



P.O. Box 8738, Dayton, OH 45401-8738 | 800.488.0134 | CareSource.com

August 2013

Dear CareSource Provider,

It is an exhilarating time for the health care industry with many opportunities ahead. See below for a glimpse of changes affecting CareSource, our Members and our Providers.

Payment Policies Page Now Live – A new payment policies page is now available under the Quick Links of the Ohio Provider page of CareSource.com. See the inserted Network Notification for more information.

Online Formulary Search Tool –The new tool can help save you time by allowing you to quickly look up covered medications, generic alternatives to brand-name drugs, and prior authorization requirements. Visit CareSource.com to access the Online Formulary Search Tool.

Coming Soon –

- **Ohio's Health Insurance Marketplace/Exchange** – CareSource has submitted an application to the Ohio Department of Insurance (ODI) seeking approval to operate in this exchange, scheduled to become effective January 2014.
- **MyCare Ohio** – CareSource has created an alliance with Humana to serve the dual-eligible population in three Ohio regions as part of Ohio's new Integrated Care Delivery System, called MyCare Ohio. The expected implementation is early 2014. .
- **E-Communications System** – Providers will soon be able to receive CareSource information via email using our new e-communication system.
- **ICD-10** – ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets effective October 1, 2014.
- **Babies First Program Improvements** – In the coming months, Members will begin to use a reloadable CareSource Rewards card instead of coupons. So, Providers will no longer need to sign multiple coupons. We hope this will make it easier for Members and Providers to participate in this program.

We will provide you with more information on these updates as it becomes available.

These highlights are discussed in more detail in the latest edition of our *ProviderSource* newsletter, enclosed.

We thank you for continuing to work in partnership with us to better serve our Members and help improve their health.

Sincerely,

Craig Thiele, MD
Chief Medical Officer

OH-P-772



2013 Quarterly Health Services Advisory Group (HSAG) Phone Survey

Beginning February 2013, HSAG will begin calling providers as part of a quarterly phone survey to validate information submitted in the managed care provider network (MCPN) files.

Element of HSAG Survey	Action Requested
HSAG will determine if they can reach the PCP location	<ul style="list-style-type: none"> • If HSAG is unable to reach you and leaves a message, please call them back. • If your demographic information changes, please be sure to submit the information to us as indicated below.
HSAG will determine if participating PCP locations are still contracted with CareSource	<ul style="list-style-type: none"> • Please ensure we are informed of any changes in your practice (such as changes in contact information, providers leaving or entering the practice, etc.)
HSAG will ask if PCP locations are accepting new members	<ul style="list-style-type: none"> • Reminder: HSAG is contacting you because our systems indicate you are accepting members. Your contract with us indicates that you will accept a designated number of CareSource members. • If you have any concerns regarding your contract please contact your Provider Relations Representative.

MINIMUM NOTICE REQUIRED FOR CHANGES IN YOUR INFORMATION:

Type of Change	Notice Required <i>(Please notify CareSource of the change prior to the timeframes listed below.)</i>
New Providers or Deleting Providers	Immediate
Providers leave the practice	Immediately upon provider notice
Phone number change	10 calendar days
Address change	60 calendar days
Change in capacity to accept Members	60 calendar days
Providers Intent to Terminate	90 calendar days

HOW TO SUBMIT UPDATES TO YOUR DEMOGRAPHIC INFORMATION:

Email: providermaintenance@caresource.com

Fax: 937-396-3076

Mail: CareSource
P.O. Box 8738
Dayton, OH 45401-8738
Attn: Provider Maintenance

Questions? You can review the “Key Contract Provisions” section of the Provider Manual and view our related Network Notification on www.caresource.com. You can also call our Provider Services Department at **1-800-488-0134** or talk to your Provider Relations Representative.



Network Notification

Date: July 30, 2013

Number: OH-P-2013-16

To: Ohio Providers

From: CareSource

Subject: NEW – Payment Policies Page added to CareSource.com

At CareSource, we constantly strive to find new ways to work in partnership with our providers. As part of these efforts, we are pleased to announce the addition of a [Payment Policies page](#) to CareSource.com.

You can access the page by visiting CareSource.com/Providers/Ohio and click on “Payment Policies” under the “Quick Links” heading on the left hand side of the page.

NOTE: Please continue to check this page as it will be updated frequently with new policies and updates to existing policies in order to promote accurate coding and policy clarification.

We hope this new tool will help reduce time spent searching for payment policies and enable our providers to spend more time providing quality health care. If you have any questions, please call our Provider Services Department at **1-800-488-0134**.

Thank you for being a CareSource provider. We appreciate the opportunity to continue to improve and serve you better.



Network Notification

Date: June 21, 2013

Number: OH-P-2013-13

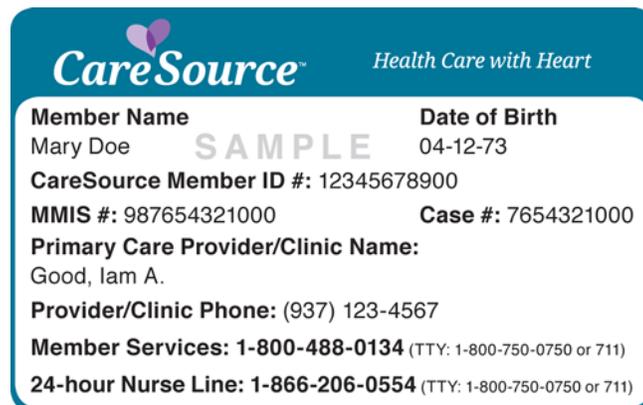
To: Ohio Providers

From: CareSource

Subject: Five Things to Know about Ohio Medicaid Changes

The Ohio Department of Medicaid (ODM) will be instituting changes to Ohio Medicaid that may impact CareSource Providers. Here are five things you need to know about these changes.

1. **Ohio Medicaid Realignment:** Effective July 1, Covered Families and Children (CFC) and Aged, Blind or Disabled (ABD) populations will be combined into one Ohio Medicaid population. This transition is called the Ohio Medicaid Realignment, and the new Ohio Medicaid population will include ABD Children.
2. **ABD Children:** ABD Children members began to select their MCPs in April, and will become effective members on July 1.
3. **New ID Card:** As part of the Ohio Medicaid Realignment, CareSource members may have a new ID card. In addition to our current CareSource ID cards (see the CareSource Provider Manual [here](#) for all CareSource ID cards), you may also begin to see the one below:



4. **No Operational Changes:** The Ohio Medicaid Realignment will not change the way you operate. Claims submission, grievances, etc. will continue to follow the current processes.

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5. **CFC/ABD Materials:** Please discard materials you may have that mention CFC or ABD. If you would like to receive new materials, please contact your Provider Relations representative.

If you have any questions about the Realignment, please call our Provider Services Department at **1-800-488-0134**. You can also speak with your provider relations representative.

Thank you for your participation with CareSource.



Network Notification

Date: May 7, 2013

Number: OH-P-2013-10

To: Ohio Providers

From: CareSource

Subject: New Online Drug Formulary Search Tool

CareSource continues to find ways to make it easier for Providers to work with us. We are excited to announce the launch of a new easy-to-use online drug formulary search tool.

This tool can help you save time by:

- Quickly looking up medications to make sure they are covered by CareSource
- Checking for generic alternatives and/or prior authorization requirements
- Identifying any restrictions or limits that may apply

You will be able to find out if a drug is covered by searching the formulary in three different ways:

- Alphabetically
- By brand or generic name
- By therapeutic class

To start using the new online tool today, visit our [Medicaid Pharmacy Searchable Drug Formulary web page](#) on our web site, www.caresource.com.

If you have any questions, please call our Provider Services Department at 1-800-488-0134.

