

SPRING 2018

# PROVIDERSource

A newsletter for CareSource Health Partners

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## OPERATIONAL NEWS

### NATIONAL PRESCRIPTION DRUG TAKE-BACK DAY

The DEA has set April 28, 2018, from 10 a.m. – 2 p.m. as the next National Prescription Drug Take-Back Day. More about the event is posted at [www.deadiversion.usdoj.gov/drug\\_disposal/takeback/index.html](http://www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html)

Collection sites will be posted on the website above on April 1. The National Prescription Drug Take-Back Day aims to provide a safe, convenient and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications.

Please spread the word!

## FROM THE MEDICAL DIRECTOR

With busy practices and rushed schedules, health care providers can find it challenging to communicate effectively and empathetically with patients. However, patient-centered communication can be achieved, even during brief encounters.

Understanding your patient's perspective and expressing empathy are key features of patient-centered care. Keep these general guidelines in mind:

- Elicit your patient's agenda with open-ended questions, especially early on.
- Do not interrupt the patient.
- Engage in focused, active listening.
- Express empathy, understanding and positive reinforcement.

These are just a few ways you can strengthen your patient-centered communication skills. In addition, studies show that training programs, even those less than 10 hours in duration, can improve skills. More detailed information can be found on the American Family Physician website at [www.aafp.org/afp](http://www.aafp.org/afp). As always, CareSource supports your efforts to serve and communicate effectively with our members. We value your partnership.

Sincerely,



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

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

## FIND PDL (PREFERRED DRUG LIST) UPDATES ONLINE

CareSource regularly reviews and updates the preferred drug lists (PDLs) for all our product lines. These PDL updates and other important pharmacy information can be found at **CareSource.com**. Drug coverage information is also available via apps on your smartphone, including Formulary Search by MMIT.

If you do not have access to the internet, please call us and we will send you the updates. Please call Health Partner Services at **1-855-202-1058** to request the most recent PDL.



## PREVENT PRESCRIPTION DRUG MISUSE WITH GENERATION Rx

Generation Rx is an excellent educational resource for people of all ages. It was created by The Ohio State University College of Pharmacy and the Cardinal Health Foundation to provide free, easy-to-use educational tools about preventing misuse of prescription drugs.

Generation Rx programs are developed for seven different audience groups: elementary, teen, college, adult, senior, patient, and workplace. From activity sessions and games for elementary-aged children, to waiting-room videos and brochures for patients, Generation Rx raises awareness of the importance of proper storage, use and disposal of prescription drugs to decrease harm and misuse. Generation Rx also has steps to take if someone overdoses or needs help for a drug problem.

For more information, go to [www.generationrx.org](http://www.generationrx.org).

## 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 by ensuring your information is up-to-date. CMS has asked that we provide expanded information in our provider directories including:

- Provider website information
- Indication of a provider's completed cultural competency training

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

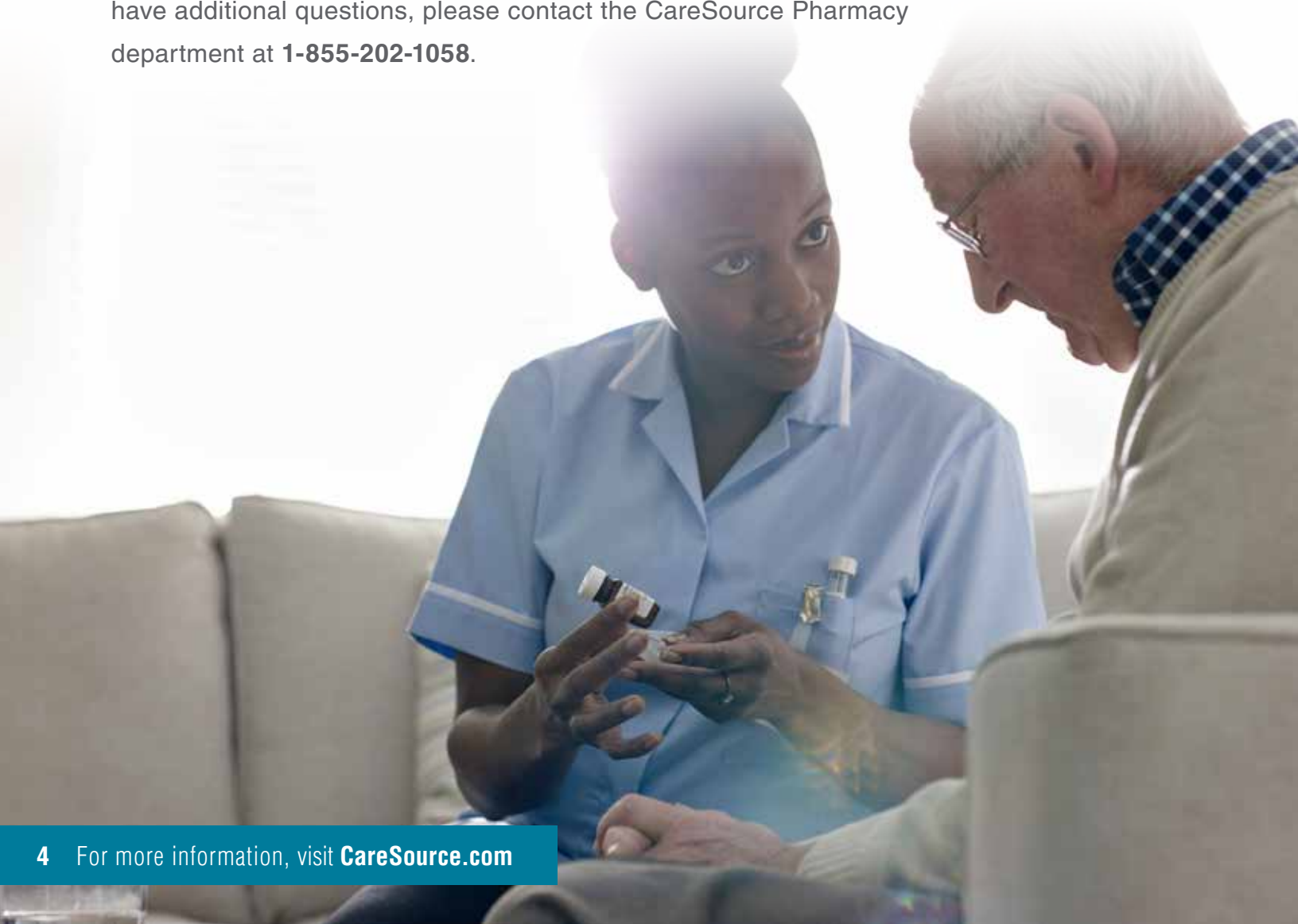
You can submit updates to your information online. Simply go to the Provider Portal and select "Provider Maintenance" from the navigation links on the left side of the page.

## OPIOID PRESCRIPTION LIMITS

As part of our continuing effort to fight opioid abuse, CareSource has implemented limits on opiate prescriptions to help prevent addiction. All long-acting opioid pain medication requires prior authorization, and many long-acting and short-acting opioid pain medications have quantity limits. Please see the Preferred Drug List on **CareSource.com** for detailed information.

### What does this mean for you?

If a prescription exceeds the limits that are in place, prior authorization will be required. Please note that there are exceptions for members with certain chronic conditions, such as cancer or sickle cell disease. These prior authorization requests will be reviewed within 24 hours. If you have additional questions, please contact the CareSource Pharmacy department at **1-855-202-1058**.





## PROMOTING CHILDREN'S DENTAL HEALTH

Did you know that the American Dental Association held the first national observance of Children's Dental Health Day on Feb. 8, 1949?

In 1981, the program was extended to a month-long observance in February known today as National Children's Dental Health Month. At CareSource, we believe every month is the best month to promote children's dental care because of the importance of oral health to every patient's overall health.

### WHAT CAN YOU DO?

- Assess and reassess the covered dental benefits for your CareSource patients. Are you encouraging preventive services? What about fluoride varnish?
- Dedicate a team member in your office to calling your patients for preventive visits.
- Visit some other local health care providers, community centers or schools to collaborate on oral health risk assessments and referrals to your office.

We will be implementing provider incentive programs for dental wellness visits, so stay tuned. Join us on social media and use #CareSourceSmiles as we spread the message of optimum oral health for all.



## COMPREHENSIVE DIABETES CARE: **RETINAL EYE EXAM**

Individuals with diabetes are at an increased risk for eye problems such as retinopathy, cataracts and glaucoma. Diabetic retinopathy is the most common diabetic eye disease and is the most common cause of new cases of blindness in adults in developed countries who are between the ages of 20 and 74.\* CareSource recommends the American Diabetes Association standards to help guide the care of CareSource members with a diagnosis of diabetes.

CareSource uses the NCQA HEDIS Comprehensive Diabetes Care measure to monitor member quality of care. The measure is defined as the percentage of adults 18-75 years of age with diabetes (Type 1 and Type 2) who had one of the following:

- A retinal or dilated eye exam by an eye care professional (optometrist or ophthalmologist) in the measurement year
- A negative retinal or dilated eye exam (negative for retinopathy) by an eye care professional in the year prior to the measurement year
- Bilateral eye enucleation anytime during the member's history through December 31 of the measurement year



### Documentation of the retinal or dilated eye exam includes:

- A note or letter from the ophthalmologist, optometrist, primary care physician or other health care professional stating that the ophthalmoscopic exam was completed by an eye care professional and includes the date and the result of the exam
- A chart or retinal photograph indicating the date that it was performed and evidence of the test being read by an eye care professional or a qualified reading center operating under the direction of a medical director who is a retinal specialist
- A negative retinal or dilated exam by an eye care professional in the year prior to the current year stating “retinopathy not present” or “normal findings” on dilated or retinal eye exam

## CLAIM CODES

Please remember to submit claims with the appropriate codes for the eye exam services that were completed.

### Compliance Codes

<b>Eye exam CPT</b>	65091, 65093, 65101, 65103, 65105, 65110, 65112, 65114, 67028, 67030, 67031, 67036, 67039, 67040-67043, 67101, 67105, 67107, 67108, 67110, 67112, 67113, 67121, 67141, 67145, 67208, 67210, 67218, 67220, 67221, 67227, 67228, 92002, 92004, 92012, 92014, 92018, 92019, 92134, 92225-92228, 92230, 92235, 92240, 92250, 92260, 99203, 99204, 99205, 99213, 99214, 99215, 99242-99245
<b>Eye exam CPT II</b>	2022F, 2024F, 2026F, 3072F
<b>Eye exam HCPCS</b>	S0620, S0621, S3000

\*Source: [www.diabetes.org/newsroom/press-releases/2017/ADA-Diabetic-Retinopathy.html](http://www.diabetes.org/newsroom/press-releases/2017/ADA-Diabetic-Retinopathy.html)



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## VISIT US

**CareSource.com**

## CONTACT US

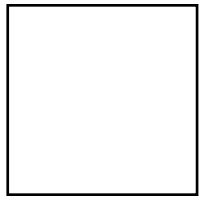
Phone: **1-855-202-1058**

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

## JOIN US



Facebook.com/**CareSourceGA**



# SEEKING ABS PROVIDERS

We are excited to announce that, effective Jan. 1, 2018, CareSource includes Adaptive Behavior Services (ABS) in our Medicaid benefit structure, in collaboration with the Georgia Department of Community Health. We are looking for providers to partner with us to deliver Adaptive Behavior Services for Medicaid-eligible members under age 21 and PeachCare for Kids®-eligible members under age 19.

We would love for you to refer ABS providers to join us on our journey to better health outcomes with this special population. Joining is easy. To initiate the on-boarding process:

- Visit **CareSource.com/join-our-network**.
- Complete the New Health Partner Contract Form.
- Be sure to insert contract code **118ASD** on the General Information tab.

In addition, the provider will need to become an ABS qualified health care provider (QHCP) by enrolling in the Georgia Medicaid program and completing the attestation form located in the GAMMIS web portal at [www.mmis.georgia.gov](http://www.mmis.georgia.gov).

Note that ABS services require prior authorization. Requests should be submitted through the GAMMIS web portal. Please go to <https://dch.georgia.gov/autism-spectrum-disorder> for more information.