

A stylized tree graphic with a dark teal trunk and branches, and several large, light teal leaves. The tree is positioned on the left side of the slide, extending towards the center.

CareSource

Community Transition Program (CTP)

Health Partner Orientation

The CareSource logo features two overlapping hearts, one light purple and one darker purple, positioned above the word "CareSource".

*CareSource*TM

Health Care with Heart

Non-profit, founded in
1989 in Dayton, OH




Comprehensive,
member-centric health
and life services



Regionally-based,
serving multiple states
and products



 **25+**
YEARS
MISSION-DRIVEN
CARE


90%
MEDICAL COST RATIO

A-Z
CONSUMER
ADVOCACY



1.5 MILLION
MEMBERS



COVERAGE
OH, KY, IN,
WV, GA



\$10.1M
FOUNDATION GRANTS
AWARDED IN OHIO*

*The CareSource Foundation currently only awards grants in Ohio

Synergistic Missions

The CareSource Heartbeat:

To make a lasting difference in our members' lives by improving their health and well-being. At CareSource, our mission is one we take to heart. In fact, we call our mission our "heartbeat." It is the essence of our company and our unwavering dedication to it is a hallmark of our success.

Ohio Department of Mental Health and Addiction Services (OHMHAS)

Our mission is the promotion and establishment of mental health as a cornerstone of health and wellness for individuals, families and communities throughout Ohio.

Our Pledge to Health Partners:

- Make it easier for you to work with us
- Providers as health partners
- Direct communication
- Timely and low-hassle medical reviews
- Accurate and efficient claims payment
- Empowerment of members to make health choices and seek appropriate health care

Overview



- Ohio Department of Mental Health and Addiction Services (OhioMHAS) is creating a Community Transition Program (CTP).
 - Continue treatment services and provide access to recovery supports for ex-offenders with substance abuse disorders (SUD) returning to the community from Ohio Department of Rehabilitation and Corrections (ODRC) institutions
- OhioMHAS issued a RFA for a single state-wide entity to act as fiscal agent to provide oversight and ensure capacity for treatment services and recovery supports across six regions in Ohio.

Our Expectations

- High standards for clinical practices and quality of care
- Unbiased patient accessibility and availability
- Patient satisfaction
- Adherence to our provider agreement

Health Partner Quick Reference



- **Health Partner Services, Eligibility, Benefits, Claims Inquiry, Credentialing: 1-844-539-1729**
- **Website: www.CareSource.com**
- **Provider Portal: <https://providerportal.caresource.com/OH>**
- **Electronic Fund Transfer (EFT): Instamed 1-877-755-3392**
- **Electronic Claim Submission: 31114**

The CTP “Benefit”

Treatment Services

Medicaid-funded

- Diagnostic Assessment
- Intensive Outpatient Services
- Urinalysis
- Intensive Outpatient Services (>30 days)*
- SUD Residential Treatment**
- Case Management
- MAT
- Crisis Intervention
- Ambulatory Detoxification including Naloxone
- *Prior Authorization needed over 30 days only for members who do not have Medicaid
- **SUD residential per diem will only be paid for those members without Medicaid



Recovery Services

Non-Medicaid Reimbursable

- Prison In-Reach in Person (>2 events per Month)**
- Prison In-Reach via Video Conference (>4 events per Month)**
- Support for Housing (Recovery Housing, Permanent Supporting Housing)**
- Employment Services, Job Training and Education
- Peer Recovery Supporter
- Transportation (>1 event per month)**
- Life Skills
- Relapse Prevention
- Spiritual Support Individual and/or Group
- Identification Fund (>2 events per year)**
- **Requires prior approval to exceed stated limit

How Benefits and Services are covered by CTP

- The CTP provides reimbursement for recovery services for individuals enrolled in the program.
- If the CTP member does not have Medicaid, the CTP provides reimbursement for treatment services.
- **If the CTP member has Medicaid or other insurance, *that plan provides reimbursement for treatment services*.**

Services Requiring Prior Approval

- Services requiring prior approval include:
 - Support for Housing
 - Transportation (>1 event per month)
 - Identification fund (>2 events per year)
 - Prison In-Reach in Person (>2 events per month **)
 - Prison In-Reach via Video Conference (>4 events per month**)
- Submit requests for Prior Approval to CareSource via:
 - **By phone: 1-844-539-1729**

Services Requiring Prior Authorization (PA)

- Services requiring Prior Authorization include Intensive Outpatient Services over 30 days
- Submit requests for Prior Authorization to CareSource:
 - **By phone:** 1-844-539-1729
 - **By Provider Portal:** <https://providerportal.caresource.com/OH>
 - **By fax:** 1-937-487-1664
 - **By mail:**


CareSource

Attn: CTP Medical Services Department

PO Box1307

Dayton, OH 45401-1307

Written PA Requests should be submitted on the Prior Authorization Request Form found on the website.



NOTE - Approvals and authorizations may be different for members with Medicaid coverage. Please check with the individual's medical plan to see if services require authorization.

Please note some services may be covered under medical insurance, check with the member's health plan for full scope of benefits.

Member Eligibility

- CareSource recommends you check eligibility each and every time a member presents for service.
- Sources to check member eligibility:
 - <https://providerportal.caresource.com/OH/> (Provider Portal)
 - Automated member eligibility check (844-539-1729)
- **IMPORTANT** – make sure to confirm if the CTP member also has Medicaid or another payer. If no other Medicaid coverage, bill the CTP for all eligible services. If the member has Medicaid or coverage with another payer, bill treatment services to that plan.
- If the individual is not a CareSource Medicaid member, use the MITS system to determine the Medicaid plan to be billed.

CareSource Member ID Card

- CareSource issues one CTP card per member upon enrollment; a CTP member without Medicaid will only have a CTP card.
- A CTP member who also has CareSource for Medicaid will also have a CareSource Medicaid card.
- A CTP member with another Medicaid Plan Provider will have both a CTP card and that Plan's card.
- Member must show card at time of service.

Sample ID Card

Member Name: <XXXXXXXXXX XXXXXXXXXXXX>

CTP Member ID: <XXXXXXXXXX>

Member Services: 1-844-539-1728 (TTY: 1-800-750-0750 or 711)

Community Transition Program (CTP)



THIS CARD IS FOR IDENTIFICATION ONLY
AND DOES NOT VERIFY ELIGIBILITY

CTP Member: Show your ID card to recovery providers BEFORE you receive care. Never let anyone else use your ID card. In case of emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you need to go to the ER, call your primary care provider or behavioral health crisis line.

PROVIDERS: You must verify member eligibility for the date of service. Call **1-844-539-1729** for this information. Bill medical services through the member's health plan.

RxBin: 004336

RxPCN: ADV

RxGRP: RX0799

Pharmacy benefit valid for Naloxone rescue kit only

Pharmacy Benefit Manager:

CVS CareMark

MAIL RECOVERY CLAIMS ONLY: CareSource, P.O. Box 8730,
Dayton, OH 45401-8730

Claims Reimbursement - Electronic Funds Transfer

- **Simple** – Eliminates paper checks and EOPs, which will increase efficiency with payment processing
- **Convenient** – Electronic Remittance Advice is available 24/7; works in conjunction with EMR systems. In addition, CareSource offers free training for providers
- **Reliable** – Claim payments electronically deposited into your bank account
- **Secure** – Access your account through CareSource’s secure Provider Portal to view (and print if needed) remittances and transaction details
- **Enroll in EFT:** Complete the enrollment form on caresource.com, fax it to InstaMed (our EFT partners), or call InstaMed at 215-789-3682
- **CareSource Payer ID Number:** 31114
- **NOTE** – Claims must be submitted electronically using the secure Provider Portal. CareSource will not be able to accept paper claims until 08/01/16.

Fraud, Waste & Abuse Program

- To report any suspected fraudulent activities
 - **Call: 1-844-539-1729** and select the appropriate menu options
 - **Fax: 1-800-418-0248**
 - **Email: fraud@caresource.com**
 - **Write to us:**
CareSource
Attention: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Special Investigative Unit

- Proactively and aggressively manage members with high controlled drug usage
- Focuses on members obtaining controlled substances from more than four physicians and four pharmacies during a 90-day period
- Special Investigations Unit, Case Management, Pharmacy intervention collaboration
- Collaboration with Law Enforcement as appropriate

Provider Portal

Save time. Save money. Use our secure online Provider Portal.

With this tool you can:

- Check member eligibility and benefit limits
- Find prior authorization requirements
- Submit and check the status of a Prior Authorization request
- Submit claims and verify claim status
- Verify or update Coordination of Benefits information (COB)
- Access online training modules that offer step-by-step instructions on how to use partner tools and resources
- **And more!**

Access the Provider Portal 24 hours a day, 7 days a week, at

[CareSource.com](https://www.caresource.com)



Register for the Portal

1. Go to **CareSource.com**. On the right side of the page, click on **Provider Portal** under Provider Resources
2. Select **Ohio**.
3. Click [register here](#) under **Register for the Provider Portal**.
4. Enter your information, including your CareSource Provider Number (located in your welcome letter).
5. Follow remaining steps to register.

PROVIDER RESOURCES

PROVIDER PORTAL

HEALTH PARTNER
POLICIES

Register for the Provider Portal

If you are not already registered for the Provider Portal, please [register here](#).

If you have a login, but cannot remember your username and/or password, please call the CareSource Provider Services Department at 1-866-286-9949.

Register for the CareSource E-Communication System

Cut down on clutter and go green! Register for CareSource Provider E-Communication System and receive relevant and timely information via email. [Please register here.](#)

Provider Login:

Username:

*

Password:

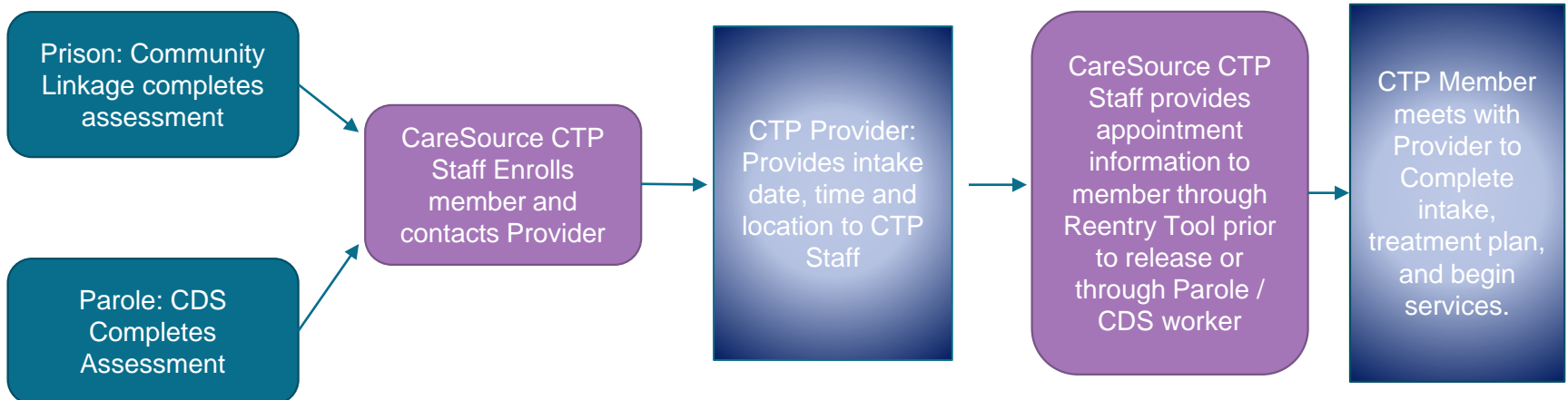
*

Log In

Process for Referral -- Overview

- CTP Members may enroll while incarcerated or through the Adult Parole Authority
- Every CTP Member shall be provided a date and time for an initial intake with their CTP Provider

Process for Referral -- Overview



Questions





Thank You!