

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.dea diversion.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. As always, CareSource supports your efforts to serve and communicate effectively with our members. We value your partnership.

Sincerely,

Cameual Wright, M.D., MBA
Medical Director, Indiana

FIND PDL (PREFERRED DRUG LIST) UPDATES ONLINE

CareSource regularly reviews and updates the PDLs for all of 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 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.

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 Indiana's continuing effort to fight opioid abuse, CareSource and all other Indiana Medicaid plans are required to place limits on opioid prescriptions to help prevent addiction.

Long Acting Opioids:

All long-acting opioid pain medication requires prior authorization.

Short Acting Opioids:

CareSource has implemented the following limits for short-acting opioid pain medications:

- **60 Morphine Equivalent Dose* (MED) per day per prescription**
- **7-day supply per prescription**
- **14-day supply total in a 45-day period**

What does this mean for you?

If a short-acting opioid prescription exceeds the daily supply limits above, the pharmacist can often adjust the quantity to avoid prior authorization. However, if the prescription exceeds 60 MED or the member has received more than a 14-day supply in the last 45 days, prior authorization might be needed. The need for prior authorization can be minimized by ensuring that the prescription does not exceed 60 MED. You can find a tool to calculate MED limits at **CareSource.com**.

Please note that there are exceptions for members with certain 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 **1-844-607-2831**.





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 call 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

Eye exam CPT	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
Eye exam CPT II	2022F, 2024F, 2026F, 3072F
Eye exam HCPCS	S0620, S0621, S3000

*Source: www.diabetes.org/newsroom/press-releases/2017/ADA-Diabetic-Retinopathy.html

Health Partner Services

Contact Information

 Indiana	Marketplace	1-866-286-9949
	Hoosier Healthwise and Healthy Indiana Plan	1-844-607-2831



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VISIT US
CareSource.com

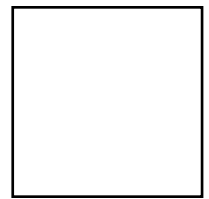
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HIP MEMBER HEALTH INCENTIVE INITIATIVE

Now CareSource members can earn more each year in rewards for completing health management activities. Effective Feb. 1, CareSource offers incentives to our Healthy Indiana Plan (HIP) members to participate in online education, self-management and health coaching activities. These foster an understanding of the disease process, knowledge of comorbidities, importance of prescribed medication and monitoring of signs and symptoms indicating a need for intervention. Such awareness is known to lead to reduction in emergency department visits and hospitalizations among the targeted populations.

Some rewards are open to everyone who completes certain preventive health activities, like getting a flu shot or an annual checkup. Other rewards are for members who qualify, such as A1C tests for those with diabetes or mammograms for women.

CHRONIC DISEASE MANAGEMENT INCENTIVES

There are reward activities for HIP members with certain ongoing medical conditions, like:

- ADHD
- Autism
- Asthma
- Chronic kidney disease
- Chronic obstructive pulmonary disease
- Congestive heart failure
- Coronary artery disease
- Depression
- Diabetes
- Hepatitis
- HIV
- Pregnancy

For members with qualifying diagnoses, CareSource calculates rewards through medical and pharmacy claims, the MyHealth online self-management wellness tool or CareSource records.