, 92004, 92012, 92014, 92018, 92019, 92134, 92225-92228, 92230, 92235, 92240, 92250, 92260, 99203, 99204, 99205, 99213, 99214, 99215, 99242-99245
<b>Eye exam CPT II</b>	2022F, 2024F, 2026F, 3072F
<b>Eye exam Healthcare Common Procedure Coding System (HCPCS)</b>	S0620, S0621, S3000

More information is available regarding American Diabetes Association's medical care guidelines at [www.diabetes.org/newsroom/press-releases/2017/american-diabetes-association-2018-release-standards-of-medical-care-in-diabetes.html](http://www.diabetes.org/newsroom/press-releases/2017/american-diabetes-association-2018-release-standards-of-medical-care-in-diabetes.html).

\*Source: [www.diabetes.org/newsroom/press-releases/2017/ADA-Diabetic-Retinopathy.html](http://www.diabetes.org/newsroom/press-releases/2017/ADA-Diabetic-Retinopathy.html)





## ***Limit Opioid Prescriptions***

As part of our continuing effort to fight opiate abuse, Humana – CareSource implemented limits on opiate prescriptions to help prevent addiction for both short-acting and long-acting pain medications. All long-acting opioid pain medication requires prior authorization, and many long- and short-acting opioid pain medications have quantity limits. Please see the preferred drug list on [CareSource.com/ky](https://www.caresource.com/ky) for more information.

## ***What does this mean for you?***

If a prescription exceeds the limits that are in place, in many cases prior authorization will be required. Please note that there are exceptions for patients with certain conditions, such as cancer or sickle cell disease. These prior-authorization requests will be reviewed within 24 hours. If you have additional questions, please contact the Humana – CareSource Pharmacy department at **1-855-852-7005**.