



SUMMER 2024

PROVIDER *Source*

A Newsletter for CareSource Health Partners

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Chief Medical Officer's Note

At CareSource, our mission is to make a long-lasting difference in the lives and well-being of our members. This directive calls us to move beyond a one-dimensional view of health as a physical status to a more comprehensive view of wellness. Addressing the whole-person health means that we must acknowledge and respect that our patients have identities which span physical, mental, social, environmental, and cultural dimensions.

Adopting a comprehensive approach to health care allows providers to address not only the signs and symptoms of illness, but also the root causes of disease, which often include social and mental stressors. To be most effective, providers are encouraged to engage patients in meaningful conversations about their social well-being, psychological challenges, and support systems to develop personalized treatment plans. Helping patients mitigate social and systemic hurdles will positively impact their overall health.

In addition, achieving whole-person health requires collaboration among individuals from various disciplines, including physicians, nurses, psychiatrists, psychologists, nutritionists, social workers, community health workers, doulas, community-based entities and managed care organizations, such as CareSource. Together, we can offer innovative, integrated solutions that addresses the diverse needs of patients. By recognizing and addressing the interconnectedness of physical, mental, emotional, and social factors, providers across the care continuum can help patients achieve and maintain a higher quality of life.

Sincerely,



Dr. Seema Csukas

Vice President, Market Chief Medical Officer - Georgia



A Spotlight on Mental Health Awareness

May is Mental Health Awareness Month, and we join the national movement to raise awareness about mental health. This quarter, we invite you to especially reflect on the mental health-related articles in this newsletter edition. We share resources and opportunities for you to provide support and educate your CareSource members on how they can fight the stigma and improve their health and well-being.



UPDATES



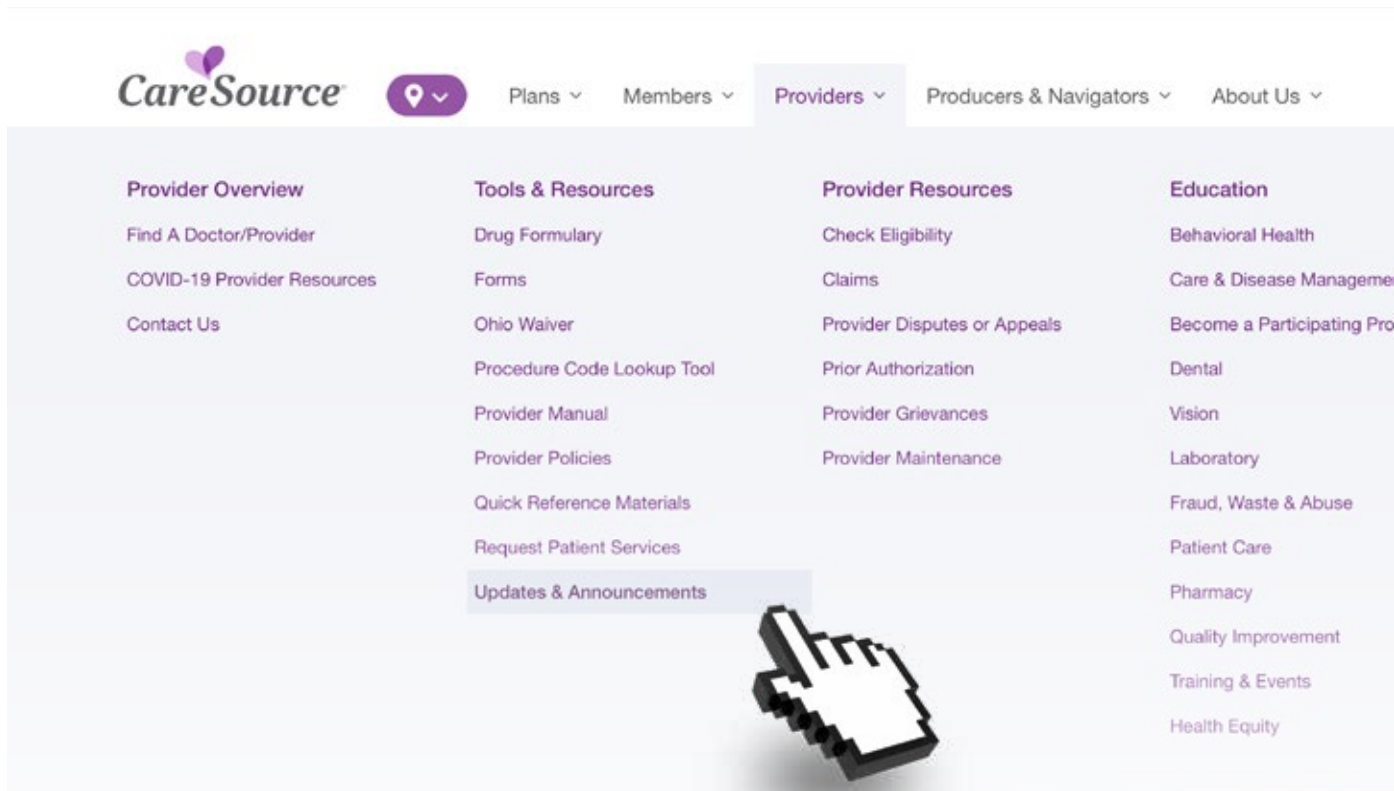
Network Notification Bulletin

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

- [It's Patient Experience Survey Season!](#)
- [CareSource Cardiac and Musculoskeletal Surgical Quality and Safety Management Program in Partnership with TurningPoint - UPDATE](#)
- [Provider Portal Claim Submission Tool Update](#)

Network notifications can be accessed at **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** > Providers > Provider Policies.



Find Updates from CareSource Online

We strive to make partnering with us simple and easy. We're aware things may change in the way we do business with you and want to communicate these changes to you in an efficient manner.

To find all the latest CareSource news, visit our Updates & Announcements page on the Provider pages of **CareSource.com**. You will find all the updates regarding the preferred drug list (PDL), prior authorization requirements, and medical and reimbursement policies.





Congratulations, Jesup Pediatrics!

Jesup Pediatrics, with the help of CareSource, recently renewed their Patient Centered Medical Home (PCMH) certification with the National Committee for Quality Assurance (NCQA). PCMH is a care delivery model whereby patient treatment is coordinated through their primary care physician to ensure they receive the necessary care when and where they need it, in a manner they can understand.

This recognition highlights the efforts of Jesup Pediatrics to improve patient quality, reduce costs, and enhance the patient experience. The dedicated team of providers include Pediatric Specialist, Dr.

Daniel Collipp, Family Nurse Practitioner, Cuyler Cribbs, and Family Nurse Practitioner, Kara Scott. Jesup Pediatrics is made up of three provider groups with one location in rural Jesup, Georgia.

The city of Jesup is geographically situated in the Southeastern Region of Georgia. The practice specializes in Pediatric and Adolescent Medicine. CareSource recognizes Jesup Pediatrics for their long-standing presence within the city and their dedication to the care and overall health of the families they service. Thank you for your partnership!



Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics (APP) – HEDIS Measure

APP is defined as “the percentage of children and adolescents 1–17 years of age who had a new prescription for an antipsychotic medication and had documentation of psychosocial care as first-line of treatment.”

Antipsychotic medications may be effective treatment for a narrowly defined set of psychiatric disorders in children and adolescents. However, they are often prescribed for non-psychotic conditions for which psychosocial interventions are considered first-line treatment.

Best Practice:

First-line psychosocial care refers to non-pharmacological interventions that are prioritized before or in conjunction with medication management, but must be completed within the first 30 days of the prescription intake to meet the APP HEDIS measure. These interventions aim to address the psychological, social, and environmental factors contributing to the individual’s mental health symptoms and overall well-being.

Psychosocial Care as First-Line Treatment is:

- Behavioral health counseling outpatient or telehealth
- Partial hospitalization
- Intensive outpatient services

Examples of first-line psychosocial care for children and adolescents on antipsychotics may include:

- Periodic Review of Antipsychotic Therapy

- Monitoring Metabolic Indices
- Thorough Evaluation and Coordination
- Close Monitoring for Side Effects
- Education of Parents/Guardians
- Monitoring and Intervention for Social Determinants of Health

The use of first-line psychosocial care in conjunction with antipsychotic medications can treatment reduce the risk of adverse effects associated with long-term medication use and promote holistic well-being in children and adolescents with mental health disorders. It is essential for health care providers to consider the individual’s unique needs and preferences when designing a treatment plan and to regularly monitor and adjust interventions as needed to ensure optimal effectiveness.

Reference - <https://www.ncqa.org/hedis/measures/use-of-first-line-psychosocial-care-for-children-and-adolescents-on-anti-psychotics/>





Member Incentives and Rewards Can Be Found on the Provider Portal Resource Library

We have added a Member Incentives and Rewards topic to your [Provider Portal Library](#). Learn more about the program by going to your Resource Library and clicking on the Member Incentives and Rewards Programs link. This is located on the Resource Library page but is accessed by the Users > Provider Training link from the left navigation menu.

We have two programs – the **CareSource MyKids** and **MyHealth** programs – to reward your members for taking charge of their well-being. Visit the link in the [Provider Portal](#) to learn more about the programs and the specific activities where members can earn rewards.



Utilization Management Peer-to-Peer Process

CareSource provides the opportunity for providers to discuss the Utilization Management (UM) medical necessity determination of a denial or decrease in level of care with CareSource's Medical Director/Behavioral Health Medical Director or designee within five business days of the notification of the determination. The peer-to-peer process is independent of the appeal process and does not impact the time frame a member and/or provider has to appeal.

To initiate the peer-to-peer process, please call CareSource's UM team at **1-833-230-2168**. To review more details about the peer-to-peer process, view [CareSource's website](#).



Pharmacy Updates for Medicaid

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.



Importance of Taking Medication as Prescribed

It's beneficial to remind patients of the importance of taking their medications exactly as prescribed. Adherence to medication regimens is key to achieving optimal health outcomes. Additionally, when prescribing medications for depression, be sure to let your patients know that it may take several weeks of consistent use for the medication to start working. Your guidance can empower patients to take the necessary steps to improve their health.





Earn CME/CE Credit for Taking Actionable Steps Toward Eliminating Barriers in Mental Health

Join us in our efforts to remove barriers that impact mental health care in minority communities. The CME Outfitters training ***Mental Health Care: Real-Word Tactics to Address Health Inequities*** aims to equip participants with education and tools to be able to:

- Identify the impact of health inequities on mental health care, and
- Individualize a holistic treatment for mental health care to improve patient outcomes.

This activity offers CE/CME credit for:

- Interprofessional: Interprofessional Continuing Education (IPCE)
- Physicians: Accreditation Council for Continuing Medical Education (ACCME)
- Nurses: American Academy of Nurse Practitioners (AANP)
- Pharmacists (ACPA)
- Physician Assistants: American Academy of Physician Assistants (AAPA)
- Social Work: Association of Social Work Boards (ASWB) Approved Continuing Education (ACE)
- ABPN MOC
- American Board of Internal Medicine's (ABIM) Maintenance of Certification (MOC) Program
- Merit-Based Incentive Payment Program (MIPs) Improvement Activity
- Royal College (MOC)

[Click here](#) to learn more about and begin this CME Activity.

Visit CareSource's [Health Equity](#) webpage to learn more about our commitment to health equity, as well as free trainings and resources available to our provider network.

Digital Badging Reminder

CME Outfitters offers free digital badge credentials for education in Diversity & Inclusion. Learn more about this [digital credential](#).



National Mental Health Awareness Month

This May, Mental Health America (MHA) celebrates Mental Health Awareness Month with the theme “Where to Start: Mental Health in a Changing World.”

The universal topic explores the overwhelming stress of our fast-paced lives and the psychological impacts it can have. Additionally, it acknowledges how difficult it can be to know where to begin when navigating those mental health obstacles.

Throughout the month of May, MHA offers a variety of new materials to support mental health well-being and awareness. Among the available items are a toolkit with resources for planning Mental Health Month activities, as well as the paperback release of the MHA’s book, *Where to Start*.

This initiative aims to help individuals:

- Learn how modern life affects mental health with new resources to navigate our changing world,
- Act by building their “coping toolbox” so they can manage stress, difficult emotions and challenging life circumstances or experiences, and
- Advocate to improve the mental health of friends, family, communities and themselves.

For more information and to access these tools and resources for your patients, visit <https://mhanational.org/>. Together, we can make a positive impact on the mental health of our members.



Working Toward Equitable Care

Behavioral health is critical to overall wellness. Research suggests that systemic inequities rooted in racism and discrimination may contribute to disparities accessing and using mental health care. Additionally, when interacting with the health care system, patients commonly report experiencing stigma and discrimination based on:

- their race/ethnicity,
- education level,
- income level,
- sexual orientation,
- and weight.

This can then create negative health care experiences for patients and prevent providers from providing equitable care. Fragmented and uncoordinated care cannot meet the needs of people with multiple chronic conditions and complex care needs, who typically have poorer health outcomes, use more health services, and spend more on health care.

CareSource understands that coordinated care is key to ensuring optimal outcomes for our members and is committed to physical and behavioral health integration across the continuum of care. We prioritize seamless communication between behavioral health providers and other health care providers to promote the best outcomes for members.

To move toward more equitable care, provider offices might consider the following tactics:

- Incorporating the use of the Screening, Brief Intervention, and Referral to Treatment ([SBIRT](#)) tool in primary and specialist practices
- Building a referral process to promote partnerships between behavioral health and primary health provider offices
- Promoting a sense of belonging, dignity, and justice within the health care setting to create a culture in which all care team members, staff, stakeholders and patients feel welcome, valued, and safe
- Utilizing the [Coordination of Healthcare Exchange of Information Form](#) as a tool to streamline communication between health care professionals

Interested in what else CareSource is doing to address health disparities? Visit the [Health Equity Newsroom](#) to learn more.

Resource: <https://integrationacademy.ahrq.gov/products/topic-briefs/health-equity>



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Member Corner

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!