Comprehensive Primary Care and
Comprehensive Maternal Care Reference Guide

Transforming Lives

CareSource®

The CareSource **Mission:**

To make a lasting difference in our members' lives by improving their health and well-being.

The CareSource **Vision:**

Transforming lives through innovative health and life services.

Comprehensive Primary Care

Comprehensive Primary Care (CPC) is Ohio's patient-centered medical home program. This is a team-based care delivery model led by a primary care practice, who is comprehensively managing a patient's health needs.

CPC Goal

The goal of CPC is to empower practices to deliver the best care possible to their patients; both improving quality of care and lowering costs. The five core comprehensive primary care functions that define the program are:

1. Risk-stratified care management

2. Access and continuity

3. Planned care for chronic conditions and preventive care

4. Patient and caregiver engagement
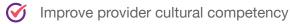
5. Coordination of care across the medical footprint

Comprehensive Maternal Care

Comprehensive Maternal Care (CMC) is a community-based, statewide program aimed at delivering patient-centered care to improve the health and well-being of moms, infants, and families covered by Medicaid.

CMC Goal

The vision for CMC is to promote customized, high-quality, continuous, and comprehensive equitable care.

- Improve maternal and infant outcomes
- Improve provider cultural competency
- Improve patient experience
- Improve cross-system collaboration

CPC Attribution Methodology

- Member attribution is based on his or her selection

- If a member selection isn't expressed, member attribution is based on his or her claims history

- If neither member selection nor visit claims are available, member attribution is based on geography. Attribution is updated on a quarterly basis and your attribution and payment file can be found on the Provider Network Management (PNM) Portal

CMC Attribution Methodology

- Pregnancy Risk Assessment Form practice/member choice

- Pregnancy-related claims

- Primary care practice relationship or affiliation with OB/GYN practice

- Geography

Navigating Our Partnership

Provider's Role in CPC and CMC

The provider will be at the forefront of comprehensively developing and managing care coordination for their patients. This function has previously been conducted by CareSource.

CareSource's Role in CPC and CMC

We are committed to supporting your practice during this time of transition. We will be able to provide a dedicated Community Health Liaison to support your care coordination staff with the implementation of your population health model. To encourage a seamless transition, the Community Health Liaison will provide:

- An explanation of the CareSource model of care to provide detailed patient history
- CareSource member attribution with risk stratification level
- Pertinent health data of members previously enrolled in our care coordination program, Integrated Care Management

CPC and CMC Activity Requirements

CPC Activity Requirements
- Risk stratification
- 24/7 and same-day access to care
- Patient experience
- Team-based care delivery
- Follow-up after hospital discharge
- Community services and supports integration
- Population health management
- Tests and specialist referrals
- Behavioral health integration
- Care coordination

CMC Activity Requirements
- Risk stratification
- Enhanced access
- Patient experience
- Team-based care delivery
- Follow-up after hospital discharge
- Community integration
- Population health management
- Pregnancy Risk Assessment Form (PRAF) submission
- Care management plan
- Patient engagement

CPC Efficiency Metrics

- Inpatient Admission for Ambulatory Care Sensitive Conditions (ACSCs)
- Emergency room visits per 1,000
- Behavioral health-related inpatient admits per 1,000
- Adherence to Preferred Drug List (Information Only)

CPC Quality Metrics

Pediatric Health

- Well-child visits in first 15 months
- Well-care visits for 3-11 years
- Well-care visits 12-17 years
- Well-care visits for 18-21 years
- Weight assessment and counseling for nutrition and physical activity: Body mass index (BMI) assessment for children/adolescents

Women's Health

- Timeliness of prenatal care
- Live births weighing less than 2,500 grams
- Postpartum care
- Cervical cancer screening
- Chlamydia Screening for Women

Adult Health

- Controlling high blood pressure
- Statin therapy for patients with cardiovascular disease
- Comprehensive diabetes care: eye exam
- Comprehensive diabetes care: blood pressure control
- Comprehensive diabetes care: HbA1c poor control (>9.0%)
- Asthma medication ratio

Behavioral Health

- Antidepressant medication management
- Follow-up after hospitalization for mental illness
- Preventive care and screening: tobacco use for screening and cessation intervention
- Initiation of alcohol and other drug dependence treatment: engagement

CMC Quality Metrics

- Postpartum care
- HIV screening
- Hepatitis B screening
- Tdap vaccination
- Tobacco cessation
- Primary care visits for mother

Reporting-only metrics
- Prenatal visit by 9 weeks gestation
- Breastfeeding rate
- Preterm birth rate
- Percent of low birth weight births
- Cesarean birth rate
- Dental visits
- Infant well care visits
- Flu vaccination rate
- Depression screening
- WIC enrollment
- High-Risk composition
- Fluoride

CPC Kids Quality Metrics

- Current Ohio CPC Pediatrics Metrics
- Lead Screening
- Immunization for Children (HEDIS Combination 3)
- Immunization for Adolescents (HEDIS Combination 2)

Reporting only:
- Tobacco Cessation for ages 12-17
- Oral Evaluation, Dental Services

CareSource Specialized Services and Resources

We want you to know the same CareSource services and resources available to all of our members are still available with CPC.

- **Transportation:** CareSource also covers up to 30 one-way trips to medical visits, Women, Infants & Children and redetermination appointments per member per calendar year

- **CareSource24®:** Toll free number available at all times, staffed by a registered nurse

- **Utilization Management:** Effectively managing transitions of care and coordinating appropriate, accessible services

- **CareSource Life Services®:** Program to address social determinants impacting member's overall well-being and ability to be self-sufficient

- **Medication Therapy Management (MTM):** Contract with Outcomes MTM to provide face-to-face retail pharmacy consultations

- **Substance Use Programs:** A 24-month pharmacy "lock in" program for controlled substances to improve drug-related outcomes

- **Restored Citizens Program:** Transition program for high-risk individuals being released from prison

- **Maternal Child Program:** Partnership with community agencies that employ the Community Pathways Hub Model

- **Teladoc®:** Provides 24/7/365 access to physicians over interactive audio/video, who consult, diagnose, and if needed, prescribe medication for common and acute illnesses (Teladoc also offers mental health services between the hours of 7 a.m. and 9 p.m. ET)

- **Member Rewards:** Lifestyle programs that reward members for wellness and preventative care.

  *Mental health services age restrictions apply

CareSource Provider Resources

Community Health Liaison and Relations Staff

Your Community Health Liaison will be able to provide you with important patient background, history, and data. This information can be used to identify, develop, and implement collaborative quality improvement interventions between CareSource and your practice.

In addition to your Community Health Liaison, a member of our Health Partner Team and Women & Children Health Specialists will be available to assist you with additional questions.

Provider Portal

We make it easier for you to do business with us through our secure Provider Portal. It is available and convenient 24 hours a day, seven days a week.

Time-Saving Benefits of the Provider Portal:

- Member Eligibility & Termination – Multiple member eligibility look up for up to 24 months and member termination, if applicable
- Claims Information – Multiple claims searches simultaneously for up to 24 months; search claim status and submit appeals online
- Coordination of Benefits (COB) – Confirm COB for patients
- Payment History – Search for payments by check number or claim number
- Explanation of Payment – Access from the secure portal with the option to print
- Prior Authorization – Medical inpatient/outpatient, specialty pharmacy, home health care and Synagis; and prior authorization warning messages to verify accuracy
- Care Treatment Plans – Ability to view care treatment plans for your patients
- Case/Disease Management Referrals – Ability to submit case management referrals
- Member Profile – Comprehensive view of patient medical/pharmacy utilization
- CareSource Clinical Practice Registry – Innovative online tool showing providers when members are in need of tests or services*

Easy to Access

Accessing our Provider Portal is fast and easy.
- Click on "Provider Portal Log-in" located at **CareSource.com**
- Enter your username and password, and click the Login button

Some provider types may not have access to the Clinical Practice Registry at this time.

Contacts

CareSource Provider Relations

1-800-488-0134

Ohio Department of Medicaid (ODM) Provider Hotline

1-800-686-1516

Ohio CPC Website

https://medicaid.ohio.gov/resources-for-providers/special-programs-and-initiatives/payment-innovation/comprehensive-primary-care/comprehensive-primary-care

CareSource.com > Providers > Care & Disease Management

www.caresource.com/oh/providers/education/patient-care/care-management-disease-management/medicaid/

Ohio CPC participating managed care plan contact information is available upon request.

CareSource®