



FALL 2021

# PROVIDER *Source*

A Newsletter for CareSource® Health Partners

- 3 | Network Notification Bulletin
- 4 | CareSource Life Services®:  
Job Connect™
- 7 | CareSource Transition of Care (TOC)  
Program
- 8 | Using CPTII Coding for Diabetic  
Care Visits
- 9 | Pharmacy Updates for  
Medicaid and Marketplace
- 11 | What is Medication Therapy  
Management (MTM)?



CareSource®



## You are Our Best Weapon in the Fight to End the COVID-19 Pandemic

**AS A PROVIDER**, you play a critical role in the lives of your patients. In addition to being a valued subject matter expert in wellness, disease, and treatments, you serve as a confidante and a trusted guide in health care decision-making. When we at CareSource outreach to members about the COVID-19 vaccine, many express that they want to talk to their own doctor before moving forward with immunization.

While at the point of care, you are best positioned to share the current evidence from the Centers for Disease Control and Prevention, the Federal Drug Advisory Committee (FDA) and the local department of health on the safety and efficacy of the COVID-19 vaccine. Such conversations are particularly important for the Medicaid population of whom vaccine hesitancy may be higher and vaccination rates are lagging that of their populations.

Your patients rely on you to understand their unique medical history and speak to how the vaccine may affect them. Sharing your strong recommendation of these vaccines may be pivotal to your patients' making an informed decision on whether to be vaccinated. We encourage you to ask each patient about the COVID-19 vaccination and to have a dialogue with those who have not yet been vaccinated to understand and address their concerns. The CDC provides guidance on how to engage your patient about vaccination at <https://www.cdc.gov/vaccines/covid-19/hcp/engaging-patients.html>. If possible, offer the vaccine in your office so that patients have immediate access to it if they choose.

At CareSource, we appreciate the care that you provide to our members and the vital role you play in ending this pandemic.

Larry P Griffin, MD FACOG\VP  
and Chief Medical Officer,  
Kentucky and West Virginia

Dale Block, MD, MBA  
Chief Medical Officer, Ohio

Seema Csukas, MD, PhD, FAAP VP,  
Market Chief Medical Officer, Georgia





## 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 are some network notifications posted from the previous quarter that you may have missed:

### Ohio Providers

- COVID-19: Vaccination Member Incentive Update (Medicaid and MyCare)
- National Provider Identifier Requirement (Medicaid)
- Waiver National Provider Identifier Requirement – UPDATE (MyCare)

### Kentucky Providers

- Policy Updates August 2021 (Marketplace)
- New NCQA® Kidney Health Measure (Marketplace)
- Pharmacy Prior Authorization Provider Portal Enhancement (Marketplace)

### West Virginia Providers

- Policy Updates August 2021 (Marketplace)
- New NCQA® Kidney Health Measure (Marketplace)
- Pharmacy Prior Authorization Provider Portal Enhancement (Marketplace)

### Georgia Marketplace Providers

- COVID-19: Vaccination Billing Resource
- Policy Updates August 2021

## Provider Education: Training and Events

CareSource periodically offers training, available live or on-demand. View training opportunities at [CareSource.com > Providers > Education > Training & Events](https://www.caresource.com/providers/education/training-events).

See below for some of the trainings available:

- Provider Education Series: Provider Portal
- Provider Education Series: Life Services (Ohio Medicaid Only)



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 > Providers > Provider Policies](https://www.caresource.com/providers/provider-policies).



# CareSource Life Services®: JobConnect™

\*Ohio Medicaid and Ohio Marketplace only

The CareSource Life Services® program is designed to enhance the economic outcome of Medicaid members by addressing their unique needs through life coaching, access to resources and job opportunities. CareSource JobConnect is a program offered to our Ohio Medicaid and Ohio Marketplace members that connects them to services and support in various areas of life. This CareSource program connects members to resources that help them reach personal and professional goals.

Partnering with our providers is critical to getting members engaged in programs and services such as JobConnect that improve their health and well-being. One of the ways you can help increase member engagement and awareness of the CareSource JobConnect program is to listen out for key words/phrases during members' visits and educate them about the assistance that CareSource provides.

Please refer your member to this program if they say they are struggling with:

- Finding or keeping a job
- Unemployment or being laid off
- Finding school to fit their schedule
- Going back to school
- Keeping food on the table
- Finding affordable food options
- Financial hardship
- Eviction
- Finding or starting a new career

For more information about Life Services, please visit **CareSource.com** > Members > [Life Services](#). You can also view success stories that CareSource Life Services has had in Ohio at **CareSource.com** > Members > Life Services > [Success Stories](#).







# Be on the Lookout: Identity Theft

Identity theft is a problem on everyone's radar, including in health care. There are solutions to put in place to be sure you are protected from fraud and identity theft schemes within your practice. These include requiring a photo ID for patients, educating patients on identity theft, and implementing a comprehensive compliance program. The following are some red flags signaling identify theft:

- Suspicious documents – Do documents look suspicious or forged? Did the patient give you other documentation inconsistent with what he or she has told you — for example, an inconsistent date of birth or a chronic medical condition not mentioned elsewhere?
- Suspicious activities – Is mail returned repeatedly as undeliverable, even though the patient still shows up for appointments? Does a patient complain about receiving a bill for a service that he or she didn't get?

If you notice any of these red flags, be sure to report it to CareSource's Program Integrity department for review.





# CareSource Transition of Care (TOC) Program

Transitions of care are increasingly important to improve medical and behavioral health outcomes for CareSource members and reduce overall medical costs. Members who have received medical or behavioral health care in the Emergency Department (ED) or as a hospital inpatient need ongoing monitoring and often continuation of treatment in the outpatient setting. Based on national quality standards, the goal is to have a follow-up visit as an outpatient within 7 to 30 days of the ED encounter or inpatient discharge. Although discharge planners educate members about this need for outpatient follow up, not all members follow through.

The following are key elements that can improve transitions of care for your patients.

- Medication reconciliation
- Ensuring access to care after discharge
- Effective provider communication of follow-up plan
- Information sharing between providers

CareSource has a Transition of Care (TOC) program based on the industry recognized “Coleman Model” to promote timely, coordinated and safe transitions between health care settings to help prevent unnecessary readmissions, emergency department visits, and/or adverse outcomes. To make a referral, contact Member Services by phone at 1-888-815-6446 or via the Provider Portal with the quick link at **CareSource.com**.

There is also a specialty team to assist members who are in the Neonatal Intensive Care Unit (NICU), providers can refer members to this program by calling 833-230-2036.



# Using CPTII Coding for Diabetic Care Visits



Diabetes is a highly prevalent chronic condition affecting more than 10% of the U.S. population. Managing diabetes can be complicated, but by using the proper Current Procedural Terminology (CPT) Category II codes when filing claims, it may help streamline your administrative processes and close gaps in care.

CPT II codes submitted by providers can be used to help monitor and improve the quality of care available to CareSource members, including Healthcare Effectiveness Data and Information Set (HEDIS®) measures from the National Committee for Quality Assurance (NCQA®). Because they are more specific, when CPT II codes are submitted for services performed during office, lab or facility visits, our providers can:

- Provide more accurate medical data and decrease the volume of requests for medical records reviews
- Identify and close gaps in care more precisely, supporting quality improvement initiatives and member health outcomes
- Track member compliance and control of conditions to support medical decision making and timely referrals to specialists and other resources

CareSource has developed HEDIS® Coding Guides for both the [Adult](#) and [Child/Adolescent](#) age groups that provide additional information about proper coding and documentation requirements to support quality of care.

Telehealth services are another way to ensure members are connecting with necessary care and to improve health outcomes by closing quality care gaps. Created as a reference tool to support the increased utilization of telehealth and remote visits, please access the CareSource [Telehealth HEDIS Measure Quick Reference Guide](#) for additional information.

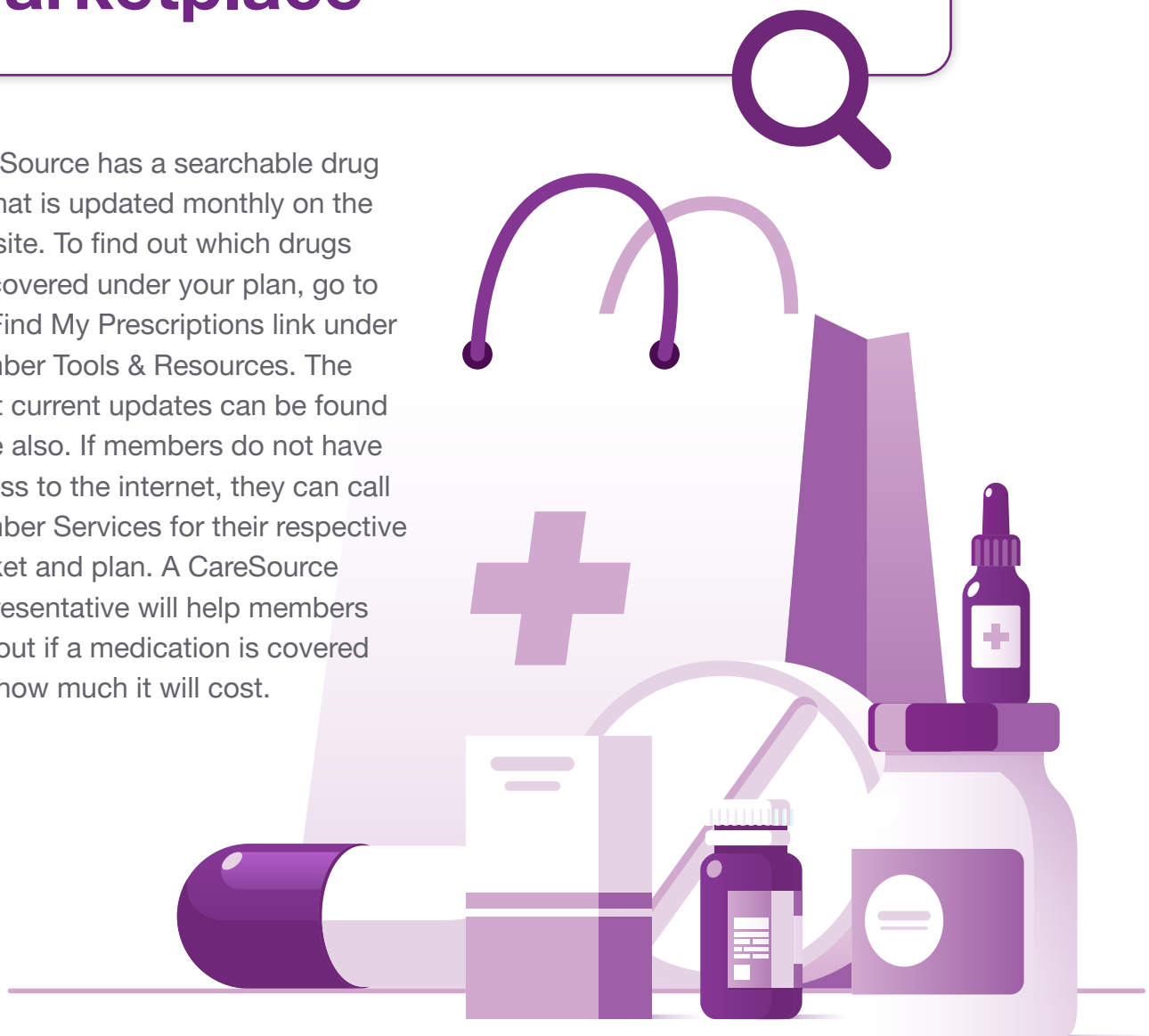
If you have any questions, please feel free to contact your Health Partner Team Representative or Provider Services at 1-800-855-5558 (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time).





# 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 your 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.



# Over-the-Counter (OTC) Drugs

You can buy over-the-counter (OTC) drugs without a prescription. However, CareSource might cover the cost of some OTC drugs if your patient is given a prescription. OTC drugs can be used to treat conditions such as allergies, cough and acne. Other OTC drugs such as vitamins can help keep your patients healthy. You can check CareSource.com to see what OTCs are covered for your Medicaid and Marketplace patients.

## Formulary Search Tool:

### Ohio Medicaid:

<https://client.formularynavigator.com/Search.aspx?siteCode=7999071766>

### Ohio Marketplace:

<https://www.caresource.com/documents/marketplace-2021-oh-formulary/>

### Georgia Marketplace:

<https://www.caresource.com/documents/marketplace-2021-ga-formulary/>

### West Virginia Marketplace:

<https://www.caresource.com/documents/marketplace-2021-wv-formulary/>

### Kentucky Marketplace:

<https://www.caresource.com/documents/marketplace-2021-ky-formulary/>



## What is Medication Therapy Management (MTM)?

Medication therapy management or MTM refers to services provided by pharmacists who are health professionals highly trained in medication use. Pharmacists review patients' medication regimens with the goal of helping patients obtain the best health outcomes.

Patients who take many medications or have the potential to experience medication-related problems are identified as candidates for MTM services provided by pharmacists. MTM consists of a comprehensive medication review (CMR) or a more targeted review to identify or correct a potential drug problem. MTM interventions can address medication adherence, drug-drug interactions, therapeutic duplications, adverse effects, missing therapy and many other issues. Also, pharmacists educate patients on the indication, directions and any other relevant counseling points. Pharmacists not only review prescription medications, but also review over-the-counter medications, herbals and dietary supplements to identify potential interactions with prescription medications.

Pharmacists resolve medication concerns if a medication-related issue is identified by providing counseling to patients or by providing therapy recommendations to prescribers. Prescribers' review and consideration of MTM recommendations is an integral part of the MTM services CareSource provides to our members.







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

**VISIT US**

**CareSource.com**

**JOIN US**

 Facebook.com/**CareSource**

 Twitter.com/**CareSource**

 Instagram.com/**CareSource**

 Pinterest.com/**CareSource**



## We Want to Hear from **you!**

We value provider feedback and want to ensure we provide adequate communication, education and resources for you to serve our members. Please complete the survey by accessing the link below to rate your satisfaction with the ProviderSource newsletter, as well as share topics you'd like to see in future newsletter publications!

Complete the survey by visiting this link:  
[https://caresource.qualtrics.com/jfe/form/SV\\_eb5VIK9kgmMSrpc](https://caresource.qualtrics.com/jfe/form/SV_eb5VIK9kgmMSrpc)

*Thank you for your partnership!*