



FALL 2023

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

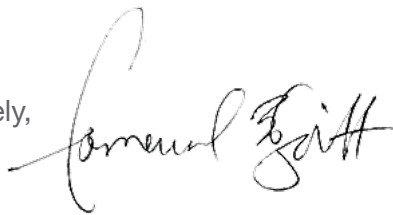
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CareSource believes everyone should have the right to achieve the best possible health outcomes regardless of race, ethnicity, primary language, physical ability, geography, gender identity and/or sexual orientation. Unfortunately, many individuals in our communities are at a disproportionate risk for poor health consequences simply because of their demographic identity. National data reveals health disparities in multiple areas, including diabetes, cancer outcomes, maternal and infant mortality, cardiovascular disease, and other chronic conditions. The drivers for these inequities are vast and include factors such as genetic components, health-related behaviors, racism, discrimination, provider implicit and explicit biases, historical trauma, lack of representation, environmental toxins/hazards, and poor-quality health care.

While many of these factors are deeply rooted in American history and may take time and cross-sector efforts to fully address, there are things we can alter now as health care providers. The first step to remedying any issue is admitting there is a problem - recognizing implicit bias in ourselves and in our systems. Medical risk tools that incorporate race/ethnicity, research studies with inadequate diversity in participants, differences in the treatment of certain conditions amongst different populations are all examples of pervasive biases in health care that we must eliminate. Conducting health equity training and listening sessions for staff that support patients can help challenge existing beliefs, raise consciousness and create a culture of health equity. Collecting race, ethnicity, sexual orientation and gender identity on patients and then stratifying the data by demographic category can help to identify disparities at your own institution. Data-driven initiatives can then be designed to eliminate these disparities. Establishing health equity as a priority in your institution can help transform medicine and ensure equitable care for all.

Sincerely,



Dr. Cameual Wright
Vice President, Market Chief Medical Officer – Indiana
Enterprise Health Equity and Advocacy Team, Chair



Resources You Don't Want to Miss!

This edition of the ProviderSource Newsletter highlights various CareSource resources. Be sure to read each article to find opportunities for your practice and your CareSource patients.



UPDATES

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:

- [All Providers: Multi-Factor Authentication Implementation – UPDATE](#)
- [Ohio Medicaid, Marketplace, D-SNP and MyCare Providers: 2023 Q3 and Q4 CareSource Live Provider Education and Training Series](#)

Network notifications can be accessed at **CareSource.com** > Providers > [Updates & Announcements](#).

CareSource would 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](#).



Mom & Baby Beginnings™

Georgia Marketplace and D-SNP

Consider referring your patient to this program! The CareSource Mom & Baby Beginnings™ maternity case management program has an overarching goal of optimization of material and neonatal outcomes. This is done with a specialized team of maternity-experienced nurses, social workers, behavioral health case managers, nurse practitioners and lactation consultants. Mom & Baby Beginnings™ works with members as soon as pregnancy is identified all the way through the postpartum period and develops member-centric care plans to achieve optimal outcomes related to medical, social determinants of health (SDOH), behavioral or SUD/OD. Referrals can be sent to the program by submitting a notification of pregnancy or by calling **1-833-230-2034**.

Got (Breast) Milk?



Is your patient pregnant or postpartum? We want your CareSource patient to have the tools they need, if planning to breastfeed. CareSource covers breast pumps at no cost to the member! Members can order their breast pump online within 90 days of their due date. Members can choose their breast pump. The website has many brands and models for the member to make a selection. Members should fill out the information on the website and we will work with them to deliver the pump. Members can call Member Services with any questions.

Available Breastpumps:

Byram Healthcare

- Ameda Mya Joy Plus
- Ameda Mya Joy with Large Tote
- Ardo Calypso Essentials
- Evenflo Select Advanced Breast Pump
- Freemie Independence II Hands-Free Breast Pump
- Lansinoh® Smartpump™ 2.0
- Medela Pump In Style Double Electric Breast Pump with Max Flow Technology
- Spectra S2 Plus
- Zomee Z2 Breast Pump

Pumps for Mom

- Ameda Mya Joy
- Ameda Mya Joy Plus
- Ameda Mya Joy with Large Tote

Lactation Supplies and Donor Milk Guidelines

Lactation Pumps and Supplies Available from Duragle Medical Equipment Suppliers			
Code	Description	Rate	Limitations
E0602	Manual Breast Pump	\$15.00	1 every 2 years
E0603	Personal Electric Breast Pump	\$202.50	1 every 2 years
E0604	Hospital Grade Electric Pump	\$2.25/day	90-day rental
A4281	Replacement Breast Pump Tube	\$4.75	1 every 6 months
A4282	Replacement Breast Pump Adpt	\$4.61	1 every 6 months
A4283	Replacement Breast Pump Cap	\$1.54	1 every 6 months
A4284	Replacement Breast Pump Shield	\$8.86	1 every 6 months
A4285	Replacement Breast Pump Bottle	\$3.91	1 every 6 months
A4286	Replacement Breast Pump Lock Ring	\$2.18	1 every 6 months
A9900	Misc. Breast Pump Supplies	By-report	1 every 6 months
K1005	Disposable Collection and Storage Bag for Breast Milk	\$0.33/bag	100 per month
T2101	Donor Human Milk	\$4.75/ounce	As medically necessary



Breast Milk Storage Bags

Northside Oxygen and Medical Equipment 702 Wabash Avenue, Zanesville, OH 43701-1985; 740.453.0693; Provider ID 311282151050; NPI 1902844996; TID 311282151

Aeroflow Healthcare 65 Beale Road, Arden, SC 29704; 888.345.1780; Provider ID 562222382050; NPI 1891728697; TID 562222382

Aeroflow Healthcare 3165 Sweeten Creek Rd, Asheville, SC 28803-2115; 888.345.1780; Provider ID 562222382050; NPI 1891728697; TID 562222382

Ameda Mya Joy with Large Tote & Accessories

Ardo Calypso Essentials

Drive Pure Expressions Economy Breast Pump

Lansinoh® Smartpump™ 2.0

Zomee Z2 Breast Pump

Pumps for Mom



International Guidelines for Donor Milk

Donor human milk:

- A. Prior authorization is required.
- B. CareSource considers human milk medically necessary when all of the following criteria are met:
 1. Provider must be in good standing with the Human Milk Banking Association of North America;
 2. Documentation supporting medical necessity;
 3. Documentation supporting that the provider has attested to educating the member in the donation process and about human milk; and
 4. Consent supporting that the provider discussed the risks and benefits with the member.



Suspect Telemedicine Companies

Many physician and non-physician practitioners have used telemedicine services during the public health emergency to care for their patients. Some telemedicine companies are entering into suspect arrangements with practitioners that could present a heightened risk of fraud or abuse. The Office of Inspector General issued a list of suspect agreement characteristics and urges practitioners to use heightened scrutiny and exercise caution when entering into telemedicine agreements. An example of a concerning business practice is when a telemedicine company compensates the provider based on the volume of services ordered. The full list of suspect characteristics is available here: <https://oig.hhs.gov/documents/root/1045/sfa-telefraud.pdf>.

If you have any information about suspicious telemedicine related issues, please call the Provider Services line and ask to report fraud.

Members are Rewarded for Completing Healthy Activities

Providers! Did you know that your patients get rewarded for completing healthy activities?

Georgia Medicaid and Ohio Medicaid

For adults, we have a Rewards program where they are automatically enrolled, and will earn rewards for completing healthy activities such as annual physicals. Once they complete their activity, their rewards will be added to their MyHealth Rewards account, which can then be redeemed for gift cards at participating retailers like Panera or TJ Maxx. To learn more about the rewards, please visit the [rewards page](#).

For expecting mothers and children, we have the Babies First and Kids First programs where the member will have to enroll each pregnancy and or child. Depending on the program, once enrolled, members will earn rewards for healthy activities such as completing prenatal or wellness visits. The rewards will be added directly to their Over-the-Counter (OTC) card and they will be able to use their cards at participating retailers. To learn more about the rewards, please visit the [rewards page](#).

Ohio MyCare and D-SNP

CareSource members are automatically enrolled in the My CareSource Rewards program. They can earn rewards for completing healthy activities such as mammogram screening or A1C testing. Once they complete their activity, their rewards will be added to their My CareSource Rewards card, which can be used at participating retailers like Wal Mart, CVS and Rite Aid. To learn more about the rewards, please visit the [MyCare](#) or [D-SNP](#) rewards page.

Georgia, Indiana, Kentucky, Ohio & West Virginia Marketplace: MyHealth

CareSource members are automatically enrolled in the MyHealth Rewards program. They can earn rewards for completing healthy activities such as Annual Physical or comprehensive diabetes care measures. Once they complete their activity, their rewards will be added to their MyHealth Rewards account, which can then be redeemed for gift cards at participating retailers like Panera or TJ Maxx. To learn more about the rewards, please visit the [rewards page](#).





Get Rewarded for Your Commitment to Health Equity!

Earn continuing education (CE) credits when you participate in the **free** activities made available to CareSource providers through CareSource's partnership with CME Outfitters.

Visit the Diversity and Inclusion Hub to begin taking actionable steps toward mitigating health care disparities and earn 10+ hours of free CME/CE credit!

CME Outfitters offers **free digital badge credentials** for education in Health Equity, Diversity and Inclusion.

Learn more about this digital credential, its earning criteria and skills [here](#).

Pharmacy



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 also be found there. 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.

HEDIS Measures: Impactful for Members & Providers

Ohio Medicaid

HEDIS stands for Healthcare Effectiveness Data and Information Set. HEDIS is a set of healthcare performance measures developed and maintained by the National Committee for Quality Assurance (NCQA). HEDIS measures performance data to identify opportunities where improvements in healthcare can make a significant impact in member's lives.

HEDIS Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD) measures the percentage of adults 18-64 years of age with schizophrenia or schizoaffective disorder **and** diabetes who had **both** an LDL-C (low-density lipoprotein cholesterol) **and** an HbA1c (glycated hemoglobin) test during the measurement year. Antipsychotic medications can cause increased risk of diabetes and metabolic issues which leads to health complications if these issues are not detected. Ongoing monitoring of cholesterol and blood glucose increases the chance to intervene for best outcomes.

Best practices for providers to support HEDIS measurements can include:

- Discussing healthcare needs and treatment plan at every office visit
- Coordinating care with other providers to develop a comprehensive treatment plan
- Educating about the importance of appropriate health screenings (like the LDL-C and HbA1c)
- Outreaching to members who have not completed labs or health screenings

Behavioral Health HEDIS coding information can be found here: caresource.com/documents/medicaid-in-bh-hedis-coding-guide/.



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Dayton, OH 45401-8738

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MemberSource Newsletter

The MemberSource newsletter is a great resource to stay up-to-date with health, wellness and plan information for your CareSource patients. To view editions of the MemberSource newsletter, visit **CareSource.com** > Members > Education > [Newsletters](#).

Thank you for your partnership!

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