

SPRING 2018

# PROVIDERSource

A newsletter for CareSource Health Partners

## IN THIS ISSUE:

- 2 Meet our Medical Director
- 2 CareSource mobile app
- 4 Provider Portal features



## WE PARTNER TO CLEAR A PATH

ProviderSource is a newsletter for CareSource® health partners in Georgia. In each issue, you will find information about:

- Online resources and helpful tools on our website
- Program announcements and updates
- Clinical resources
- Policy and procedure changes

We are committed to keeping you up to date on our health plan and making it easier for you to work with us. We appreciate your partnership in serving CareSource members.

## FROM THE MEDICAL DIRECTOR

I am pleased to introduce myself as the Medical Director for CareSource in Georgia. As a physician, I understand the value of time to health care practitioners and their busy office staffs. I also know the effort you put forth in providing patients with quality, compassionate care. That's why I am excited to be a part of CareSource and to help facilitate a high level of care for our members.

CareSource strives to provide you with the solutions you need to do just that. From convenient online self-service tools and fast prior authorizations to hassle-free claims processing, we want to make it simple for you to do business with us. As Medical Director, I will always have your interests and values in mind.

Georgia is my home. I have lived here most of my life in different parts of the state. I have spent the majority of my career in Georgia from my years as a primary care pediatrician to my work in population health addressing maternal and child health issues across the state.

At CareSource, our mission is to make a lasting difference in our members' lives by improving their health and well-being. I am proud to help carry out that mission and our CareSource team is committed to working with you to the benefit of our members and your patients.

Thank you for all you do and I look forward to our partnership.

Sincerely,



A handwritten signature in blue ink that reads "Seema Csukas".

**Seema Csukas, M.D., Ph.D., FAAP**  
Medical Director, Georgia Market

## NEW APP HELPS MEMBERS ON THE GO

CareSource recently introduced the CareSource Mobile App, offering members convenient access to important health plan information. Sometimes members lose their ID cards. With the app, members can view their digital insurance ID cards, access their secure MyCareSource accounts, find health care providers nearby and more. The app is accessible via the App Store or Google Play Store.





## ASTHMA CARE

Although doctors are an important part of effective asthma management, many ethnic and racial minorities don't see a doctor regularly as part of their asthma care. In fact:

- More than one in four black adults can't afford routine doctor visits.
- Nearly one in seven Hispanic adults can't afford routine doctor visits.\*

CareSource Care Managers educate patients diagnosed with asthma to help them understand and manage their asthma. They cover topics such as medication compliance, asthma trigger control, self-management, care coordination and adherence to treatment plans.

### For patients with asthma, please be sure to:

- Prescribe appropriate asthma medications and appropriate delivery devices as needed.
- Remind patients to get their medications filled regularly.
- Ensure that patients know the importance of taking their asthma medications and understand how to take their medications.
- Remind patients not to stop taking asthma medications even if they are feeling better and are symptom-free.
- Educate patients on identifying asthma triggers and medication adherence.
- Create an asthma action plan (documented in the patient's medical record) and ensure the patient has a copy.

## DISEASE MANAGEMENT AND WELLNESS

CareSource offers disease management and wellness programs for patients with chronic conditions such as asthma. CareSource members who are automatically enrolled into this program receive information to help them better manage their asthma. This information includes care options for them to discuss with you, their provider.

\* [www.cdc.gov/asthma/impacts\\_nation/asthmafactsheet.pdf](http://www.cdc.gov/asthma/impacts_nation/asthmafactsheet.pdf)

## FIND PDL (PREFERRED DRUG LIST) UPDATES ONLINE

CareSource regularly reviews and updates the PDLs for Medicaid. These PDL updates and other important pharmacy information can be found at [CareSource.com/providers/georgia/medicaid/patient-care/pharmacy/](http://CareSource.com/providers/georgia/medicaid/patient-care/pharmacy/).

Drug coverage information is also available via apps on your smartphone. Apps include Formulary Search by MMIT and Epocrates.

If you do not have access to the internet, please call us and we will send you the updates.

## PROVIDER PORTAL PUTS INFORMATION AT YOUR FINGERTIPS

The CareSource Provider Portal offers convenient time-saving self-service solutions. The Portal enables access to information 24 hours a day, 7 days a week.

### Use the Provider Portal to:

- Verify member eligibility
- Search your payment history and claim status
- Request prior authorization
- Track benefit limits electronically in real time
- And much more!

### Not yet registered to use the portal? No problem! Follow these easy steps:

1. Click “Register Now” and enter your provider name, tax ID, CareSource provider ID and ZIP code.
2. Review and accept the agreement.
3. Create your username and password.

## UPDATE YOUR CONTACT INFORMATION ON THE PROVIDER PORTAL

The Centers for Medicare & Medicaid Services (CMS) requires CareSource to maintain accurate provider information. You can assist us in this effort by ensuring your information is up to date. CMS has asked that we provide expanded information in our provider directories that includes:

- Provider website
- A provider’s completion of cultural competency training

If your information is not current, it will not appear correctly to members in the provider directory.

You can now submit updates to your demographic information online, including address or phone changes, adding a provider, etc. Simply go to the Provider Portal and select “Provider Maintenance” from the navigation links on the left-hand side of the page.

**Please update your information as soon as possible. This is your opportunity to enable us to provide members with your important contact information.**



## BEHAVIORAL HEALTH DIAGNOSTIC ASSESSMENTS WITH SBIRT

Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an evidence-based approach to identify, reduce and prevent problematic substance use disorders (SUDs). There are three major components:

1. **Screening:** Assessing a patient for risky substance use behaviors using standardized screening tools.
2. **Brief Intervention:** Engaging a patient showing risky substance use behaviors in a short conversation, providing feedback and advice.
3. **Referral to Treatment:** Providing a referral to brief therapy or additional treatment to patients who screen in need of additional services.

For more information, visit [www.integration.samhsa.gov/clinical-practice/sbirt](http://www.integration.samhsa.gov/clinical-practice/sbirt).

Just as preventive screening for heart disease or diabetes is customary, diagnostic assessment for early detection of SUD is critical to mitigate the more drastic effects on an individual's physical, behavioral and psychosocial health. SBIRT considers behavioral health to be of equal importance to physical health.



## CARESOURCE SUMMER FOOD TOUR

At CareSource, we go the extra mile for the populations we serve. In August, 48 CareSource employees participated in food distribution events in Milledgeville, Smyrna and Villa Rica. More than 19 percent of all households in Georgia do not know where their next meal is coming from, and we know that many in these households are CareSource members.

The team distributed nearly 100,000 pounds of fresh food, including carrots, bananas, onions, apples, potatoes, corn, watermelon, cabbage, squash, and, of course, Georgia peaches. This food provided meals to 1,854 families!

# PROMOTING PREVENTION WITH WELL-CHILD EXAMS

Well-child exams play a key role in preventive care for children and adolescents. CareSource promotes the American Academy of Pediatrics Bright Futures schedule and recommendations for preventive pediatric health care. These visits may include immunizations, blood lead screenings, developmental screenings, review of medications, substance use treatment and many other screenings.

For each well-child visit you perform, please include in the patient's medical record the visit date and that the office visit was specifically for a well-child exam. Be sure to document, at a minimum, all of the following:

- Health and developmental history
- Physical and mental developmental histories
- Physical exam
- Health education and anticipatory guidance

## EPSDT SERVICES

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health, developmental and specialty services.

**Early:** Assessing and identifying problems early

**Periodic:** Checking children's health at periodic, age-appropriate intervals

**Screening:** Providing physical, mental, developmental, dental, hearing, vision and other screening tests to detect potential problems

**Diagnostic:** Performing diagnostic tests to follow up when a risk is identified, and

**Treatment:** Controlling, correcting or reducing health problems found.

**If you encounter any abnormalities or address a pre-existing problem during a well-child visit, please bill both the appropriate EPSDT visit code and the appropriate evaluation and management (E&M) code with the modifier 25.**

For more information regarding well-child exam frequency, immunization schedules, and proper bill coding and procedures, please review the CareSource Health Partner Manual or visit [www.CMS.gov](http://www.CMS.gov).



## Documenting immunizations

When completing immunizations for your CareSource patients, remember to:

- Record the immunizations with the Georgia Immunization Registry (GRITS).
- Document the immunizations (historic and current) in the patient's medical record to include:
  - A note indicating the name of the specific antigen and the date of the immunization
  - The certificate of immunization prepared by an authorized health care provider or agency
  - Parent refusal, documented history of anaphylactic reaction to serum/vaccinations, illnesses or seropositive test results
  - The date of the first hepatitis B vaccine given at the hospital and the name of the hospital if available

By age six, children should have the following immunizations:

- Four DTaP and three HepB
- Four IVP and two Influenza
- Two MMR and four Pneumococcal Conjugate
- Three Hib and two or three Rotavirus
- Two HepA and two dose series of Varicella

By age 13, they should have:

- One Meningococcal vaccine between the 11th and 13th birthday
- One Td or Tdap
- Two doses of the HPV vaccine

## LET'S GET TO KNOW EACH OTHER BETTER

We have enjoyed meeting health partners across Georgia, and we welcome your feedback! We have hosted virtual and onsite orientation sessions across the state to share about who we are and to learn more about our health partners.

We'd like to get to you know better! We are available to do an orientation session for your organization – email [GAProviderRelations@CareSource.com](mailto:GAProviderRelations@CareSource.com) to schedule a session.

## PREVENTIVE CARE FOR ADULTS

Help us to remind our members that well-care checkups are not just for children and adolescents. CareSource is committed to prevention and early detection of disease for the people we are privileged to serve. We are dedicated to helping people live healthier lives, and we hope you encourage our members to receive age- and gender-appropriate preventive care services.



P.O. Box 723308  
Atlanta, Georgia 31139-0308

## VISIT US

[CareSource.com](http://CareSource.com)

## CONTACT INFORMATION

Phone: **1-855-202-1058**

Provider Relations email:  
**GAProviderRelations@  
caresource.com**

## JOIN US

 [Facebook.com/CareSourceGA](https://www.facebook.com/CareSourceGA)



## SUPPORTING ORAL HEALTH

CareSource encourages regular and appropriate oral care for all our members. Please remind your patients of the importance of getting their teeth cleaned at least once a year. Regular visits to the dentist provide access to cleaning, early diagnosis and treatment, and education on how to prevent problems.

Guidelines set by the American Academy of Pediatric Dentistry (AAPD), the American Dental Association (ADA) and the American Academy of Pediatrics (AAP) recommend children have their first dentist visit by age 1.

