



# Meet CareSource PASSE™



## About CareSource PASSE

At CareSource PASSE, our mission is to make a lasting difference in our members' lives by improving their health and well-being. CareSource PASSE is a Provider-Led Arkansas Shared Savings Entity. The entity was formed to serve Arkansas Medicaid members with complex behavioral health needs and members with intellectual and developmental disabilities. The provider-led partnership includes health care and community leadership from across Arkansas with a shared commitment to transforming the delivery of care for its members by creating innovative community solutions focused on a person-centered approach and engagement through caregivers, providers, and community-based organizations.

## Our Experience & Model

CareSource PASSE is dedicated to supporting Arkansas members with complex needs by bringing our person-centered model and community-based approach. Our experience working with Medicaid and other diverse populations has equipped us to make health care and support services easier to navigate for members and their circle of support. A key part of our PASSE model is working with the member and their Person-Centered Team, which plays a critical role in supporting an individual's overall health and well-being. We bring a model of innovation that prioritizes making community-based services more accessible for Arkansans we serve.

The PASSE model was designed in partnership with collaborative feedback from Arkansas health care providers, caregivers, family members and individual members with the overall goal of allowing members the opportunity to live independently within their own community. Our model for service delivery is beyond traditional health care services and includes services that positively impact an individual's well-being. Examples of those include: employment assistance, social determinants of health supports, and community-based life service programs designed to build key skills in support of a successful life within communities throughout Arkansas.



### Our Partners

CareSource PASSE partners with CareSource, a multi-state health plan recognized as an innovative leader in managed care, and five leading Arkansas health care organizations to form this PASSE. Together we collaborate to support complex populations by improving outcomes related to health, well-being and activities that promote a meaningful day. The founding organizations include:

- ✓ James A. Zini D.O., P.A. and the Zini Medical Clinic
- ✓ Chenal Family Therapy, PLC
- ✓ Ashley County Medical Center (ACMC)
- ✓ Rehabilitation Network Outpatient Services (Rehab Net)
- ✓ Acadia Healthcare Company, Inc., (Acadia)
- ✓ CareSource

Our partner group brings a depth of expertise from multiple perspectives and a history of experience serving Arkansans. They are leaders and innovators in their own right and bring passion for change to the PASSE program and a desire to provide innovative, quality-based community care for Arkansans.





## Our Services

### Care Coordination

- Integrated physical and behavioral health care
- Person-centered service planning
- Transition of care and continuity of care
- Community and support waiver services
- 24/7 access to care coordination

### Member Support Services

- CareSource24 Nurse Advice Line (833-687-7305)
- Nonmedical Community Supports and Services
- Health education
- Interpreter services
- Telehealth
- MyResources
- Cultural competency programs



## CareSource PASSE Contacts

|                                   |  |
|-----------------------------------|--|
| <b>Provider Services</b>          | <b>1-833-230-2100</b>  |
| <b>Provider Portal URL*</b>       | <a href="https://providerportal.caresourcePASSE.com">https://providerportal.caresourcePASSE.com</a>      |
| <b>Website</b>                    | <a href="https://CareSourcePASSE.com">CareSourcePASSE.com</a>  |
| <b>Email</b>                      | <a href="mailto:Arkansas_Network@caresource.com">Arkansas_Network@caresource.com</a>                     |
| <b>Social Media</b>               | <a href="https://Facebook.com/CareSourcePASSE">Facebook.com/CareSourcePASSE</a>                          |
| <b>Service Determination Team</b> | <a href="mailto:ServiceDeterminations@caresourcePASSE.com">ServiceDeterminations@caresourcePASSE.com</a> |
| <b>Benefit Managers</b>           | Care Bridge, Avalon, Superior Vision, NIA Magellan, Express Scripts                                      |

### Operational Excellence & Quality

Our work requires a keen focus on our members' needs and improving their lives by providing quality health and life services. Quality is at the heart of our work.

### Online Resources

CareSource PASSE communicates with our provider network through a variety of channels, including phone, fax, Provider Portal, newsletters, **CareSourcePASSE.com** and network notifications. We encourage you to reach out to your assigned Provider Engagement Representative with any questions.

