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Developing your own compliance plan

In order to protect you, your practice and your patients from fraudulent activities, the Office of Inspector General (OIG) suggests developing and following a voluntary compliance program.

There are seven components of an effective compliance program. Establishing these basic steps within your practice will help to ensure that you are submitting true and accurate claims, as well as establishing a solid foundation of compliance.

1. Audit and monitor internally.
2. Execute compliance and practice standards.
3. Designate a compliance officer for your practice.
4. Train and educate staff as appropriate.
5. Respond quickly and appropriately to any detected issues or concerns and develop corrective actions and plans for future monitoring.
6. Establish and maintain open lines of communication with employees. Ensure that they know who the compliance officer is and the appropriate channels for communication.
7. Enforce and clearly publicize disciplinary standards and guidelines.

For more information, please refer to these OIG publications:

- "A Roadmap for New Physicians: Avoiding Medicare and Medicaid Fraud and Abuse" at http://oig.hhs.gov/compliance/physician-education/roadmap_web_version.pdf
- "Compliance Program Guidance for Individual and Small Group Physician Practices" at <http://oig.hhs.gov/authorities/docs/physician.pdf>

Report fraud, waste or abuse

- Call **1-800-488-0134** and follow the appropriate menu option for reporting fraud.
- Write a letter or complete the fraud, waste and abuse reporting form at CareSource.com/documents/ohio-fraud-waste-and-abuse-reporting-form
 - Mail to: CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940
- Fax: 1-800-418-0248
- Email: fraud@caresource.com

Valuable information resources available for CareSource health partners

CareSource provides information about many topics of interest to health partners that is available in your health partner manual, and/or via a few simple clicks on our website at

CareSource.com/providers. Such information includes the following:

- Information about CareSource's quality improvement program, such as goals, processes, and outcomes related to care and service

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- Information about case and disease management programs, including how to use the services and how CareSource works with a practitioner's patients in the program
- The process to refer members, including discharge planners, to case management and disease management programs
- Information about how to obtain or view copies of CareSource's adopted clinical practice guidelines and preventive health guidelines. The four adopted clinical guidelines are:
 - A. Clinical Practice Guidelines
 - Asthma ("Guidelines for the Diagnosis and Management of Asthma")
 - Attention Deficit Hyperactivity Disorder (ADHD) ("AAP Clinical Practice Guidelines")
 - Depression ("Treatment of Patients with Major Depressive Disorder")
 - Diabetes ("Standards of Medical Care in Diabetes – 2013")

Examples of other guidelines include:

- Cancer
- Chronic Heart Failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease
- Dental
- Domestic Violence
- EPSDT
- High Cholesterol
- HIV
- Non-Mild Hypertension
- Pediatric Immunizations/CDC Recommended Immunization Schedule (*updated 4/1/2015*)
- Prenatal and Postpartum Care
- Treatment of Patients with Acute Stress Disorder and Post-traumatic Stress Disorder
- Treatment of Patients with Bipolar Disorder
- Treatment of Patients with Delirium
- Treatment of Patients with HIV/AIDS
- Treatment of Patients with Obsessive-Compulsive Disorder
- Treatment of Patients with Panic Disorder
- Treatment of Patients with Schizophrenia
- Treatment of Patients with Substance Use Disorders
- Assessment and Treatment of Patients with Suicidal Behavior
- Integrated Guidelines for Cardiovascular Health and Risk Reduction in Children and Adolescents
- Sickle Cell
- USPSTF A and B Recommendations
- Vision

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B. Preventive Care

- CDC Recommended Immunization Schedule for Persons Ages 0–18 Years
 - CDC Recommended Immunization Schedule for Persons Over 18 Years of Age
 - Integrated Guidelines for Cardiovascular Health and Risk Reduction in Children and Adolescents
 - Men: Stay Healthy at Any Age
 - Men: Stay Healthy at 50+
 - Women: Stay Healthy at Any Age
 - Women: Stay Healthy at 50+
 - US Preventative Services Task Force A and B
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- Information about CareSource's medical necessity criteria, including how to obtain or view a copy of criteria
 - Information about the availability of staff to answer questions about utilization management (e.g., prior authorization) issues
 - The toll-free number to contact staff regarding utilization management issues
 - The availability of TDD/TTY services for members
 - Information about how members may obtain language assistance to discuss utilization management issues
 - CareSource's policy prohibiting financial incentives for utilization management decision-makers
 - Information about CareSource's pharmaceutical management procedures, including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of quantity limits; how practitioners can provide information to support an exception request; and CareSource's processes for generic substitution, therapeutic interchange and step-therapy
 - A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or credentialing application
 - CareSource's member rights and responsibilities statement

The most recent information about CareSource and our services for health partners and members is always available on our website. Your health partner representative is always ready to provide you with additional information.