



WINTER 2020

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

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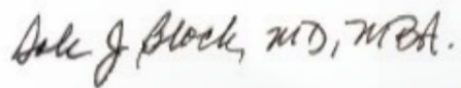
## Meeting the Needs of Today's World

The world has changed so much this year. We are having to rethink the way we carry on our daily work, our daily lives. As a result, virtual meetings, virtual visits and drive-by care have taken on a new meaning.

CareSource continues to remind members that preventive care is still important and so is the need for follow-up on chronic care conditions. Childhood immunization rates have decreased and we encourage members to prioritize children's immunizations. We are developing materials to help guide members on the use of **telehealth** services. When in-person care is needed, there are precautions that can be taken to ensure a safe visit. Our Care Management team can bridge the gap between the health care provider office and the patient at home. **Our CareSource 24 Nurse Advice Line** is available to advise members on options for addressing their health care concerns.

All these services are to align members and their health care providers to improve health outcomes. Through it all, don't forget to focus on your own health and well-being. Thank you for all you do!


In good health,



*Dale J. Block, MD, MBA.*

**Dale J. Block MD, MBA**  
**Market Chief Medical Officer,**  
**Ohio Market**





## Network Notification Bulletin

CareSource regularly communicates operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. Here were some network notifications posted from the previous quarter that you may have missed:

### Ohio Medicaid and MyCare

- COVID-19: State of Emergency Provider Guide Statement on Telehealth
- Claim Payment Advice (835)
- Home Health Value Code Requirement
- DentaQuest Transition of Care Reminder
- National Provider Identifier Requirement Reminder – UPDATE
- Emergency BH Hospitalization Initial Medical Necessity Reviews

### Marketplace

- DentaQuest to Administer Marketplace Exchange Dental Benefits
- Site of Care for Drug Administration
- Enhanced Claim Editing Implementation
- Risk Adjustment Coding Education
- Postpartum Visit HEDIS Update

Network notifications can be accessed at [CareSource.com](https://www.caresource.com) > Providers > [Updates & Announcements](#).

CareSource would also like to remind you of our electronic policy postings, conveniently packaging medical, pharmacy, reimbursement and administrative policy updates into a monthly network notification for your review. You can also find our provider policies listed at [CareSource.com](https://www.caresource.com) > Providers > [Provider Policies](#).

# Provider Portal Updates

**Dispute & Appeal Status** – Previously, when a Dispute or Appeal was filed the status would show as “**Not Available**” when reviewing immediately after submitting. The status has been updated to now show as “**Received – Pending**”. This will give you the most appropriate status the dispute and appeal is in.

**Claims** – Enhancements to the Claims section of the portal have been completed that will assist in providing additional details such as any amount due on the claim and ability to export claim details. Review below for additional details on each enhancement:

- **Exporting Claims** – A new function has been added to the portal that will allow the you to export claim detail information to Excel from any Claims search page including searching by:
  - CareSource ID
  - Medicaid ID
  - Member Info
  - Claim Number
  - Patient Number
  - Check Number
  - External Reference Number
  - Search All Claims

Once the criteria has been entered to search by, you will be able to click **Export Claims List: CSV** to export the claim results into Excel. Once exported, the Excel will show:

- Claim Number
- Status
- Type
- Received Date
- Date of Service
- Member ID
- Servicing Provider
- Patient Number
- Paid DRG
- Total Number of Claims

**Search All Claims** – A new claims search enhancement is available via the portal, called [Search All Claims](#). This will allow you to search all of your claims by a date range, CareSource ID, and Status.

Simply type in a **Start and End Date** as well as optional fields such as the CareSource ID and Status as optional. This will display all claims with the typed search criteria.

**Remaining Claim Balance** – A new field has been added to the [Claim Detail](#) screen to display any remaining claim balance. This balance constitutes any amount that is due from the provider to CareSource. Additionally, the **Total Recovery Amount** field has been updated to display as **Adjustment Amount**.

**Recovery Request** – After submitting a Recovery Request, you will now receive a reference number to check the status of the recovery. You will be able to contact Customer Care one day after the recovery request has been submitted, however, the request can take up to 30 days to process.

**Prior Authorizations** – Authorization updates have been made to adjust Behavioral Health Category types to display for certain plans. In addition, authorization letters will now be available to view when reviewing the status of an authorization.

- **Behavioral Health Authorizations** – Updates have been made to specific Behavioral Health related outpatient authorizations to display for specific plans. Review the below on the specific authorization types:

- **Alcohol or Drug Assessment** – This option will now display for all plan types.
- **Psychiatric Diagnostic Evaluation** – This option will now display for all plan types.

**Provider Maintenance** – The Provider Maintenance page received a few enhancements including changes to the form. Review below for additional details on each update.

- **Provider Maintenance Form** – The form has been updated to no longer allow the form to be submitted without a remittance address. If you attempt to submit the form without a remittance address, you will receive an error to add the remittance. Additionally, the new MA/DSNP plans have been added to the maintenance form and will begin showing on 10/1/2020 for to select.



## Georgia 2021 Plan Expansion

CareSource is excited to announce that in 2021, we will be expanding our presence in the state of Georgia by offering the below products:

- Medicare Advantage and Dual Eligible Special Needs Plans (D-SNP) in 24 counties throughout Atlanta, Athens, and Macon.
- Marketplace, originally implemented in 2020, will be expanding into 18 counties throughout Athens, Brunswick, and Columbus.

Additionally, our Vendor Integration Program will include vendors that offer the following services:

### Georgia MA/DSNP

- Dental
- Vison
- Hearing
- Fitness
- OTC
- Telemedicine
- Meal Delivery

### Georgia Marketplace

- Dental
- Vision
- Hearing
- Fitness
- Telemedicine

## Flu Vaccination Coverage

In the midst of the COVID-19 pandemic, we know it is especially important for members to protect themselves against the flu and encourage them to get their flu shot. CareSource covers flu vaccinations at no cost for all members, regardless of plan. Some members in the following plans can even earn a reward for getting their flu shot:

- **Ohio Medicare Advantage, MyCare, DSNP** - \$30 until 12/31/2020 and then \$25 starting in 2021
- **Ohio Medicaid** – All members 18 months through 18 years of age - \$10 and women over 18 years of age - \$10
- **OH, IN, KY, WV Marketplace** – No member incentive

## Referral to In-Network Providers for Medicaid

Your Practice

CareSource uses a select network of hospitals, physicians, and ancillary providers. Typically, CareSource does not pay for non-network, non-emergent services unless there is an approved prior authorization from CareSource's Utilization Management team. Included in these referrals are laboratory services. When referring CareSource members for laboratory services, please ensure you are referring to labs participating in the CareSource network. This enables CareSource to provide quality care to our members while ensuring good stewardship of Medicaid dollars.

## Electronic Visit Verification for Ohio Medicaid

The Ohio Department of Medicaid (ODM) has provided updates regarding Ohio's implementation of electronic visit verification (EVV). These updates were emailed to all providers. We encourage you to review the communications to check whether you will be impacted.

EVV is an electronic-based system that verifies when provider visits occur and documents the precise time services begin and end. Ohio's EVV is being implemented in three phases. Phase 2 was implemented on Aug. 5, 2019 to include state plan home health aide; state plan home health nursing; state plan RN assessment; HCBS1915c Waiver nursing, personal care aide, home care attendant; and private duty nursing (PDN). Phase 3 began Sept. 5, 2020 and applies to state plan home health therapies. All providers of EVV eligible services are to be using the EVV system beginning Jan. 1, 2021. Please contact ODM for the training schedules.

Currently, no claims are being denied because of EVV. If you have questions regarding EVV, please reach out to [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov) or call 833-427-5634 (833-4-ASK-ODH).



## Submitting Proper Claims for Combined Sick and Well-Child Visit



\*Kentucky and  
West Virginia  
Providers

One of our goals at CareSource is to make sure our youngest, most vulnerable members obtain timely preventive exams. It is important for CareSource network physicians to know that a well-child visit may be submitted when a child comes in for a sick visit. Claims data demonstrate many missed opportunities by providers not combining these visits, leading to missed revenue and gaps in care for our members. Please review this communication to prevent claim denials for inappropriate billing.

When a member visits a physician for a sick visit and records indicate the need for a well-child exam, physicians may include services for both visits, billing two visit codes for reimbursement of services on the same day.

### Correct Coding/Reimbursement

Routine preventive visit code plus 99203-99205 or 99213-99215 with modifier 25.

Providers must maintain a complete problem-focused exam for the presenting problem and complete a preventive visit, which should include documentation of all visit components during the same visit. Additional reimbursement for sick visits depends on complexity and current patient relationship.

If you have questions regarding this information or if additional education is needed, please contact your Provider Engagement Specialist or visit [CareSource.com](https://www.caresource.com) > Providers.



# Pharmacy Updates for Medicaid and Marketplace

CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under a member's plan, go to the Find My Prescriptions link under Member Tools & Resources. The most current updates can be found there also. If members do not have access to the internet, they can call Member Services for their respective market and plan. A CareSource representative will help members find out if a medication is covered and how much it will cost.



## Patient Safety: Domestic Violence and the Pandemic

Behavioral Health

### Georgia Marketplace

According to the National Domestic Violence Hotline, over 1 in 3 women (35.6%) and 1 in 4 men (28.5%) in the United States have experienced rape, physical violence and/or stalking by an intimate partner.<sup>i</sup> It is estimated that between 30% to 60% of perpetrators of intimate partner violence also abuse children in the household.<sup>i</sup>

A 2020 publication by Georgia Commission on Family Violence reports that Georgia law enforcement agencies responded to 44,900 family violence incidents in 2018 and Georgia was recently ranked 10th in the nation for its rate of men killing women.<sup>ii</sup>

Factors that increase stress, isolation, and financial strain can exacerbate a survivor's risk. The COVID-19 pandemic has elements of all three of these factors. Additionally, shelter-in-place orders and public safety guidelines mean that many may be in closer and more frequent proximity to their abusers.

Below are resources for providers to learn more about how to identify and safely address domestic violence.

### References:

<sup>i</sup>. <https://www.thehotline.org/resources/statistics/>

<sup>ii</sup>. <https://www.cdc.gov/violenceprevention/pdf/2015data-brief508.pdf>

### Domestic Violence:

- National Domestic Violence Hotline: 1-800-799-7233| <https://www.thehotline.org/>
- GA Commission on Family Violence: <https://gcfv.georgia.gov/> | Hotline: Georgia: 1-800-33-HAVEN, National: 1-800-799-SAFE
- Emory University Domestic Violence Resources: <http://psychiatry.emory.edu/niaproject/resources/community-partners/index.html>

### Child Abuse:

- GA Department of Children and Family Services: <https://dfcs.georgia.gov/services/child-abuse-neglect>
- Georgia Center for Child Advocacy: <https://georgiacenterforchildadvocacy.org/learn-more/resources/30-prevention-tips.html>
- Prevent Child Abuse Georgia: <https://abuse.publichealth.gsu.edu/about/>

For questions regarding the benefits and support we offer to help you care to our members, please contact Provider Services at **1-833-230-2155**.



P.O. Box 8738  
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## JOIN US

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## HEALTH PARTNER HIGHLIGHT



Dr. Ernest Smoot has been a pediatrician at Northeast Ohio Neighborhood Health Services Inc. (NEON) for over 20 years and has served many CareSource members during his tenure. He believes that one of the

most important ways that NEON helps protect the health of the community and prevent serious childhood diseases is through immunizations.

During his career, Dr. Smoot has witnessed how detrimental childhood diseases are to the health of our youth and this plays a strong role in why he advocates for children receiving their immunizations.

“One of the reasons I got into health care was to help prevent disease. Immunizations provide a great way of doing that,” said Dr. Smoot.”

Dr. Smoot believes that it is important for people to have a place to go for health care right in their own neighborhood. He knows this firsthand coming from a family of 10 brothers and sisters growing up in St. Louis where he benefitted from having accessible health care in his community.

“One of the greatest rewards of being a pediatrician is when a child comes to see you and then they go away happy! It’s an awesome experience!” –Dr. Smoot

Thank you, Dr. Smoot and NEON for providing services to our members and being a valued health partner!!