

SUMMER 2018

PROVIDERSource

A newsletter for CareSource Health Partners

IN THIS ISSUE:

- 4 Thank You for Partnering with CareSource
- 5 CareSource Supports Children's Behavioral Health
- 7 Help CareSource Members Earn Rewards



OPERATIONAL NEWS

CARESOURCE LIFE SERVICES CAN HELP MEMBERS IMPROVE THEIR LIVES

Many CareSource members want to get ahead, but sometimes face barriers to finding or keeping a good job. CareSource Life Services is a program to help our members (or the parents of our pediatric members) get and keep the job they need to improve their lives. This service is offered at no cost to members. Life Services offers tools to help members balance work and life and to remove barriers that stand in the way of reaching their dreams. We can help with:

- Finding a job
- Interview skills
- Dependable transportation
- Budgeting and personal finances
- Stress management
- GED completion
- Youth support
- And more

How Does It Work?

CareSource Life Services members get their own CareSource Life Coach who helps them build a personal plan for success. We provide training and partner with employers and organizations in the community to connect our members to resources and opportunities.

Please encourage our members to find out more about Life Services. They can call toll free **1-844-607-2828**, complete the online form at <https://secureforms.caresource.com/LSRInfo/ga> or email us at LifeServicesGeorgia@caresource.com.

FROM THE MEDICAL DIRECTOR

I continue to travel around the state to meet with health partners who care for our members. It is a great opportunity to put a face to a name and hear your feedback regarding our members' care management. After all, we are partners in the care of our members, your patients.

On a recent visit, I met Dr. Angela Highbaugh-Battle of Hazlehurst Pediatrics. We talked about her experiences in providing the best care to her patients as the only pediatrician in town. She is also a 'Reach Out and Read' provider. What a great opportunity to introduce books to her young patients and to discuss anticipatory guidance with parents. We know health and well-being encompasses medical care as well as other social determinants of health. CareSource takes a comprehensive approach to member care. In this issue, we feature some of those services that can be an extension of your medical management as we all look to achieve optimal health outcomes. I hope to visit your practice in the near future.



Sincerely,



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



FROM THE DENTAL DIRECTOR

As we approach a year since our launch in Georgia, we want to thank you for your support and partnership with CareSource to serve your patients, while providing the needed dental care to our members. CareSource and SKYGEN/Scion Dental, our dental contracting partner, are excited about the continued growth as we actively engage our health partners to build and retain strong relationships.

I joined CareSource in July of 2017. Coming from a background that encompasses many leadership roles, and with over 25 years of private practice experience as a Medicaid provider, I personally witnessed the obstacles Medicaid patients and providers face in the field of dentistry. It has been my mission to promote health equity and access to care, and to provide vocal merit that oral health is viewed as a critical component of overall health and well-being. CareSource envelopes this mission, and therefore, was a natural fit. We will continue to develop and refine policies that promote quality of care for our members, while decreasing administrative burden for our health partners.

CareSource will keep you informed through various methods of communications and updates. Many provider resources can be found on the Scion Dental Provider Portal under the Documents tab. Stay up-to-date with our members' covered benefits as well as CareSource administrative processes, as 2018 has brought new code changes and the provider handbook has been updated.

Finally, we will continue to work diligently through any claim processing errors you may have encountered. We look forward to working hand-in-hand to provide exceptional oral health outcomes for our Georgia members.

Sincerely,



Judy Greenlea Taylor, DDS, MPH
Georgia Dental Director



THANK YOU FOR PARTNERING WITH CARESOURCE

CareSource started providing managed care services in Georgia in July of 2017. We're pleased to celebrate our first anniversary in Georgia and want to thank you for being a CareSource health partner. We are happy you are helping improve the lives of our members. There is more to health and well-being than just great healthcare. We hope you will encourage our members to use the extra benefits and services CareSource offers, such as:

- **Dental and Vision Benefits** – Adults and children get extra dental and vision care.
- **Easy Access to Care** – Members can visit health clinics at retail stores in their neighborhood or talk to a doctor 24/7 by phone or web video with MyIdealDoctor®. They can also call CareSource24®, our 24-hour nurse advice line.
- **Rewards Programs** – Members can complete healthy activities and earn rewards. We have rewards programs for all ages, including Babies First, Kids First and MyHealth (for more information, see page 8).
- **Job Help** – CareSource members or the parents of our pediatric members can get personal life coaching and help finding a job, as well as continued support after starting a new job. CareSource JobConnect also provides free GED testing and study help.
- **Help4U** – Care Managers can help our members with urgent needs like housing and utilities.
- **Kids Health and Fitness** – Through partnerships with local organizations, our members and members' children can participate in health and fitness activities at no cost to them.
- **Express Banking®** – A bank account from Fifth Third Bank® with no monthly service charge, no balance requirement, no overdraft fees and a debit card for purchases.
- **CareSource Mobile App** – Provides CareSource members with access to their health plan information on the go.

As we approach this first anniversary, we hope that you will remind our members of the service options available to them as we focus on improving their health and well-being.

We look forward to celebrating many more service anniversaries with you!



CARESOURCE SUPPORTS CHILDREN'S BEHAVIORAL HEALTH

Behavioral health (BH) is critical to a child's overall health. One in five children ages 13 to 18 currently have or will have a serious mental illness, and 50 percent of all lifetime cases of mental illness begin by age 14.

**National Alliance on Mental Illness*

What can you do to help treat those children affected by mental illness?

- Utilize one of our contracted behavioral health providers in your area, including all of the statewide Community Service Boards.
- Use our Find a Doctor/Provider Tool to find a BH provider at <https://findadoctor.caresource.com/>.
- Know that traditional outpatient services for BH and substance use disorders (e.g., psychiatric assessments/treatment and individual/group/family counseling) do not require prior authorization.
- Refer children 13 and older to <https://bh.mystrength.com/caresource> to access the self-management tool, myStrength, which delivers evidence-based psychotherapy models through an interactive application for all modes of electronic devices.
- Provide basic BH screenings like SBIRT (Screening, Brief Intervention, and Referral to Treatment). Contact your Health Partner Engagement Representative to learn how you can train to use these reimbursable services.

HOW CAN CARE4U ASSIST PROVIDERS?

Care4U is the CareSource Care Management program. Through Care4U, our Care Managers, Care Coordinators and community health workers collaborate with providers and families to evaluate medical and behavioral health needs and refer members to necessary resources. Care4U advocates for members and helps close gaps in care.

What does Care4U do?

Care4U uses a social determinant and health approach to assisting members and families improve outcomes. Our innovative model works with both high-risk and low-risk members from a health and non-health perspective.

Our Team

The Care4U team is a multi-disciplinary group consisting of registered nurses licensed in Georgia, Master level social workers and community health workers. This structure benefits the members in their care. Here's how:

Registered nurses

- Our nurses provide clinical expertise during and after social barriers have been addressed, focusing on prevention and education to improve health outcomes and healthcare costs.

Master level social workers

- Referred to as Care Coordinators, these social workers connect members to resources in the community with a strong focus on behavioral health needs.

Community health workers

- Our community health workers live in the communities where members live and help with barriers such as transportation, housing, and nutrition.

How can members connect with Care4U?

You can call Member Services at **1-855-202-0729** and request that our Care Management team provide outreach to the member. Our team will contact you within two business days before reaching out to the member to gain a better understanding of the need for coordination. However, if you deem the need urgent, Care Management will reach out the same day.



MEDICATION THERAPY MANAGEMENT

CareSource understands that using medications correctly can improve patients' health, which is why we offer a Medication Therapy Management (MTM) program. This program helps members learn about their medications, prevent or address medication-related problems, decrease costs and stick to their treatment plan.

Through OutcomesMTM®, the member's primary pharmacy will receive alerts and information about the member's prescribed medications and then decide if the member may need extra attention. As you prescribe medications to your patients, MTM services and the patient's local pharmacy can help to reinforce compliance and safety of the prescribed medications. MTM services, in partnership with local pharmacists, are available to CareSource members at no cost.



NO-COST HELP FOR BREASTFEEDING MOTHERS

We want our members to have the tools they need to breastfeed when their baby is born. Members can get a breast pump through Aeroflow or Ameda Direct at no cost to them. Please share with them how they can order a breast pump.

1. **Online:** Member can go to <http://breastpumps.aeroflowinc.com> for Aeroflow or <https://insured.amedadirect.com> for Ameda and fill out the online form.
2. **By phone:** Member can call **1-888-314-0845** for Aeroflow or **1-877-791-0064** for Ameda.

The member will need her insurance card, expected due date and physician name and phone number. Aeroflow and Ameda Direct will contact you to verify the member's order, and the pump will be shipped directly to the member. Please inform the member that Ameda also provides them with access to online breastfeeding information and a call center with a lactation specialist.



P.O. Box 723308
Atlanta, Georgia 31139-0308

VISIT US

CareSource.com

CONTACT US

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

Provider Relations email:
GAProviderRelations@caresource.com

JOIN US



Facebook.com/**CareSourceGA**



YOU CAN HELP CARESOURCE MEMBERS EARN REWARDS

CareSource offers our members rewards for making healthy choices. Please help members take full advantage of rewards the next time they visit your office. Encourage them to access their My CareSource account at **my.caresource.com** and take the health risk assessment. From there, they can earn rewards for making healthy choices. Rewards programs include:



- **Babies First** – Pregnant women and babies up to 15 months old can earn up to \$225. They can earn rewards for keeping prenatal and well-baby visits and more. Members must enroll in this program at <https://secureforms.caresource.com/en/BabiesFirst/GA>.



- **Kids First** – This program is for children 16 months to 18 years old. Members can earn up to \$60 per child for getting regular checkups and dental care, vaccines and more. Members must enroll in this program at <https://secureforms.caresource.com/en/KidsFirst/GA>.



- **MyHealth** – Adults 18 years and older can earn up to \$105 (or more). There are rewards for annual exams, screenings, vaccines, smoking cessation and more.