



SUMMER 2024

PROVIDER *Source*

A Newsletter for CareSource Health Partners

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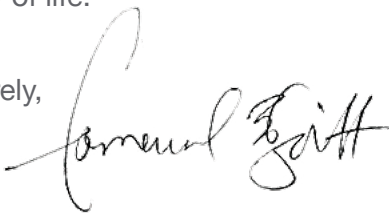
Chief Medical Officer's Note

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. Cameual Wright

Vice President, Market Chief Medical Officer – Indiana



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



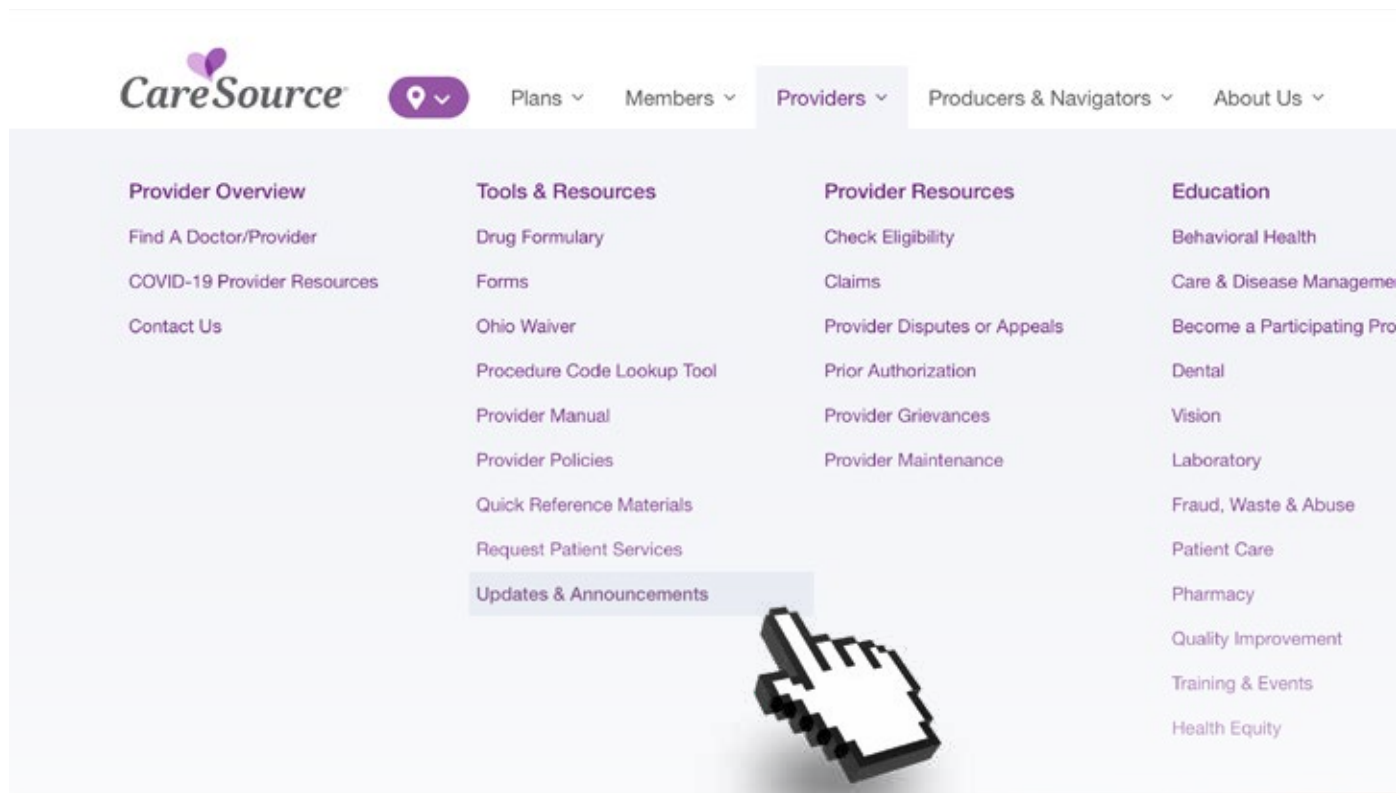
Network Notification Bulletin

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:

- [\(Medicaid\) Prior Authorization Time Frames - UPDATE](#)
- [\(Marketplace\) Provider Portal Claim Submission Tool Update](#)
- [\(Marketplace and Medicaid\) Removing Barriers: CareSource Life Services](#)

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. To receive provider communications such as policy updates and network notifications from CareSource, complete the [Provider Communications Form](#).



Hoosier Heartbeat Award

As Health Officer for Clark County Health Department, Medical Director for Meade County EMS, Primary Care Director of LifeSpring Health Systems, and a practicing emergency department (ED) physician, Dr. Yazel does it all! He is an exemplary partner who is always both willing and enthusiastic to explore opportunities to partner and innovate. We have worked with him on several efforts, including an initiative to improve COVID vaccination rates in Clark County and a provider panel to increase follow-up visits for patients leaving the ED for substance use disorder. We are excited to collaborate with him again around paramedicine to improve access, availability, and quality of care for our members. Dr. Yazel's dedication and passion for his community is evident and we are thrilled to recognize him with the Hoosier Heartbeat Award!



“CareSource’s dedication to the communities they serve is second to none. They are constantly looking for new and innovative ways to break down barriers to care access and eliminate health care disparities. They are an outstanding community partner for so many of our local health care entities.”

– Dr. Yazel



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 Program 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 a few programs for our Medicaid members – the **Babies First**, **Kids First** and **MyHealth** program. The MyHealth program is also offered to our Marketplace members. Our programs are designed to encourage and 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.



Perinatal Mood and Anxiety Disorders: Patient Referral Resources

Perinatal mood and anxiety disorders are among the most common health challenges women face during pregnancy or in the first 12 months postpartum. Often these mental health disorders remain underdiagnosed, untreated, or under-treated. CareSource understands the importance of integrating physical and behavioral health care. We also understand there can be challenges when coordinating care across different specialties.

ACOG recommends initiation of treatment or referral for behavioral health therapy to a specially trained mental health care provider for the greatest benefit. Referrals for positive screenings to in network behavior health providers can be made by contacting CareSource Member Services at **1-844-607-2829**. Additionally, providers may refer members to our Care Management teams via the online CareSource Provider Portal. The CareSource Find a Doctor/Provider tool can also be of assistance in finding a mental health professional at <https://findadoctor.caresource.com>.

Looking for more information or resources for your patients?

The National Maternal Mental Health Hotline

Call or text any time! **1-833-9-HELP4MOMS** or **1-833-943-5746**

Postpartum Support International

Get help: Call the PSI helpline at 1-800-944-4773

988 Suicide & Crisis Lifeline

Call or text **988** any time for nationwide suicide and crisis lifeline

NIMH » Perinatal Depression ([nih.gov](https://www.nih.gov))

Mental health and perinatal depression information



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

Indiana Medicaid

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 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/>



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.



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.

Your Practice

Indiana CHAMP Program – Offering Free Psychiatry Consultations for Providers

The Indiana Consultations for Health Care Providers in Addiction, Mental Health, and Perinatal Psychiatry Program (CHAMP) is a FREE adult and perinatal psychiatry access program through the Indiana University School of Medicine. CHAMP is designed to support frontline providers in treating mental health and substance use treatment in their adult patients.

CHAMP offers a free statewide provider-to-provider phone consultation for questions about assessment, diagnosis, treatment planning, or referral to community resources.

The process is simple. Providers can call **317-274-2400**, anytime Monday through Friday from 9 a.m. to 5 p.m. Eastern Time (ET). After a short intake with a CHAMP health navigator, providers will be connected to a board-certified psychiatrist within 30 minutes, or at a specific callback time. After the conversation, a brief written documentation of the recommendations via encrypted email will be sent.

While the psychiatrist can provide information and guidance, the primary care physician continues to care for their patient. To find out more or register for the CHAMP program, scan the QR codes.



CHAMP Website



CHAMP Registration for Providers





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.”

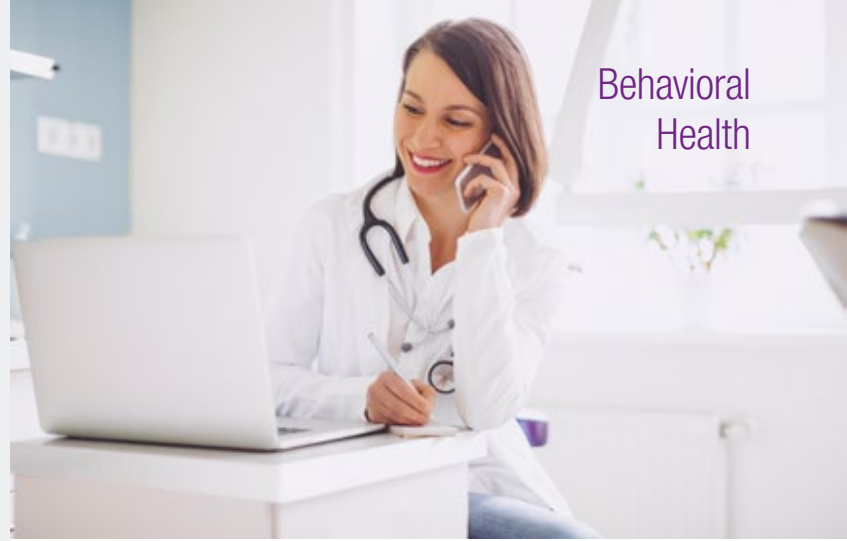
The universal topic explores the overwhelming stress of our fast-paced lives and the psychological impacts it can have. Additionally, it acknowledges how difficult it can be to know where to begin when navigating those mental health obstacles.

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.



Behavioral
Health

Indiana Medicaid Behavioral Health Member Profile

On a daily basis, CareSource sends information to the CareSource Provider Portal, including a behavioral health profile, to the assigned primary medical provider (PMP) on file with us. This profile lists the physical and behavioral health treatment received by that member. Information about substance use disorder treatment and HIV is only released if the member has signed a consent form.

If you are a PMP and want to view one of your member’s behavioral health profiles, please visit the Provider Portal by going to **CareSource.com** > Provider Overview > [Provider Portal Log-in](#). The link to the member’s behavioral health member profile is available from the Member Eligibility page. Click Member Eligibility from the left navigation menu, and then search and locate a member’s record.

If you are unable to log in to the portal, please call the CareSource Provider Services department at **1-866-286-9949** for assistance. Feel free to check the Provider Portal at any time for updates and changes to the behavioral health profile.

We hope that the behavioral health profile assists in the exchange of health information between the PMP and the behavioral health providers treating the member to aid in coordination of care.

The Importance of Follow-Up After Hospitalization

Indiana Medicaid

In 2021, one in five United States adults (57.8 million) live with a mental illness according to the National Institute of Mental Health. Individuals hospitalized for mental health disorders often receive inadequate follow-up care and risk readmission. The National Committee on Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) Follow-Up After Hospitalization (FUH) measure looks at the continuity of care for mental illness, measuring the percentage of members six and up who were hospitalized for treatment of select mental illnesses or intentional self-harm and who had follow-up visits with a mental health provider within seven days and 30-days after their discharge.

Providing follow-up care after a psychiatric hospitalization within seven days of discharge can lead to positive results like:

- Fewer readmissions
- Evaluation/adjustment of medications
- Ensuring support transition back to home, work or school
- Building progress made during the hospitalization

An outpatient visit with a mental health provider after discharge is the standard of care to ensure that gains made during hospitalization are not lost to early post-hospitalization reactions or medication problems. CareSource recognizes that post-discharge care is a best practice and essential to providing high-quality care for your patients and offer Member Rewards for keeping their seven-day FUH appointment.

Reference: <https://www.nimh.nih.gov/health/statistics/mental-illness>
Follow-up after hospitalization for mental illness. NCQA. (2023, February 3). Retrieved March 10, 2023, from www.ncqa.org/hedis/measures/follow-upafter-hospitalization-for-mental-illness/



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>



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

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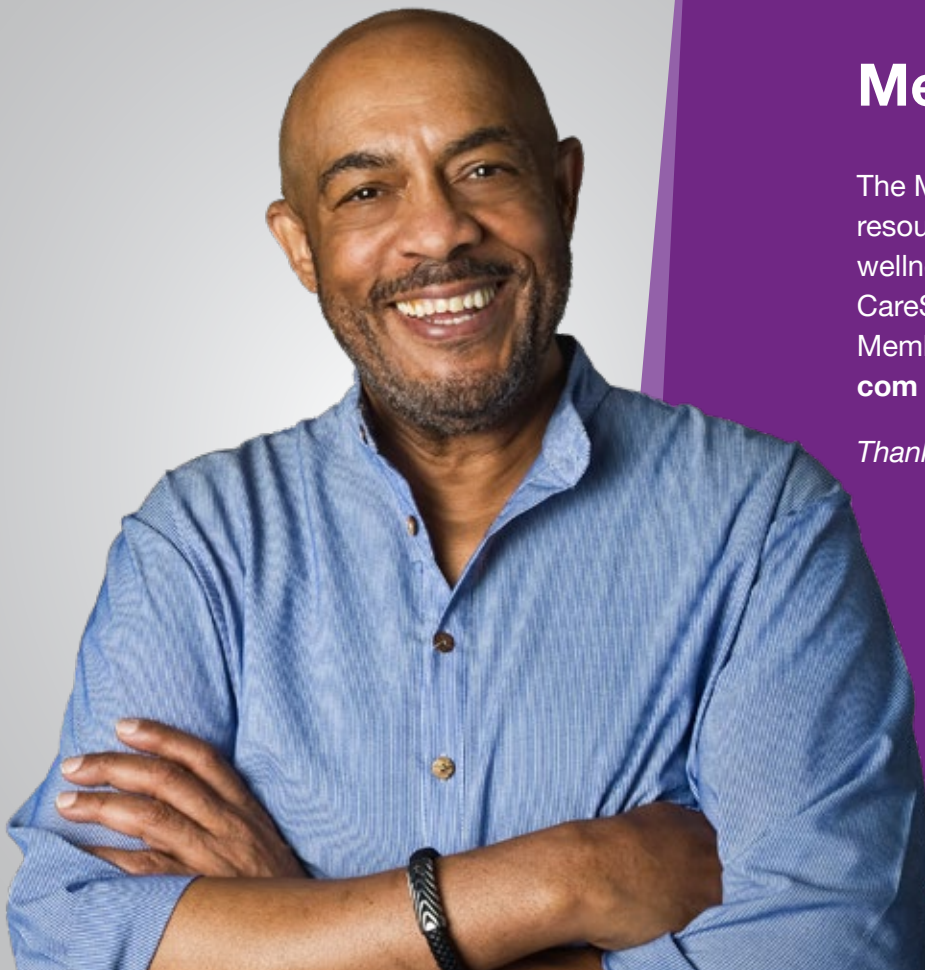
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Member Corner

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!