

SUMMER 2018

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

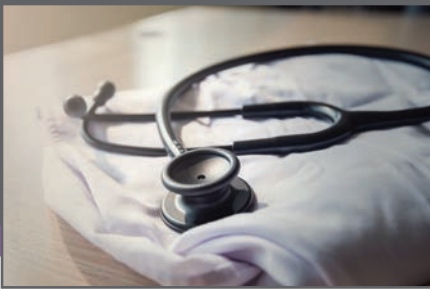


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CareSource®



FROM THE MEDICAL DIRECTORS:

Early detection and prevention are cost-effective ways to improve the health of the populations we serve. Many of these services are year-long initiatives. However, with fall upon us, it is important to review some measures that are focal points this time of year.

Flu Vaccine

An annual flu vaccine is recommended for everyone six months of age or older. I encourage you to make a special effort to vaccinate patients who are at a high risk for flu-related health complications, including:

- Preterm babies
- Patients with chronic medical conditions, including asthma and other chronic lung diseases, heart disease, diabetes and weakened immune systems
- Pregnant and breastfeeding women
- The elderly

Breast Cancer Screening

October is Breast Cancer Awareness Month, and a great deal of media attention and events are dedicated to breast cancer awareness. This is a good time to make sure all your eligible patients are up to date with their mammography. CareSource covers all most mammography without a prior authorization. Visit the Policies page on [CareSource.com](https://www.caresource.com) to view our Breast Cancer Screening policies.

Lung Cancer Screening

November is National Lung Cancer Awareness month. This is a good time to work on cessation readiness with your patients who smoke. The US Preventive Screening Task Force (USPSTF) recommends annual screening for lung cancer with low-dose computed tomography (LDCT) in adults aged 55 to 80 years who have a 30 pack year smoking history and currently smoke or have quit within the past 15 years. Visit the Policies page on [CareSource.com](https://www.caresource.com) to view our Lung Cancer Screening policies.

With your help, we can offer patients the best protection against the flu and screen for the two most common cancers in the United States.

Thank you for all the work you do on behalf of your patients!

Karim Lopez, M.D.

Medical Director, Ohio

Lisa Galloway M.D., MRO, FACOEM

Medical Director, Kentucky and West Virginia



A FEW FACTS ON THE FALSE CLAIMS ACT



The False Claims Act (FCA) is a federal law that prohibits a person or entity from:

- Knowingly presenting a false or fraudulent claim for payment
- Knowingly using a false record or statement to get a claim paid
- Conspiring with others to get a false or fraudulent claim paid
- Knowingly using a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property

"Knowingly" means acting with actual knowledge or with reckless disregard or deliberate indifference to the truth or falsity of information.

An example would be if a health care provider, such as a hospital or a physician, knowingly "upcodes" or overbills, resulting in overpayment of the claim using Medicaid or Medicare dollars. Using the FCA you can help reduce fraud. The FCA allows everyday people to bring "whistleblower" lawsuits on behalf of the government – known as "qui tam" suits – against groups or other individuals that are defrauding the government through programs, agencies, or contracts. Whistleblowers can receive from 15 to 30 percent of the proceeds of the action or settlement.

For free education materials created by HHS-OIG on the FCA and other Federal fraud and abuse laws visit oig.hhs.gov/compliance/physician-education/index.asp.

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

- Calling Health Partner Services 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 do not have to give us your name when you write or call. There are other ways you may contact us that are not anonymous. If you are not concerned about giving your name, you may also use one of the following means to contact us:

Emailing 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.

Make Sure You Get the Fastest Response to Your Prior Authorization Requests With Cite® AutoAuth

- Immediate approval or pend status of an authorization
- No initial phone call or fax necessary
- Ability to upload clinical information to support request for authorization

Health partners often need a fast response to prior authorization requests. But calling in or faxing a prior authorization request can take time – time that could be better used by starting approved treatments.

Cite AutoAuth provides the fastest response to your prior authorization request. Health partners simply enter clinical criteria within Cite AutoAuth to request prior authorization of services. A determination is then made based on the clinical criteria that has been selected – in many cases, within seconds! After you get the prior authorization approval, you can begin treatment. If you have access to the CareSource Provider Portal, you already have access to Cite AutoAuth under Prior Authorization.

Unfamiliar with Cite AutoAuth? Learn more about using Cite AutoAuth by talking with your Health Partner Representative. You can also visit the CareSource Provider Portal at [CareSource.com](https://www.caresource.com). Log in to the portal and select Prior Authorization. You will find information about Cite AutoAuth and how to get the fastest response to your prior authorization request.



Controlling High Blood Pressure (Hypertension)

Hypertension is a major risk factor for cardiovascular disease and other health complications. Adherence to treatment, including taking medications, has a significant impact on patient outcomes. CareSource works closely with our members to ensure they comply with their treatment plans. Please help us encourage medication adherence for your CareSource patients who have been diagnosed with hypertension.

CareSource recommends nationally accepted standards and guidelines to help inform and guide the clinical care provided to CareSource members. Research endorsed by the American Heart Association (AHA) and Centers for Disease Control and Prevention (CDC) shows system-level adoption



of treatment algorithms have significant impact on hypertensive populations. The National Committee for Quality Assurance (NCQA) HEDIS Controlling High Blood Pressure measure looks at members 18 to 85 years of age with a diagnosis of hypertension. Control is defined as:

- Members 18 to 59 years of age whose blood pressure (BP) was $<140/90$ mm Hg.
- Members 60 to 85 years of age with a diagnosis of diabetes whose BP was $<140/90$ mm Hg.
- Members 60 to 85 years of age without a diagnosis of diabetes whose BP was $<150/90$ mm Hg.

Please remember to document the following in the patient's medical record:

- Diagnosis of hypertension
- Blood pressure results during every visit
- Treatment plan – including medications

The most recent BP reading taken and recorded during the measurement year is used for HEDIS purposes. If multiple readings occur during a single visit, the lowest systolic and lowest diastolic will be used to determine BP control. Record all readings taken during a visit. If initial BP reading is high, we strongly encourage providers to take a second reading.

It's Back-to-School Time – Well-Child Care

Well-child exams play a key role in preventive care for children and adolescents. CareSource recommends the American Academy of Pediatrics (AAP) guidelines to inform and guide pediatric care provided to our members, visit aap.org/en-us/Documents/periodicity_schedule.pdf to view the guidelines.

School sport 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 annual well-child checkups during an acute-care visit.

CareSource supports the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) protocols for CareSource pediatric members enrolled in Medicaid. The EPSDT benefit is designed to assure that children receive early detection and care, so that health problems are averted or diagnosed and treated as early as possible. The goal of the EPSDT benefit is to assure that individual children get the health care they need, when they need it. The EPSDT benefit also covers medically necessary diagnostic services.

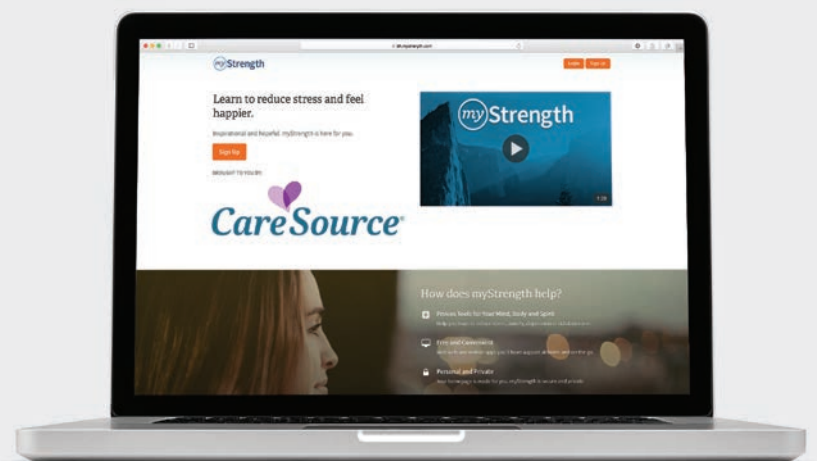
Don't forget to remind your patient about vaccinations during their visit. Back to school visits are a great time to think about vaccinations! Regular vaccinations can prevent serious diseases. CareSource follows the CDC recommended immunization schedule at cdc.gov. **View the vaccines tab under Healthy Living.** If you are a Vaccines for Children (VFC) provider, please submit claims for the immunization administration. CareSource pays for the administration of the vaccine.



Addressing Behavioral Health Needs of Your Patients

As more members understand the value of visiting a health partner, it is especially important to obtain a psychosocial history of your patients, including situations that may have impacted their health such as incarceration, drug use or trauma. These past experiences may have put the member at a higher risk for behavioral health conditions, inappropriate use of medications, HIV, Hepatitis C or other chronic health conditions.

CareSource offers myStrength - a free, customizable web and mobile tool to foster the mental health and well-being of our members who are experiencing depression/anxiety, chronic pain, sleep challenges, stress and more. We encourage you to share this evidence-based tool with your CareSource patients who are 13 years or older to help self-manage their needs between appointments. Members can visit mystrength.com/r/caresource and create an account to view the tools and information. To facilitate their appointments, patients could bring a record of their myStrength tracking logs such as emotional health, alcohol use, exercise, pain or sleep. You can also use myStrength as an adjunct to treatment by having patients review educational modules on a specific concern as part of the patient's self-management plan.





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Kentucky Marketplace Provider Forums

CareSource recently concluded its' second annual statewide provider forums. It was a pleasure to meet some of our health partners in person, and receive feedback and questions from the provider community. Topics covered ranged from participation guidelines, clinical practice information and pharmacy.

If you were unable to attend or still have questions about working with CareSource, please reach out to your Health Partner Engagement Representative or email us at kyproviderengagement@caresource.com. Thank you to all who joined one of our six forums, and we look forward to seeing you again next year.

CS-P-0334

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Health Partner Services Contact Information



OHIO

Medicaid, Marketplace, MyCare **1-800-488-0134**
Medicare Advantage **1-844-679-7865**



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Marketplace **1-855-852-5558**



WEST VIRGINIA

Marketplace **1-855-202-1091**