

Summer 2016

ProviderSource

A newsletter for CareSource health partners



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CareSource[®]
Health Care with Heart

Get reimbursed for providing SBIRT services

What is SBIRT?

SBIRT (Screening, Brief Intervention and Referral to Treatment) is an evidence-based approach to identify, reduce and prevent problematic substance use disorders. There are three major components to SBIRT:

1. **Screening:** Assessing a patient for risky substance use behaviors using standardized screening tools
2. **Brief Intervention:** Engaging a patient showing risky substance use behaviors in a short conversation, providing feedback and advice
3. **Referral to Treatment:** Providing referrals to brief therapy or additional treatment to patients who screen in need of additional services

For more information about SBIRT, visit www.integration.samhsa.gov/clinical-practice/sbirt.

Can I get reimbursed for providing SBIRT services?

Yes! The following are eligible for reimbursement under Marketplace by billing for SBIRT independently:

- Physicians
- Physician assistants
- Nurse practitioners
- Clinical nurse specialists
- Clinical psychologists
- Clinical social workers
- Certified nurse midwives

Use payable codes **G0396** and **G0397** for billing

*Source:

www.integration.samhsa.gov/sbirt/Reimbursement_for_SBIRT.pdf

From the Medical Director

CareSource utilizes a unique and innovative care coordination model for our members. It is grounded in the principles of population health and focuses not only on coordinating care for those with complex needs, but also on:

- Facilitating access and removing barriers to care
- Considering the social determinants that impact care
- Managing chronic conditions
- Preventing illness through specific activities and interventions
- Promoting the health of our members through outreach and education



Dr. Vaughn Payne

Our model is based on regional and community considerations such as member demographics, common needs of the population, social considerations, patterns of care, health partner distribution, access to care, and patterns of disease and illness. This dynamic population health platform, available to all members, delivers health and wellness plans based on the concepts of self-management and mass customization, offering individualized journeys designed to meet member needs.

We appreciate your partnership as we continue to support our members with compassionate care. 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**.

Respectfully,

A handwritten signature in black ink that reads "Vaughn". The signature is written in a cursive, slightly slanted style.

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

Understanding upcoding and undercoding

CareSource pays for many physician services using Evaluation and Management (commonly referred to as “E&M”) codes. New patient visits generally require more time than follow-up visits for established patients, and therefore E&M codes for new patients command higher reimbursement rates than E&M codes for established patients.

- An example of upcoding is an instance when a physician provides a follow-up office visit or follow-up inpatient consultation but bills using a higher-level E&M code.
- Another example of upcoding related to E&M codes is misuse of Modifier 25. Modifier 25 allows additional payment for a separate E&M service rendered on the same day as a procedure. Upcoding occurs if a physician uses Modifier 25 to claim payment for an E&M service when the patient care rendered was not significant, was not separately identifiable and was not above and beyond the care usually associated with the procedure.
- An example of undercoding is an instance when a physician bills using a lower E&M code for a more complex office visit. This causes an underfunding of the procedure performed and lost reimbursement. CMS offers guidance on coding and reporting. That guidance can be found at www.cms.gov/Medicare/Coding/ICD10/Downloads/2016-ICD-10-CM-Guidelines.pdf.



Clinical practice and preventive guidelines update

CareSource approves and adopts nationally accepted standards and guidelines and promotes them to practitioners and members to help inform and guide clinical care. Clinical practice guidelines may include, but are not limited to:

- Behavioral health (depression)
- Adult health (hypertension, diabetes and cardiovascular disease)

The Agency for Healthcare Research and Quality's (AHRQ) preventive guidelines for healthy adult men and women have recently been posted for your quick reference within the Clinical Guidelines section of **CareSource.com**.

Health Partner Highlight

At CareSource, we value our partnership with local health systems to serve our members with the highest quality of care. In this edition of our newsletter, we are highlighting Thomas Health System and the contributions it brings to the Kanawha Valley of West Virginia.

Thomas Health System

Thomas Health System was formed in 2007, forging a partnership based on the strength of two established hospitals—Thomas Memorial and Saint Francis. Bringing the two hospitals under the umbrella of Thomas Health System brought innovative and cost-effective health care to the Kanawha Valley. Combined, Thomas Health System brings nearly 170 years of service to our region. Thomas Health System is a 403-bed hospital system with nearly 2,000 employees and an estimated 450 physicians, making Thomas Health System the 10th largest private employer in the West Virginia.

The main focus within the Thomas Health System is to maintain the highest standard of service, while continuing the missions of both hospitals of being the first choice for those in need of health care. The partnership between Thomas Memorial Hospital and Saint Francis Hospital means providing advanced technology to a larger community, with access to the highest quality of physicians, nurses and support staff.

Both hospitals of Thomas Health System, Saint Francis and Thomas Memorial, bring a rich history of serving our community.



Contract with CareSource

CareSource appreciates your partnership with our health plan. We currently offer CareSource Just4Me™ in the following counties:

Brooke, Cabell, Hancock, Kanawha, Lincoln, Marshall, Mason, Ohio, Putnam and Wayne

We make contracting easy with a secure online form. Access it at: [CareSource.com/Contracting](https://www.caresource.com/Contracting).

Have questions?

If you are unsure if you are contracted with CareSource, need a new contract or know someone who needs a contract, we are here to help. Contact:

- Michael Ross
(Manager, WV Marketplace)
at **304-480-9302** or
Michael.Ross@CareSource.com.
- Tiffany Jones
(Community Marketplace Representative, WV)
at **304-400-2015** or
Tiffany.Jones@CareSource.com.

Promote blood lead level screenings

It is important that children have their blood lead level tested if they have not been previously tested. We encourage members to be tested at 12 months and two years old. Remember, filter paper testing is an accepted method to obtain blood lead levels and is covered by CareSource.



Encourage well care for adolescents

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

Report fraud

You have a choice when calling us to report fraud, waste and abuse. You may choose to identify yourself or remain anonymous.

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

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

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.

The following reporting options are not anonymous:

- Faxing: 800-418-0248
- Emailing: fraud@caresource.com





Find opportunities to perform well-child checkups

Performing well-child check-ups plays a key role in preventive care for children.

CareSource members should receive well-child checkups at specific ages from birth through age 20. These visits include immunizations, blood lead screenings, substance use treatment or other services as needed.

School sports physicals are a great time to perform well-child checkups, as they may be one of the few opportunities to do so throughout the year. You can also perform checkups during an acute-care visit. Please bill with appropriate well-child exam codes and include all aspects of the services you provided. This includes medical and family history, a physical exam, immunizations as needed, review of medications and appropriate safety and prevention guidance.

For more information regarding well-child exam frequency, immunization schedules, and proper bill coding and procedures, please review the CareSource Just4Me Health Partner Manual at [CareSource.com/documents/2016-just4me-wv-provider-manual/](https://www.caresource.com/documents/2016-just4me-wv-provider-manual/).

Spread the word about Drug Take-Back Day

Help CareSource spread the word – the National Prescription Drug Take-Back Day aims to provide a safe, convenient and responsible means of disposing of prescription drugs while also educating the general public about the potential for abuse of medications. Check the Drug Enforcement Administration link below for the next date, time and location of a drug take-back program near you at www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html.



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 links:

- CareSource Just4Me:
CareSource.com/providers/westvirginia/just4me/patient-care/pharmacy/









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

HOW TO REACH US

Health Partner Services:
1-855-202-1091

CareSource24®, 24-Hour Nurse
Advice Line: 1-866-206-0701

Follow us on Social Media

-  Facebook.com/CareSource
-  Twitter.com/CareSource
-  Instagram.com/CareSource
-  Pinterest.com/CareSource

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Check us out online



The most up to date provider and member information is available at **CareSource.com**. If you do not have access to the internet, contact Provider Services for assistance at **1-855-202-1091**.

