



# INNOVATIVE PARTNERSHIPS FOR PEDIATRIC CARE



To further our support of the pediatric population and create relationships with high-quality local providers, CareSource is implementing a statewide accountable care organization (ACO) in Ohio with local children's hospitals. The CareSource Pediatric ACO model emphasizes personalized family-centered care, supports providers in better patient care and enhances member-provider relationships.

## Local Partners, Local Solutions

Our model aims to include hospital partners that provide coverage across the major markets in Ohio. Agreements with Nationwide Children's and Dayton Children's extend the longstanding collaboration of Partner for Kids (PFK), initiated in the South Central and Southeast regions to the West Central region. In addition, CareSource has signed an agreement with Cincinnati Children's Hospital to support our pediatric members in Southwest Ohio.

The collaboration with these leading children's hospitals is an example of CareSource's commitment to continue to innovate our approach to providing value-based care. We're focused on the member to provide the right care, in the right place, at the right time.

## Network Providers

### Q: Will this ACO model change providers' relationship with patients?

**A:** As we establish agreements, CareSource is collaborating with partner hospitals towards a seamless, consumer-centered transition experience for patients. This arrangement does not impact providers' ability to see patients.

### Q: Is the Comprehensive Primary Care (CPC) program impacted?

**A:** The CPC payment structure will continue to operate the same way including quarterly PMPM and annual total cost of care reimbursement through CareSource. Responsibility for specific activities in the CPC program will be discussed and agreed upon by the provider, CareSource and hospital network ACO, as applicable. CareSource will continue to provide CPC program support services to providers, in collaboration with hospital partners.

## Exceptional Children's Care

The CareSource Pediatric ACO model tailors care to serve the individualized needs of each child. Successful care management programs involve in-person interactions, close relationships with local physicians and knowledge of both community resources and environmental barriers to improved health.

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Partnering with local children's hospitals to delegate care management and as applicable, utilization management to the hospital networks to support, strengthen and optimize the care received by CareSource pediatric Medicaid members.  
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For additional information, please call Provider Services at **1-800-488-0134** or contact your Health Partner Engagement Manager.



## Eligibility & Benefits

Partnerships will not impact eligibility standards or member benefits.

### Q: How can I check member eligibility?

**A:** Always verify eligibility before providing services to a CareSource member. Providers may use our secure CareSource Provider Portal to check member eligibility or call the CareSource Provider Services department at **1-800-488-0134**. Follow the prompts to check member eligibility.

To help you identify CareSource Medicaid members, we've included a sample member ID card.

### Front of Ohio Medicaid ID Card



The image shows the front of a purple and white CareSource Medicaid ID card. The top left features the CareSource logo with the tagline "Health Care with Heart". Below this, the member's name is listed as MARY DOE. Other information includes the CareSource Member ID (12345678900), MMIS ID (987654321000), and Case ID (7654321000). The primary care provider is listed as GOOD, IAM A. A contact number for member services is provided at the bottom. On the right side, there is a box for RxInnovations with their logo and three identifiers: RxBIN - 003858, RxPCN - MA, and RxGRP - RXINN01.

**CareSource** Health Care with Heart<sup>®</sup>

**Member Name:**  
MARY DOE

**CareSource Mem #:** 12345678900

**MMIS #:** 987654321000

**Case #:** 7654321000

**Primary Care Provider/Clinic Name:**  
GOOD, IAM A.

**Provider/Clinic Phone:** XXX-XXX-XXX

**Member Services:** 1-800-488-0134 (TTY: 1-800-750-0750 or 711)

**RxInnovations**  
RxBIN - 003858  
RxPCN - MA  
RxGRP - RXINN01

### Back of Ohio Medicaid ID Card



The image shows the back of the CareSource Medicaid ID card. It contains several sections of text: a disclaimer that the card is for identification only, instructions for members to show the card to providers before care, information for health care providers to verify eligibility, contact numbers for pharmacists, medical and pharmacy claims, and the CareSource24 Nurse Advice Line contact information.

**THIS CARD IS FOR IDENTIFICATION ONLY AND DOES NOT VERIFY ELIGIBILITY**

**MEMBER:** Show your ID card to medical providers BEFORE you receive care. Never let anyone else use your ID card. In case of emergency, call 911 or go to the nearest emergency room (ER). If you are not sure if you need to go to the ER, call your primary care provider or call our CareSource24<sup>®</sup> nurse advice line.

**HEALTH CARE PROVIDERS:** You must verify member eligibility for the date of service. Visit [www.CareSource.com](http://www.CareSource.com) or call **1-800-488-0134** to access this information. Authorization required for inpatient admission.

**PHARMACIST:** 1-800-416-3629

**MEDICAL CLAIMS:** CareSource, P.O. Box 8730, Dayton, OH 45401-8730

**PHARMACY CLAIMS:** Express Scripts, ATTN: Commercial Claims  
P.O. Box 14711 Lexington, KY 40512-4711

OH-MMED-2269

**CareSource24<sup>®</sup> Nurse Advice Line:** 1-866-206-0554 (TTY: 711)

## CareSource Member Services & Resources

**Transportation:** CareSource covers up to 30 one-way trips to medical visits, WIC and redetermination appointments per member per calendar year

**CareSource24<sup>®</sup> Nurse Advice Line:** unlimited, toll-free access to talk with caring and experienced staff of registered nurses about symptoms or health questions

**RxInnovations:** CareSource's pharmacy department focusing on optimal medication adherence and management

**Medication Therapy Management:** Pharmacy consultation where members learn about their medication, address medication-related issues, decrease their costs and follow their treatment plan

**MyResources:** Connecting members to local community resources such as food, housing, utilities and more

**myStrength:** A safe and secure online tool to help members with their emotional health and strengthen the mind, body and spirit. Appropriate for members 13 years of age and older.

**MYidealDOCTOR<sup>®</sup>:** Provides 24/7/365 access to physicians over interactive audio/video, who consult, diagnose, and if needed, prescribe medication for common and acute illnesses. Available to members two years and older.