



Network Notification

Date: May 3, 2011

Number: OH-P-2011-21

To: Ohio Providers

From: CareSource

Subject: Member Education Strategies on Smoking Cessation

In January, CareSource communicated the result of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results, showing that you're providing outstanding service to CareSource members.

Overall, providers rated high on communication-related items. Opportunity areas included preventive items, such as wellness and tobacco cessation.

Smoking Assessment Tool

In an effort to help providers address smoking cessation with members, providers are encouraged to use the [smoking assessment tool](#). This tool outlines the member's smoking history and triggers. This [assessment tool](#) is designed to help providers understand why the member smokes and why they want to quit in an effort to provide support.

CareSource Offers Members Free Strategies for Quitting

CareSource provides members with nicotine patches, gum and lozenges without requiring a prior authorization as a member benefit. Providers simply write a prescription to the member for these items. Members can also receive free counseling services through the American Cancer Society by calling 1-800-QUIT-NOW (1-800-784-8669).

Please share this important benefit with your CareSource members.