



About *CareSource*


CareSource[®]

About CareSource

OUR MISSION

To make a lasting difference in our members' lives by improving their health and well-being.

OUR MODEL

CareSource is a health insurance company focused primarily on public programs including Medicaid, Medicare Advantage, and the Health Insurance Marketplace.

OUR FOOTPRINT

CareSource currently serves members in Ohio, Kentucky, Indiana, West Virginia and Georgia.



Marketplace

CareSource offers Qualified Health Plans through the Health Insurance Marketplace.

Our Marketplace plan members:

- Have access to affordable, high-quality health insurance with no limits due to pre-existing conditions or annual benefit caps
- Are responsible for any deductibles, coinsurance or payments that apply to their coverage
- May receive reduced premiums or cost-sharing amounts based on their income

Since we have purposely focused on the uninsured, we designed our Marketplace plans with low copayments and deductibles to improve access and reduce uncompensated care.



Medicare Advantage

We offer three Medicare Advantage Health Maintenance Organization (HMO) plans:

- CareSource Advantage Zero Premium™ (HMO)
- CareSource Advantage® (HMO)
- CareSource Advantage Plus™ (HMO)

Our Medicare Advantage plans (Part C) provide members with all the benefits of Part A and Part B, plus prescription drug coverage (Part D)

Members:

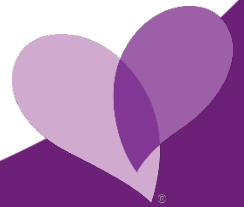
- Are responsible for any deductibles, coinsurance or payments that apply to their coverage
- May receive reduced premiums or cost-sharing amounts based on their income.



Health Partner Resources

CareSource wants to equip you to work with our health plan to provide the best service for our members. These resources will help familiarize you with the CareSource Marketplace and Medicare Advantage plans. You will find key information that will make it easier to do business with us and assist you in serving our members.

- Network Notifications
- Newsletters
- Online Forms
- Provider Portal
- Health Partner Manual
- Provider Call Center
- Provider Engagement Representatives



Network Notifications

- We want to make it easy for you to stay aware of any changes to our policies and procedures, as well as new processes we create to make doing business with us more efficient.
- Updates & Announcements are published to communicate updates that impact claims, clinical guidelines, Provider Portal functions and more.
- Current and archived network notifications can be located on the website and are available in PDF format for saving and/or printing.

Visit our Updates & Announcements pages:

Marketplace: [CareSource.com/providers/kentucky/marketplace/plan-resources/updates-announcements/](https://www.caresource.com/providers/kentucky/marketplace/plan-resources/updates-announcements/)

Medicare Advantage: [CareSource.com/providers/kentucky/medicare-advantage/plan-resources/updates-announcements/](https://www.caresource.com/providers/kentucky/medicare-advantage/plan-resources/updates-announcements/)

2017	Date Posted
PY-0108, PY-0109 Telemedicine-Telehealth Payment Policy	05/04/2017
Cite AutoAuth – Inpatient PA Requests	04/03/2017



Newsletters

CareSource publishes newsletters so you can stay informed about plan news and explore new ways to work with us to improve the lives of our members. In each issue, you will find information about topics such as:

- Provider Portal online tools
- Program announcements and updates
- Policy and procedure changes
- Clinical resources

All published newsletters are available on our website for reference

SPRING 2017

PROVIDERSource

A newsletter for CareSource Health Partners

IN THIS ISSUE:

- 2 From the Medical Director
- 2 Due Dates for Record Requests
- 3 Coverage for Clinical Trials
- 4 Flu Vaccines: It's Not Too Late
- 6 Antibiotic Use Reminder

OPERATIONAL NEWS

MEDICAL RECORD REVIEWS BEGIN FOR 2017

In February 2017, CareSource started the process of abstracting data from member medical records for Healthcare Effectiveness Data and Information Set (HEDIS®) scoring. HEDIS is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare health care quality. Collecting data from member medical records ensures that CareSource's HEDIS measures accurately represent the high quality of care that you provide to our members. Collecting this information is part of your Provider Agreement with CareSource to fulfill state, federal, and accreditation obligations.

We appreciate your assistance in providing access to the medical information as requested. We have contracted with a vendor to abstract records on our behalf. As a CareSource business associate, our vendor is required to maintain the confidentiality of any protected health information (PHI) it may access during this process in accordance with the Health Insurance Portability and Accountability Act (HIPAA). As part of the HEDIS data collection process, our vendor will contact your office to secure medical records or to schedule a visit to review records at your office.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

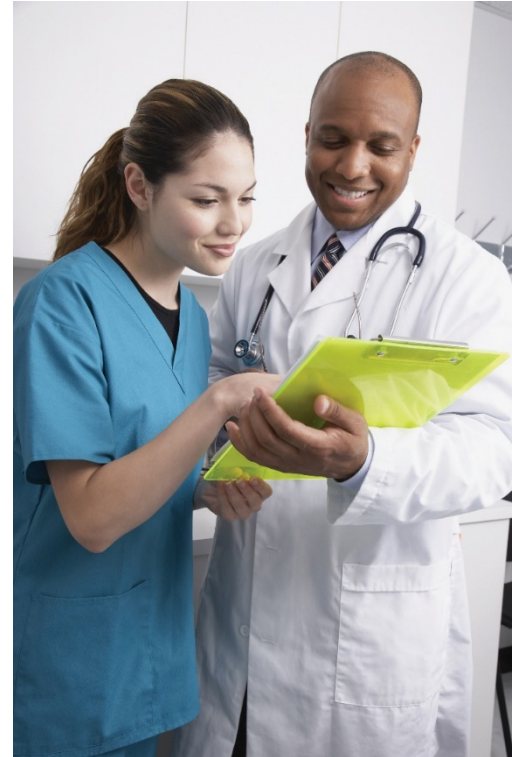
CareSource



Online Forms

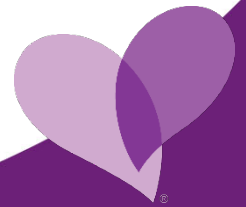
CareSource has many resources available at your fingertips by accessing our website. As a Kentucky health partner, you can easily locate FAQs, Quick Reference guides and links to commonly used forms such as:

- New Health Partner Contract Form
- Health Partner Change Request Form
- Instamed EFT Enrollment Form
- Medical Prior Authorization Request Form
- Fraud, Waste & Abuse Reporting Form



Provider Portal

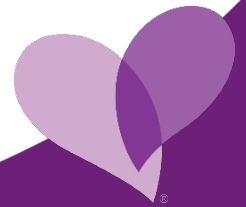
- CareSource makes it easier for you to do business with us 24 hours a day, seven days a week with our free and secure provider portal.
- Accessing the Provider Portal is fast and easy by visiting <https://providerportal.caresource.com/KY/>
- In order to utilize the portal, you must use Internet Explorer 8, 9, 10, or 11 or you may also use Google Chrome or FireFox browsers



Provider Portal

The Provider Portal allows you to:

- Verify Eligibility
- Check Term Dates
- Track Benefit Limits
- Confirm Coordinate of Benefits
- Submit Prior Authorizations
- Submit Claims
- Check Claim Status
- View Explanation of Payments
- View Payment History
- Make Case Management Referrals
- View and Collaborate on Member Care Plans
- Review Member Profile
- Clinical Practice Registry
- PCP Member List



Health Partner Manual

The Health Partner Manual is a resource for working with our health plan. The manual communicates policies and programs and outlines key information such as claims submission, reimbursement processes, authorizations, member benefits and more to make it easier for you to do business with us.

Health partners should access the most current version of the manual on our website for the most up-to-date policies and procedures.

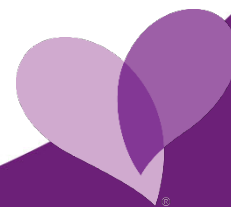
Find manuals online on the Provider Manual pages:

- Marketplace: [CareSource.com/documents/mp-health-partner-manual/](https://www.caresource.com/documents/mp-health-partner-manual/)
- Medicare Advantage: [CareSource.com/documents/ma-health-partner-manual/](https://www.caresource.com/documents/ma-health-partner-manual/)



Health Partner Services

- CareSource strives to make it easy for you to work with us, whether online or over the phone. For questions not addressed on our website, please call Health Partner Services:
 - Marketplace: 1-855-852-5558
 - Medicare Advantage: 1-855-202-1059
- The call center representatives are available Monday through Friday, 8 a.m. to 6 p.m., Eastern Standard Time.



Provider Engagement

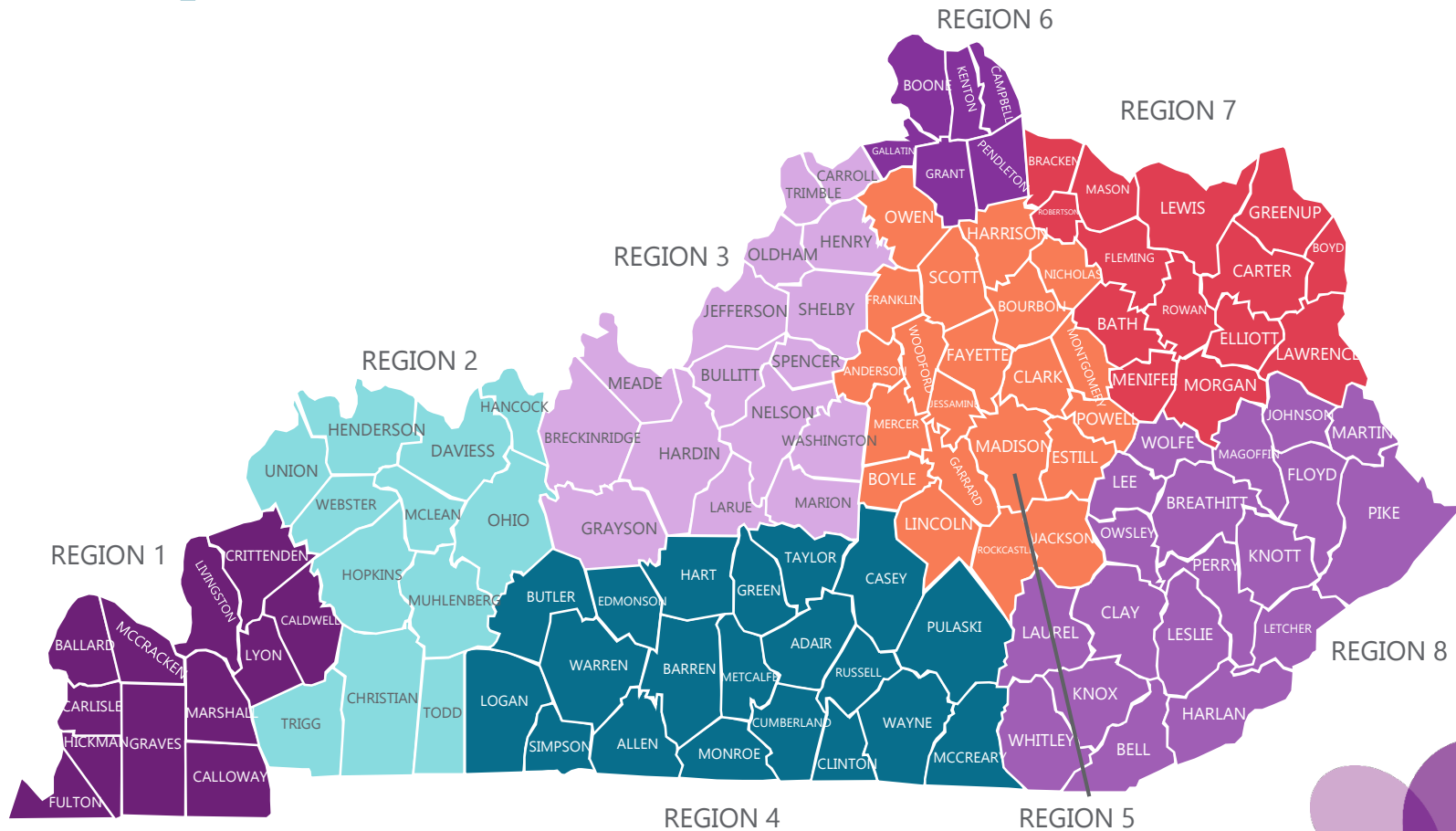
- In addition to the call center, CareSource also offers dedicated, regionally located, health partner engagement staff to perform new health partner orientations, site visits and assist with complex issues.
- The CareSource health partner engagement team is able to assist through various modes of communications such as onsite, webinars and telephone.
- The health partner engagement team is located throughout the state and assigned to assist health partners based upon location and provider type.

Find your assigned health partner engagement representative at:

[CareSource.com/documents/provider-relations-representative-county-assignment-map/](https://www.caresource.com/documents/provider-relations-representative-county-assignment-map/)

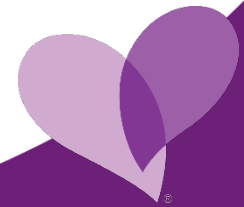


Health Partner Engagement Map



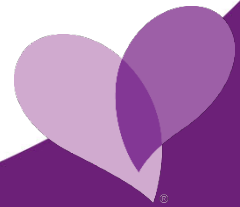
Health Partner Engagement

Dawn Powell – Manager, Health Partnerships, Regions 1 to 4 502-938-1493 Dawn.Powell@caresource.com	
Kelly Dockter Dean Regions 1, 2 & 4 Facilities & Ancillaries 502-494-9639 Mary.Dockterdean@caresource.com	All facilities & ancillary providers in all counties of Regions 1 & 2; all facilities in all Indiana counties except Clark & Floyd counties
Casey Martin Regions 1 & 2 Non-Facilities 270-348-6933 Casey.Martin@caresource.com	All non-facility providers in all counties of Regions 1 & 2; all non-facilities in all Indiana counties except Clark & Floyd counties
Lindsay Young Region 3 Facilities & Ancillaries 502-648-1688 Lindsay.Young@caresource.com	All facilities & ancillary providers in all counties of Region 3; all facilities in Clark and Floyd counties
Felicia Wheeler Region 3 Non-Facilities 502-262-7142 Felicia.Wheeler@caresource.com	All PCPs in Jefferson County; Norton Healthcare Physicians; all non-facility providers in Indiana counties of Clark and Floyd



Health Partner Engagement

Beth Day Region 3 Non-Facilities 502-919-1978 Bethany.Day@caresource.com	All PCPs in all counties of Region 3 except Jefferson County; Hardin Memorial Physicians; KyOne Health Physicians
Erin Samuels Region 3 Non-Facilities 502-200-3180 Erin.Samuels@caresource.com	All specialty/multi-specialty physicians in all counties of Region 3; Baptist Healthcare Physicians located in Region 3; University of Louisville Physicians
Trey Richardson Region 4 Non-Facilities 606-331-0470 Trey.Richardson@caresource.com	All non-facility providers in all counties of Region 4; all non-facility providers affiliated with CHC; TJ Samson physicians; all Tennessee non-facility providers



Health Partner Engagement

Martin Bone – Manager, Health Partnerships, Regions 5 to 8

502-213-4737 | Martin.Bone@caresource.com

Patricia Smith-Glover Region 5 & 6 Facilities & Ancillaries

502-303-4680 | Patrcia.Smithglover@caresource.com

All facilities and ancillary providers in all counties of Regions 5 & 6; All UK Healthcare facilities; all Ephraim McDowell facilities; all Ohio facilities in the KY Network

Hope Lafavers Region 5 Non-Facilities

502-216-6314 | Hope.Lafavers@caresource.com

All non-facility providers in Region 5 counties of Anderson, Mercer, Jessamine, Boyle, Lincoln, Garrard and Rockcastle; KMSF Physicians; Lexington Clinic; Ephraim McDowell Physicians; Baptist Healthcare physicians located in Regions 5

Guy Custer Region 5 Non-Facilities

859-469-2754 | Guy.Custer@caresource.com

All non-facility providers in Region 5 counties of Clark, Fayette, Montgomery, Madison, Powell, Estill, Jackson



Health Partner Engagement

<p>Thomas Brown Regions 5 & 6 Non-Facilities 502-565-9805 Thomas.Brown@caresource.com</p>	<p><u>Region 5:</u> All non-facility providers in counties of: Owen, Franklin, Scott, Harrison, Bourbon, Nicholas, Woodford <u>Region 6:</u> All non-facility providers in all Region 6 counties St. Elizabeth Healthcare physicians; all non-facility Ohio providers in the KY Network</p>
<p>Brittany Whitaker Regions 7 & 8 Facilities & Ancillaries 606-802-4594 Brittany.Whitaker@caresource.com</p>	<p>All facilities and ancillary providers in all counties of Regions 7 & 8; Appalachian Regional Healthcare; Quorum; Team Health; LifePoint (Corporate); Pikeville Medical Center; St. Claire; Our Lady of Bellefonte; All West Virginia facilities in the KY Network</p>
<p>April Lovins Region 7 & 8 Non-Facilities 606-303-4429 April.Lovins@caresource.com</p>	<p><u>Region 7:</u> All non-facility providers in all counties of Region 7 <u>Region 8:</u> All non-facility Region 8 counties of: Wolfe, Magoffin, Johnson, Floyd, Martin Appalachian Regional Healthcare physicians; All West Virginia non-facility providers in the KY Network</p>
<p>Trista Daugherty Region 8 Non-Facilities 606-341-4679 Trista.Daugherty@caresource.com</p>	<p>All non-facility providers in Region 8 counties as outlined on the map except Wolfe, Magoffin, Johnson, Floyd and Martin; Lake Cumberland Physicians Network; Pikeville Medical Center Physicians</p>

Health Partner Engagement

Ancillary Contacts

Brittany Whitaker – Ambulance/Transportation, Rehabilitation Centers
606-802-4594 | Brittany.Whitaker@caresource.com

Kelly Dockter Dean – DME, Lab
502-494-9639 | Mary.Dockterdean@caresource.com

Lindsay Chatham – Home Health, Home Infusion
502-648-1688 | Lindsay.Chatham@caresource.com

Patricia Smith-Glover – Dialysis, Hospice
502-303-4680 | Patricia.Smithglover@caresource.com



A photograph of two women laughing and hugging. The woman on the left has dark hair in a bun and is wearing a black shirt. The woman on the right has blonde hair and is wearing a white shirt. They are both smiling broadly and laughing. The background is a soft, out-of-focus outdoor setting with warm lighting.

Thank you!

 *CareSource*[™]