

Winter 2013

# ProviderSource

A newsletter for CareSource Providers



## Our new provider E-communication system is available

### Register today to receive CareSource communications electronically

CareSource is making it easier for providers by going green! Now you can receive future issues of the *ProviderSource* newsletter and other important CareSource information via email with our new E-communication system.

The new system improves efficiency by sending timely information straight to your inbox. Multiple provider contacts can register to receive information to help ensure that your staff is updated. Contacts can be identified by type, such as office manager, billing office or clinical contact, so you receive targeted, relevant information.

Registration is fast and easy:

1. Visit our website at **CareSource.com**.
2. Select "Providers," then choose "Ohio Providers."
3. Select "Register/Update Provider Email" from the "Quick Links."
4. Follow the login instructions.
5. Complete the contact information and submit your email address.

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**CareSource**<sup>™</sup>  
Health Care with Heart

### E-COMMUNICATION BENEFITS

- Email delivery of information is more efficient, timely and targeted.
- Enhanced communication is delivered more effectively than print mailings or blast faxes.
- Offices aren't cluttered with mailings that may not be relevant.
- Providers won't have to remind themselves to go to the website for updates – notifications are delivered directly to providers.
- Information is delivered when it is generated, rather than mailed at a later date.



## Referral reminder

When referring members for lab work or to another specialty provider, please remember that the specialist must be a participating health care provider in the CareSource network. A member may be referred to out-of-plan providers only if the member needs medical care that can only be received from a provider who is not participating with our health plan. Treating providers must get prior authorization from CareSource before sending a member to an out-of-plan provider.

You can find the most up-to-date list of participating providers on our website at **CareSource.com**. Just click on “Find a Doctor” under the “Quick Links” heading.

## Prior authorization required for Synagis®



Respiratory Syncytial Virus (RSV) season is November 1, 2013 through March 31, 2014. Please remember that providers must obtain a prior authorization from CareSource to administer Synagis® to prevent RSV. You can request authorization online or by phone, fax or mail.

For more details, please refer to the network notification on our website at **CareSource.com**.



## Stay informed with network notifications

At CareSource, we understand that timely information is essential for health care services and administrative processes to run smoothly. That's why we post network notifications for health care providers regularly on our website. These updates can keep you informed on the latest in CareSource policy or benefit changes.

Notifications are continually added and updated, so be sure to check in often. Just visit the “Providers” section of our website at **CareSource.com**. Click on “Provider Materials,” then click on “Updates/Announcements.”

## Online tools provide ED utilization data



CareSource continues to integrate emergency department (ED) diversion into all its programs. We strive to reduce inappropriate or avoidable ED use among members through education, identification and removal of barriers, and by linking members to a regular, trusted source of primary care.

The Clinical Practice Registry (CPR) and the Member Profile are tools to identify member care opportunities. These tools, available to you through the Provider Portal on our website, provide information on utilization, including ED visits. We encourage you to use this information when addressing ED utilization with your patients. Thank you for helping us promote appropriate ED use.



## Always check ID cards

CareSource members are asked to present their CareSource ID card each time services are accessed. CareSource Advantage® (HMO SNP) members should present both their CareSource ID card and their Medicaid ID card. If you are not familiar with the patient, and cannot verify the person as a CareSource member, please ask to see photo identification. If you suspect fraud, please call **1-800-488-0134**.

Please also verify member eligibility before providing services. You can do so by using our secure Provider Portal or calling **1-800-488-0134**.



## Preparing for ICD-10 transition



Participating providers should be actively preparing for the ICD-10 transition that will be effective October 1, 2014. By taking early proactive measures, provider practices will be ready for a smooth transition, ensuring uninterrupted operations.

Your practice can begin preparing by taking the following steps:

- Talk with your billing service, clearinghouse, or practice management software vendor about their ICD-10 readiness plans
- Identify ICD-9 and ICD-10 touchpoints in your systems and business processes
- Identify needs and resources, such as staff training

If you handle billing and software development internally, you should develop a plan for your medical records/coding, clinical, IT and finance staff to coordinate ICD-10 transition efforts.

The Centers for Medicare & Medicaid Services (CMS) has resources available at [www.cms.gov/ICD10](http://www.cms.gov/ICD10). You can also visit our website at **CareSource.com** to view ICD-10 updates.

## Coming soon: MyCare Ohio

CareSource has created an alliance with Humana to serve people who qualify for both Medicaid and Medicare (often referred to as dual eligible). As part of the state's MyCare Ohio program, the alliance was selected to serve the following Ohio regions:

- Northeast region (Cleveland area)
- East Central region (Akron area)
- Northeast Central region (Youngstown area)

MyCare Ohio is expected to be implemented early in 2014 and is a three-year demonstration. We are developing a CareSource – Humana™ MyCare Ohio (Medicare-Medicaid Plan) insert for the CareSource Provider Manual as part of our efforts to help you understand any differences in policy and procedure for MyCare Ohio patients. We look forward to working with you as the program unfolds.

## Medicaid expansion approved in Ohio

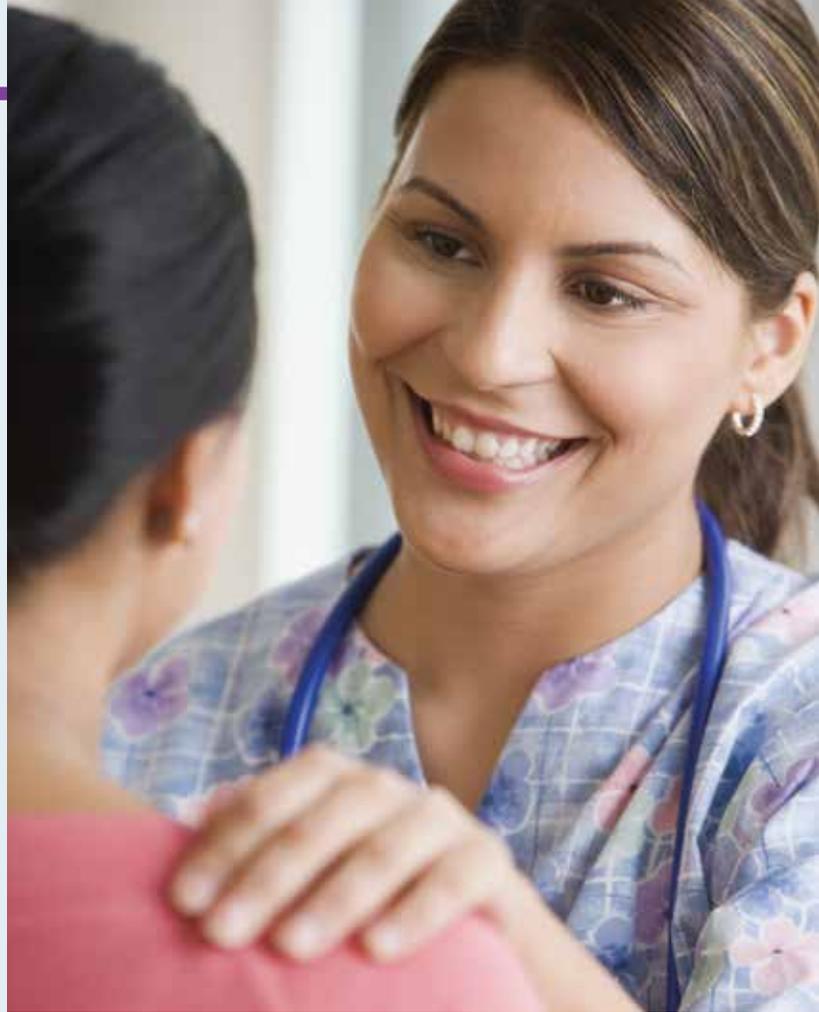
The state of Ohio has expanded eligibility requirements for Medicaid. Thousands of newly eligible consumers can apply for Medicaid and enroll in a health plan beginning December 9. Coverage for enrollees will begin January 1, 2014. For more information, go to <http://medicaid.ohio.gov>.

## Member rights and responsibilities



CareSource encourages members to know their rights and responsibilities to help them be active participants in their health care. For example, members have the right to be treated with respect and with regard for their dignity and privacy. They also have the responsibility to follow the advice and instructions for care they agree upon with their providers. These are just a few examples.

Members are notified of their rights and responsibilities in the Member Handbook and on our website. Please see your CareSource Provider Manual for a complete list of member rights and responsibilities. You can find the manual on our website at **CareSource.com**.



## Ensuring ADA compliance

The Americans with Disabilities Act (ADA) prohibits discrimination against persons with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications. Health care providers play a key role in ensuring ADA compliance.

Both public and private hospitals and health care facilities must provide their services to people with disabilities in a nondiscriminatory manner. To do so, providers may have to modify their policies and procedures, provide auxiliary aids and services for effective communication, remove barriers from existing facilities, and follow ADA accessibility standards for new construction and alteration projects. Providers' diagnostic equipment must also accommodate individuals with disabilities.

More information about the ADA can be found:

- In the Provider Manual on our website at **CareSource.com**.
- Online at [www.cdihp.org](http://www.cdihp.org).



## Antibiotics are not always the answer



Upper respiratory infections (URIs) are one of the most common acute illnesses seen in primary care provider offices, emergency rooms and urgent care centers. Up to 40 percent of patients seen by a PCP receive a diagnosis of URI and obtain an antibiotic prescription at the end of the visit. However, the use of antibiotics is not recommended for a majority of these since most are viral infections.\*

CareSource continues to educate our members that antibiotics are not always the answer. Members are educated on URI symptoms, the appropriate use of antibiotics, hand washing, and flu vaccines. Members are also 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 patients of our CareSource24® nurse advice line.

\* Sources: <http://pedsinreview.aappublications.org/cgi/context/extract/26/5/170>, [http://www.qualitymeasures.ahrq.gov/summary.aspx?doc\\_id=13041](http://www.qualitymeasures.ahrq.gov/summary.aspx?doc_id=13041)

## Babies First program improvements

Recent improvements to our Babies First program are making it easier for members and providers to participate. Highlights include:

- Providers will no longer need to sign coupons.
- Participating members receive a rewards card that can be used at several retail stores throughout Ohio to purchase up to \$150 in health-related items. Cards are automatically funded as claims for each eligible service are processed. Members are notified each time their rewards card is funded.
- Eligible services include:
  - First, fifth and twelfth prenatal visit (\$20 each)
  - Mother's post-partum visit (\$20)
  - First seven well-child visits for the baby (\$10 each) as long as the baby is under 18 months old
- Members can enroll online at **CareSource.com/OHbabiesfirst**.

Current Babies First moms will continue to present coupons for your signature as we transition to the new program. We hope these changes will help reduce administrative paperwork for you, increase program efficiency and improve health outcomes.

# Medication Therapy Management reminder

CareSource provides Medication Therapy Management for our members. Through the program, local pharmacists offer educational and monitoring services to members, as needed, and work collaboratively with physicians and other prescribers to address members' needs and improve medication utilization. In the year we have been offering this program, it is clear that the pharmacist plays an important role in member care.

You may receive phone calls from local pharmacists regarding the medications you are prescribing for your CareSource patients. We appreciate your help in determining the safest, most effective medication use for their needs.

## Maintaining provider access standards



Please keep in mind the following access standards for different levels of care. Participating providers are expected to have procedures in place to see patients within these time frames and to offer office hours to their CareSource patients that are at least the equivalent of those offered to any other patient. Thank you for adhering to these standards.

Primary Care Providers (PCPs)	
Patients with....	Should be seen....
Emergency needs	Immediately upon presentation
Persistent symptoms	No later than the end of the following working day after their initial contact with the PCP site
Routine care needs	Within 6 weeks

Non-PCP Specialists	
Patients with....	Should be seen....
Emergency needs	Immediately upon presentation
Persistent symptoms*	No later than 30 days after their initial contact with the specialist site
Routine care needs (stable condition)	Within 12 weeks

Behavioral Health	
Patients with....	Should be seen....
Non-life threatening emergency	Within 6 hours
Urgent care	Within 48 hours
Routine office visit	Within 10 business days

For certain specialties with higher demand (such as dental, dermatology, orthodontia, endocrinology and orthopedics), patients with routine care needs should be seen within 16 weeks.

*\* A member should be seen as expeditiously as the member's condition warrants based on severity of symptoms. It is expected that if a provider is unable to see the member within the appropriate time frame, CareSource will facilitate an appointment with a participating provider or a non-participating provider, if necessary.*

# Care management for substance use

According to the Ohio Department of Health (ODH), Ohio's death rate due to unintentional drug poisonings increased 372 percent from 1999-2010 – propelled largely by prescription drug overdoses. To combat this issue within its own membership, CareSource developed the CARE4U® case management program. CARE4U focuses on the multifaceted, chronic, and relapsing nature of substance use disorders. The program uses a community-based, integrated approach to care and addresses medical, psychological, social, and safety issues.

CareSource members may also be selected for enrollment in the Coordinated Services Program (CSP). CSP enrollees must get medications filled at one pharmacy and coordinate medical services through their primary care provider. A member may be enrolled if he or she demonstrates a pattern of receiving services that exceed medical necessity. Reasons include the use of multiple pharmacies, multiple controlled substances or fraudulent or abusive patterns of medical service utilization.

CareSource advocates integrating behavioral and physical care for the best health outcomes and provides a wide range of case management services and psychosocial support interventions to assist members with substance use issues. We appreciate your collaboration in serving these members. For more information, please contact us at 1-855-708-4840 or email [OhioBHinfo@caresource.com](mailto:OhioBHinfo@caresource.com).



## Mental health benefit updated

Ohio Medicaid member benefits for mental health and substance abuse services have been updated. Members may visit any participating psychologist for up to 30 visits per year without a referral. For more information, visit the Benefits and Services page on [CareSource.com](http://CareSource.com) or call Provider Services at 1-800-488-0134 (TTY: **1-800-750-0750** or 711).



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**ProviderSource** is a publication of CareSource, a non-profit, public-sector managed health care plan serving all regions of Ohio.

### HOW TO REACH US

Provider Services:

**1-800-488-0134** (TTY: 1-800-750-0750 OR 711)

CareSource24®, 24-Hour Nurse Advice Line: 1-866-206-0554

Follow us on Facebook and Twitter

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

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