Agenda

About CareSource

Member ID Cards & Copayments

Working with CareSource

Covered Services

Resources
About CareSource

Health Care With Heart
About CareSource

OUR MISSION:
To make a lasting difference in our members’ lives by transforming their health and well-being

OUR PLEDGE:
✓ Make it easier for you to work with us
✓ Partner with providers to help members make healthy choices
✓ Direct communication
✓ Timely and low-hassle medical reviews
✓ Accurate and efficient claims payment
Health Care With Heart

MISSION FOCUSED
Comprehensive, member-centric health and life services

EXPERIENCED
Over 29 years of service

DEDICATED
Serving over 1.9 million members through our Medicaid, Marketplace, and Medicare Advantage Plans
Provider Network

Effective Sept. 1, 2018, the CareSource Hoosier Healthwise and HIP networks closed. Providers must participate with CareSource to receive reimbursement for rendering covered Medicaid services to CareSource members.

The following specialties will remain open until further notice, allowing CareSource Hoosier Healthwise (HHW) and Healthy Indiana Plan (HIP) members to seek care from any active Indiana Health Coverage Programs (IHCP) provider:

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Dentistry</td>
<td>Orthodontia</td>
</tr>
<tr>
<td>Dialysis</td>
<td>Interventional Radiology</td>
</tr>
<tr>
<td>Dermatology</td>
<td>Oral Surgery</td>
</tr>
</tbody>
</table>
Provider Network

Exceptions:

• IHCP-approved self-referral services
• CareSource members choose or are assigned a primary medical provider (PMP) upon enrollment. However, the PMP does NOT appear on the member’s ID card.

• Services requiring prior authorization apply to CareSource participating and non-participating providers.

• Providers must be an active IHCP provider to contract with CareSource.

• Use our Find A Doc tool at https://findadoctor.caresource.com to help you locate a participating CareSource provider by plan.
Out of Network Services

• With the September 1, 2018, closure of our HHW and HIP network, out-of-network services will **NOT** be covered unless they are emergency services, self-referral services, prior authorized by CareSource or a specialty type exempt from network closure.

• A provider must be enrolled as an IHCP provider to receive reimbursement for any Medicaid service, including emergency and self-referral services.
Member ID Cards & Copayments
Hoosier Healthwise
Member ID Cards

**HOOSIER HEALTHWISE**

- **CareSource**
  - **Member Name:** <First Name> <M.I.> <Last Name>
  - **Member RID #:** RID <XXXXXXXXXXXX>
  - **Member Services Phone Number:** 1-844-607-2829 or (TTY 1-800-743-3333 or 711)
  - **Rx BIN:** 004336
  - **RxPCN:** MCAIDADV
  - **Rx Grp:** Rx6421

- **Log onto My.CareSource.com** check for eligibility, co-pays and Primary Medical Provider (PMP)

**EMERGENCIES**

For Emergencies call 911 or go to nearest ER

For non-emergency visits to ER, a copay may apply. If your health event is not life-threatening and you are not sure about going to the ER, call the RNs at CareSource24® for help.

- **CareSource24® Phone Number:** 1-844-206-5947 (TTY 1-800-743-3333 or 711)

**PHARMACY**

- **CVS CareMark, P.O. Box 52066, Phoenix AZ 85072-2066**

**PHARMACY PRIOR AUTHORIZATION**

- **1-844-607-2831**

**PROVIDER SERVICES**

- **1-844-607-2831**

**CLAIMS ADDRESS**

- **P.O. Box 3607, Dayton 45401**

---

**HOOSIER HEALTHWISE + MATERNITY**

- **CareSource**
  - **Member Name:** <First Name> <M.I.> <Last Name>
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- **1-844-607-2831**

**PROVIDER SERVICES**

- **1-844-607-2831**

**CLAIMS ADDRESS**

- **P.O. Box 3607, Dayton 45401**
HIP Member ID Cards

HEALTHY INDIANA PLAN

HIP MATERNITY

Member Name: <First Name> <MI> <Last Name>
Member RID #: RID <XXXXX000000>

Member Services Phone Number
1-844-607-2829 or (TTY 1-800-743-3333 or 711)
8 am to 8 pm, Monday through Friday

Rx BIN 004336
RxPCN MCAIDADV
Rx Grp RX6421
Deductible $2500

Log onto My.CareSource.com check for eligibility,
and Primary Medical Provider (PMP)

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Basic Copayments

Healthy Indiana Plan
Healthy Indiana Plan Basic & Healthy Indiana Plan State Plan Basic members are required to make the following copayments at the time services are rendered:

- $4 copayment for outpatient services, including office visits and preferred drugs
- $8 copayment for non-preferred drugs
- $8 copayment for initial non-emergent ER visit
- $75 copayment for inpatient service

Copayments at time of service for HIP Plus:
- $8 copayment for initial non-emergent ER visit

NOTE: No copayment is required for preventive care, including early periodic screening, diagnostic and testing services, or family planning services.
Basic Copayments

Hoosier Healthwise
Package C

• $3 copayment for generic, compound and sole-source prescriptions

• $10 copayment for emergency ambulance & non-emergent ambulance services between medical facilities when requested by a participating physician

• $10 copayment for brand-name prescriptions
Working with CareSource

We partner to make doing business with us easier
Claim Submissions

Electronic Data Interchange

CareSource currently accepts electronic claims through the clearinghouses listed below:

<table>
<thead>
<tr>
<th>CLEARINGHOUSE</th>
<th>WEBSITE</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availity (RealMed)</td>
<td><a href="http://www.availity.com">www.availity.com</a></td>
<td>1-800-AVAILITY</td>
</tr>
<tr>
<td>Change Healthcare (formerly Emdeon)</td>
<td><a href="http://www.changehealthcare.com">www.changehealthcare.com</a></td>
<td>1-800-845-6592</td>
</tr>
<tr>
<td>Quadax</td>
<td><a href="http://www.quadax.com">www.quadax.com</a></td>
<td>1-440-777-6305</td>
</tr>
<tr>
<td>Relay Health</td>
<td>connectcenter.relayhealth.com</td>
<td>1-800-527-8133</td>
</tr>
</tbody>
</table>

**Reminders:**
- Please list billing & rendering NPI number on all claims
- Please ensure you list the correct billing provider taxonomy code
- Please use member RID number

**We encourage electronic payments**
- Our Electronic Funds Transfer partner is InstaMed
- Health Partners must enroll with InstaMed to participate
- Find the enrollment form at www.caresource.com and email it to support@instamed.com.
Online Claim Submissions
Provider Portal

Attention All Providers:
The Centers for Medicare & Medicaid Services (CMS) requires CareSource to periodically update provider information. Please make sure your information is up-to-date. If you have not made an update within the last six months, please complete our provider information survey now.

Attention Dental Health Partners: Change in Dental Authorization Submission Process
We want to alert you to a change in our process for prior authorization requests submissions. As of January 1, 2017, please send authorizations to the following address: CareSource IN Authorizations, P.O. Box 745, Milwaukee, WI, 53201.

Attention All Health Partners – Member Data May Be Incomplete
In accordance with Indiana’s regulations concerning HIV/AIDS/SUD consent requirements, member data may be incomplete unless a consent is on file. Please contact Health Partner Services at 1-844-607-2831 if additional information is needed.

Network Notifications
Stay informed with updates that impact claims, clinical guidelines, Provider Portal functions and more. Visit our Updates & Announcements pages.
Online Claim Submission continued

1. Select New Claim
2. Select Providers
3. Select DocType
4. Select Create
Online Claim Submission (continued)

Continue to complete each form and finish by clicking Submit.
Cultural Competency

Health partners are expected to provide services in a culturally competent manner, including:

• Removing all language barriers to service
• Accommodating unique cultural, ethnic, and social needs of members
• Meeting the requirements of all applicable state and federal laws

Resources

We provide cultural competency training resources in the Health Partner Manual and online at CareSource.com/providers/indiana/medicaid/plan-resources/provider-manuals/.

Contact our Health Partner Services Department at 1-844-607-2831 to arrange for interpreter services.
Pharmacy

Pharmacy Benefit Manager

- CVS Caremark is the delegated pharmacy benefit manager for CareSource:
  - Phone: 1-800-364-6331
  - Fax: 866-930-0019

Specialty Drugs

- CVS Specialty Pharmacy provides all specialty medications.

E-Prescribing

- Once providers are set up through CVS Caremark, they are ready to prescribe electronically.

Resources

- Authorization requirements for prescriptions may be found on your plan’s Provider pages under the Pharmacy section.
- Formulary Search Tool and Prior Authorization lists are available on https://www.caresource.com/providers/indiana/medicaid/patient-care/pharmacy/#fst under Member Documents.
- To locate a participating pharmacy, visit https://www.caresource.com/members/indiana/hip-hhw/pharmacy/ and click on “Find a Pharmacy”.

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Member Related Forms

Find forms online: CareSource.com/providers/indiana/medicaid/plan-resources/forms/

- PMP change request (also serves as Hold Panel add form)
- Interpreter Service Request
- Provider Referral for Member Education
- Member Reassignment
- Pre-Birth Selection
- Breast Pump Request
- Potentially Medically Frail Referral
Behavioral Health

Supporting Members With Substance Use Disorders

We utilize the following resources to assist health partners with taking action:

• Online drug formulary tool that helps facilitate care for our members in all substance use clinical scenarios.

• Covered controlled medications:
  • Buprenorphine
  • Naloxone
  • Methadone
  • Vivitrol®

• Medication Assisted Treatment (MAT) program enables members to access opioid detoxification and promote maintenance.

• The online opioid toolkit is a resource to assist our health partners utilize best practices in pain management.
Care and Disease Management

We can help:

• Coordinate medications
• Provide education
• Arrange follow-up services
• Reduce readmission risks

You can help:

• By identifying patients who may need individualized attention to help them manage their complex health care needs.

Referring a Patient:

Online
CareSource.com through the Provider Portal

Call
1-844-607-2829
Covered Services
HHW & HIP Benefits

HHW & HIP Benefits Overview:

- PMP and specialist office visits
- ER services
- Inpatient hospital
- Mental health and substance abuse services
- Urgent care
- Family planning
- Diagnostic services (ex: lab & radiology)
- Preventative services (routine well visits and screenings)
- Maternity services
- Pharmacy
- Transportation

Hoosier Healthwise & HIP PLUS ONLY:

- Vision services
- Dental – no limitations on fillings or extractions (HIP PLUS only)

Enhanced benefits

- Life Services
- Non-emergent transportation
- HELP4U
- Wellness & disease management
- Smartphone referrals
- Text4Babies
- Medication therapy management
- Boys & Girls Club membership (ages 6 – 18) at no cost to the member
- Girl Scout membership (grades K – 8) at no cost to the member
Services Not Covered

• Medically unnecessary services
• Services received from a non-network provider, unless the member has prior authorization or is receiving self-referral services
• Experimental or investigational services
• Alternative or complimentary medicine
• Cosmetic procedures or services
• Assisted reproductive therapy
Resources

We partner with resources that help you navigate to the answers you need
CareSource Provider Portal

Save time. Save money.
With this tool you can:

- Check member eligibility and benefit limits
- Submit provider maintenance requests
- Submit claim disputes and appeals
- Submit claims and verify claim status
- Verify or update Coordination of Benefits information (COB)
- And more!

Access the Provider Portal 24 hours a day, 7 days a week, at CareSource.com.
CareSource Provider Portal Registration

1. Go to CareSource.com.
2. On the top right corner of the page, hover over Login and select Provider.
3. Select Indiana.
4. Click register here under Register for the Provider Portal.
5. Enter your information, including your CareSource Provider Number (located in your welcome letter).
6. Follow remaining steps to register.

Helpful Hints:
- The zip code is the practitioner’s primary location.
- In order to utilize the CareSource Provider Portal, you must use the Internet Explorer version 8, 9, 10 or 11 browser. We do not support Internet Explorer version 7. You may also use Google Chrome and Firefox browsers.
Health Partner Resources

- Printable Health Partner Manual
- Printable orientation slides
- Formularies
- Covered benefits
- Quick reference guides
Member Resources

Help your CareSource patients understand their insurance coverage.

Encourage them to visit our website, where they can access:

- Searchable online formulary
- Find a Doctor/Provider tool
- Member handbook
- Forms
How to Reach Us

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Provider Services</td>
<td>1-844-607-2831</td>
<td>Monday to Friday 8 a.m. to 8 p.m. (EST)</td>
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<tr>
<td>Member Services</td>
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CareSource Health Partner Engagement Representatives

Leadership
Denise Edick, Manager, Health Partnerships
317-361-5872
Denise.Edick@caresource.com

Amy Williams, Team Lead, Health Partnerships
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Angelina.Warren@caresource.com

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317-296-0519
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Tenise.Hill@caresource.com

Mandy Bratton – South
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Sylvia.Vargas@caresource.com
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Jennifer.Little@caresource.com
Community Health Network, Eskenazi

Bonnie Waelde
812-454-5832
Bonnie.Waelde@caresource.com
Deaconess & St. Vincent Health

Paula Garrett
812-447-4661
Paula.Garrett@caresource.com
KentuckyOne, Norton, Baptist Health Floyd
Are you contracted with all our plans? Join us on the next journey to healthy outcomes in Indiana.

To start the contracting process visit CareSource.com/contracting and follow the instructions.
Thank you!