



Quality Programs and Priorities



**2026 IHCP Works
Annual Seminar**

AGENDA

Section 1:
CareSource and Quality

Section 2:
Provider Incentives

Section 3:
Member Rewards and Programs

Section 4:
Partnering with Providers

Section 5:
Resources

Question and Answer





Our MISSION:

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



CareSource is a non-profit, member-centric company serving over 2 million members in Ohio, Indiana, Kentucky, Michigan, Arkansas, Georgia, Nevada, North Carolina, West Virginia, Massachusetts, Florida, and Wisconsin under leadership of CEO, Erhardt Preitauer.

CareSource Indiana is led by our Indiana Market President, Dr. Cameual Wright.

Our Vision – *Transforming lives through innovative health and life services.*



Quality Program

Overview

Monitor, evaluate and take action to improve member experience and health outcomes

Quality of Care

Across systems of care, to ensure quality compliance and appropriateness of care

Performance Outcomes

Evaluate effectiveness of clinical care

Improvement Strategies

Measurable initiatives that optimize health plan performance





CareSource and Quality



CareSource®

Quality Program Overview & Management

CareSource Quality Program Overview

- Accredited by National Committee for Quality Assurance (NCQA)
- Annual completion of the Healthcare Effectiveness Data and Information Set (HEDIS®) audit
- Annual completion of Member Satisfaction Survey (CAHPS®)
- Compliance with all Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) protocols set forth by the Centers for Medicare and Medicaid Services (CMS)
- Annual Work Plan including identified Performance Improvement Projects (PIPs)
- Participation in External Quality Review

Quality Improvement and Management Program

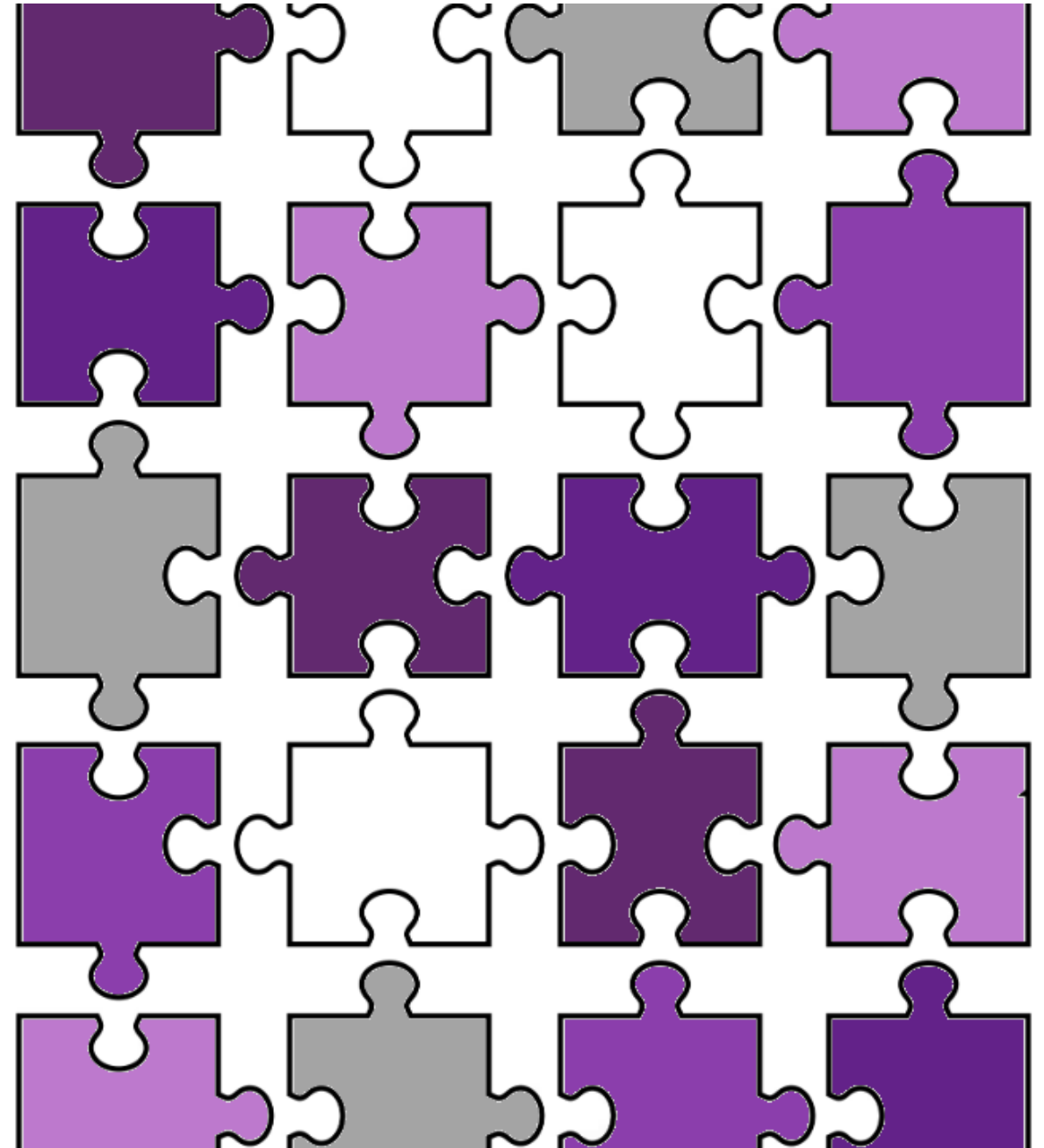
- Annual updates available to all providers via the CareSource website ([Quality Improvement | Indiana – Medicaid | CareSource](#)) or hard copy upon request
- Aligned with state and federal requirements
- Oversight conducted by our CareSource Medical Director
- Input from a cross-functional Quality Committee
- Active involvement from our CareSource Pharmacy Director
- Annual evaluation is conducted to determine overall effectiveness of quality interventions



Quality Structure

Everyone has a place to fit and a part to play.

- Quality Management and Improvement Committee
- Provider Advisory Committee
- Corporate Enterprise Quality Team
- Health Equity
- Indiana Quality Team
- Health Services Utilization Workgroup
- Mom and Baby Beginnings Workgroup
- Medicaid/Marketplace Workgroup
- Member Experience Workgroup
- Behavioral Health Workgroup
- Member Facing Teams
- Provider Facing Teams
- Member Advisory Committee



A doctor in a white coat is examining the back of a young child with a stethoscope. The child is standing, and the doctor is holding the stethoscope against the child's back. The scene is set in a clinical or hospital environment.

Provider Incentives



CareSource[®]

Notification of Pregnancy Provider Incentive

- To improve birth outcomes for Indiana Medicaid pregnant members, the Indiana Family and Social Services Administration (FSSA) has created a simple [online Notification of Pregnancy \(NOP\) form](#) to facilitate communication between providers and managed care organizations (MCOs).
- NOPs help to identify risk factors in the earliest stages of pregnancy.
- Pregnant Healthy Indiana Plan (HIP) or Hoosier Healthwise (HHW) members should have a NOP completed at diagnosis of pregnancy.
 - Visit the [IHCP Provider Healthcare Portal](#) to complete the form.
 - Patient must be less than 30 weeks gestation when NOP is completed.
 - The NOP must be completed within 5 days of the office visit.
 - The patient must be enrolled with an MCO.
 - Provider must bill NOP claims using procedure code G9997 with modifier TH.
 - If completed timely and correctly, the provider will receive \$60 reimbursement per NOP billed.
 - If completed timely, correctly, and within the first trimester, the provider will receive \$70 reimbursement per NOP billed.



Smoking Cessation Provider Incentive

- Qualified providers are eligible to receive an additional \$50 per unique member, per benefit period, when providing one of the following codes:

99406	Smoking and tobacco use intermediate counseling, greater than three minutes up to 10 minutes.
99407	Smoking and tobacco use intermediate counseling for 10 minutes or greater.
D1320	Tobacco counseling for the control and prevention of oral health disease. Billing code used by dentists who render tobacco dependence counseling.

- Reimbursement is made quarterly outside of claims payments.
- The following provider types are eligible for this incentive:
 - Certified Nurse Midwife, Clinical Nurse Specialist, Dentist, Licensed Clinical Addictions Counselor (LCAC), Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), Licensed Mental Health Counselor (LMHC), Nurse Practitioner (NP), Optometrist, Pharmacist, Medical Doctor (MD), Physician Assistant (PA), Psychologist, Registered Nurse (RN).



Behavioral Health Early Intervention Provider Incentive

- CareSource offers an incentive payment to eligible rendering providers who utilize preventative screenings for early identification and referral to behavioral health treatment for codes:
 - G0444 (Annual Depression Screening)
 - G0442 (Screening for Alcohol and other Misuse)
 - 99408 (Alcohol and/or substance abuse other than tobacco)
 - 99409 (Alcohol and/or substance abuse other than tobacco).
- Eligible rendering providers will receive an additional \$25 for qualifying visits from dates of service: April 1, 2025, until December 31, 2026.



Value Based Reimbursement Arrangements

- CareSource offers other opportunities for providers to gain incentive dollars.
- CareSource is interested in partnering with you to improve the health of our shared patients.
 - Consider a Value Based Reimbursement (VBR) arrangement with CareSource.
 - These value-based arrangements align with strategic quality priorities at state and federal levels.
- Contact your assigned Community Health Liaison today if interested!





Member Rewards and Programs


CareSource[®]

Rewarding Healthy Choices

Mom and Baby Beginnings

Up to **\$240** per pregnancy

**Prenatal & Postpartum visits, well-baby visits, lead screening*

Indiana Pregnancy Promise Program (IP3)

Up to **\$100** per pregnancy

**Program participation and postpartum visits*



Please note the total incentive dollar amount will not exceed **\$300 per year for members participating in multiple initiative programs.*



Rewarding Healthy Choices Continued

Expanded Incentives for Healthy Indiana Plan Enrollee Participation:



Chronic Disease Management

Up to **\$200** per member per year

Tobacco Cessation

Up to **\$200** per member per year

Substance Use Disorder and Intensive Outpatient Therapy

Up to **\$100** per member per year

Please note the total incentive dollar amount will not exceed **\$300 per year for members participating in multiple initiative programs.*



CareSource – MyKids

- For newborns and kids through age 17
- [CareSource MyKids Information](#)
- Rewards are earned once a year (unless noted)
- Rewards expire one year after they are issued
- [CareSource Rewards Program Booklet](#)
- Rewards for preventative care, immunizations, and chronic care

CareSource MyKids

HOW DOES IT WORK?

- 1. SIGN UP.**
 **Fill out the form.** Go to **CareSource.com/MyKids** or call Member Services to sign up. Sign up each child.
- 2. COMPLETE HEALTHY ACTIVITIES.**
You'll get a rewards card in the mail after you sign up and your child completes their first activity. Learn what they can do to earn rewards **below**.
- 3. REDEEM YOUR REWARDS.**
Use your rewards card like you use a gift card at local stores.

SHOP AT: CVS®, Dollar General®, Kroger®, Walgreens®, Walmart® and more!

BUY:

-  **Groceries** - fresh and frozen foods and pantry staples
-  **Baby care** - diapers, wipes and formula
-  **Personal care** - deodorant, shampoo and toothpaste
-  **Home goods** - clothing, shoes and school supplies
-  **And so much more!**



CareSource – MyHealth

- For adults age 18+
- [CareSource MyHealth Information](#)
- Rewards are earned once a year (unless noted)
- Rewards expire one year after they are issued
- [CareSource Rewards Program Booklet](#)

MyHealth Rewards

HOW DOES IT WORK?

1. LOG IN.

Adults 18 and older are automatically enrolled in MyHealth Rewards. Log in to **MyLife.CareSource.com**. You can also track your progress and view your balance.

Need help with rewards?

Call Member Services.
We can help!

2. COMPLETE HEALTHY ACTIVITIES.

Rewards are added to your account when you complete healthy activities. Learn what you can do to earn rewards **below**: 

3. REDEEM YOUR REWARDS.

Get digital gift cards to your favorite stores through **MyLife.CareSource.com**.

SHOP AT: Walmart®, TJ Maxx®, Old Navy®, and more!

BUY:



Groceries - fresh and frozen foods and pantry staples



Personal care - makeup, shampoo and deodorant



Home goods - clothing, cleaning products and shoes



Enhanced Benefits and Member Support Programs

Category	Programs
Life & Economic Stability	<u>Life Services</u> — Housing, food, and social-needs support <u>JobConnect</u> — Employment and education coaching <u>Driver's License Reinstatement</u> — Help restoring a suspended license <u>Expungement and Re-Entry Program</u> — Up to \$500 to clear past offenses
Transportation	<u>Enhanced Transportation</u> — Unlimited rides to medical visits <u>Food Transportation</u> — Rides to food banks and groceries <u>Neonatal Intensive Care Unit (NICU) Transportation</u> — Rides for parents of NICU infants



Enhanced Benefits and Member Support Programs can be accessed via links above or by calling Member Services at 1-844-607-2829

Enhanced Benefits & Member Support Programs

Category	Programs
Maternal & Infant Health	<u>Bumps & Babies Fairs</u> — Education and enrollment events <u>Infant Scales</u> — At-home scales for high-risk infants



Enhanced Benefits and Member Support Programs can be accessed via links above or by calling Member Services at 1-844-607-2829



Partnering with Providers


CareSource[®]

Indiana Provider Advisory Committee

Quarterly meetings to ensure *input* and *involvement* from our network.

Assist with decisions related to:

Policy development

Clinical practice guidelines

Quality of care concerns

Clinical performance

Preventive health

Continuity and coordination of care



Indiana Provider Advisory Committee Participation

Participating providers steer CareSource clinical decision making:

1. Review and approve clinical practice guidelines.
2. Review and approve clinical policy and procedure.
3. Review and approve Quality of Care issues.
4. Participate in Peer-to-Peer case review.

Want to become involved?

Contact CareSource's Chief Medical Officer, Dr. Beena Joseph

BeenaM.Joseph@CareSource.com

Cassandra.Simmons@CareSource.com



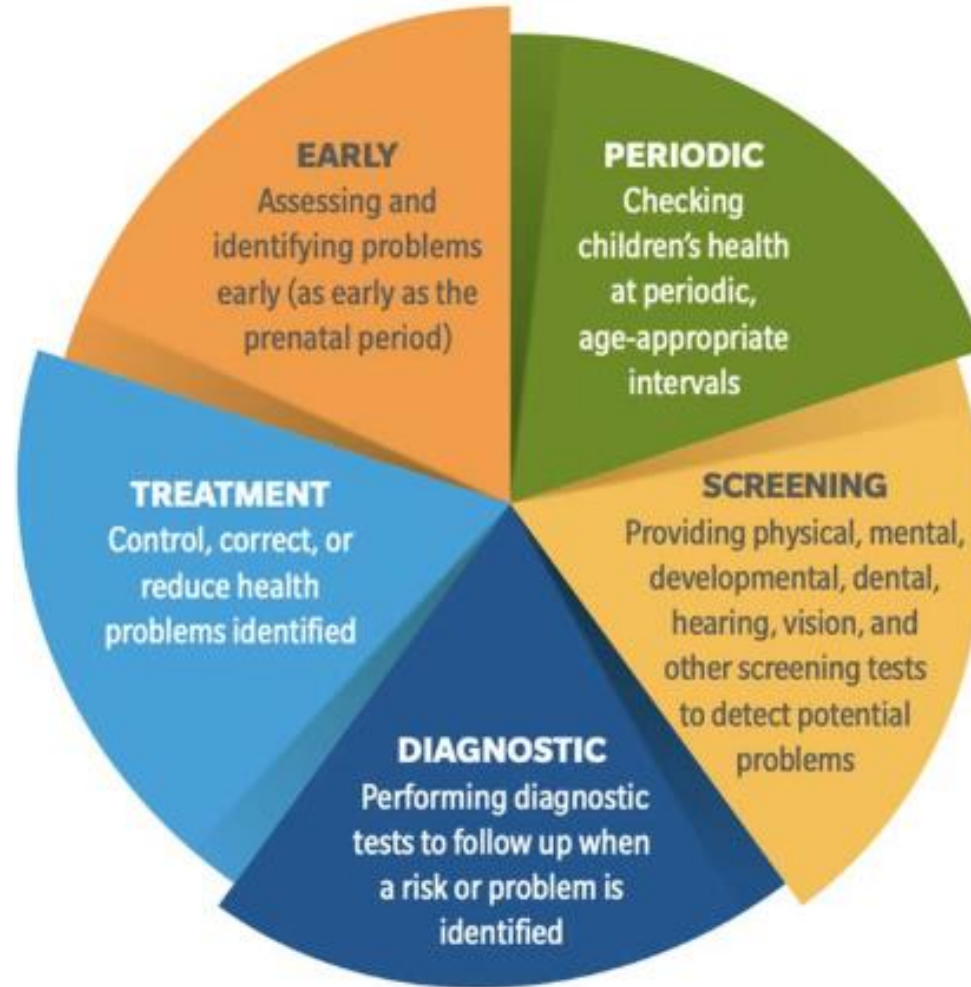


CareSource Clinical Priorities

- Access to care
- Behavioral health and physical health care coordination
- EPDST services
- HIV and Hepatitis C
- Inpatient and emergency department follow-up & utilization
- Integrated medical and behavioral health utilization
- Lead testing in children
- Prenatal & postpartum care
- Smoking cessation, especially for pregnant women
- Special needs care coordination and utilization
- Timely follow-up and notification of results from preventive care



Early and Periodic Screening Diagnostic and Treatment



EPSDT – What Services are Covered?

Well Visits/Screenings (Unclothed Exam)

- Comprehensive health, developmental and behavioral physical exam should be unclothed).
- Immunizations and vaccines according to the Advisory Committee on Immunization Practices (ACIP).
- Lab tests including lead toxicity screening.
- Health education on child developmental milestones (physical and mental).

Vision

- A vision screening is provided on a specific schedule according to a member's age.

Dental

- A dental check-up is on a specific schedule according to a member's age.



EPSDT – What Services are Covered?

Hearing

- A hearing check is provided on a specific schedule according to a member's age.

Diagnostic

- Based on results from exams, screenings, or labs, further evaluation may be necessary.
- Referrals to specialists may be included to treat a diagnosis as medically necessary.

Treatment

- Based on the disease, illness or condition found by screening and diagnostic, a member must receive the necessary healthcare services available to treat or correct the new discovery.



2025 EPSDT Program Summary

- **EPSDT/HealthWatch** remains a core Medicaid requirement supporting early identification, diagnosis, treatment, and medically necessary services for members ages 0–21.
- 2025 strategies focused on member education, targeted outreach, care coordination, utilization monitoring, incentive rewards, and provider engagement.
- Outreach and incentives showed **measurable impact**, including increased reward participation and higher compliance odds among successfully reached members.
- **Key 2026 opportunities** center on improving member reach, strengthening provider workflows, addressing access barriers, and sustaining gains in child and adolescent preventive care.

6,708

Transportation
services rendered
(2025)

861

Unique members
transported

3,203

EPSDT outreach
calls · 19% reached

1,773

Members reached
with open gaps



Community Health Liaisons (CHLs)



PRIORITY

Improve health outcomes by educating and collaborating with provider partners towards improving preventative, safety, and priority measures.



CHL Responsibilities

- Develop initiatives, programs and tools to help support our provider partners improve health outcomes for our shared population
- Identify and create partnerships with individual practices and large healthcare systems
 - Identify assigned members with no prior provider relationship and facilitate outreach
 - Analyze data to share HEDIS® gaps in care and partner with provider groups to promote preventative care and engagement
 - Share internal reporting identifying at risk members and support utilization of Provider Portal database



CHL Responsibilities Continued

- Support deployment of Value-based Reimbursement agreements and performance
- Evaluate performance based on NCQA Benchmarks - peer comparison
- Review process improvement opportunities and share best practices
- Assist in Quality collaboration for HEDIS® outreach initiatives
- Provide training on priority measures to successful primary care relationships and improved disease management
- Provide education on CareSource programs available to shared members, as well as available state and local resources



CHL Team

Tiffany Greig, MSN RN

Team Lead, Community Health Liaison

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Ascension, Eskenazi, Franciscan Alliance,
HealthNet

Jason Mollenkopf

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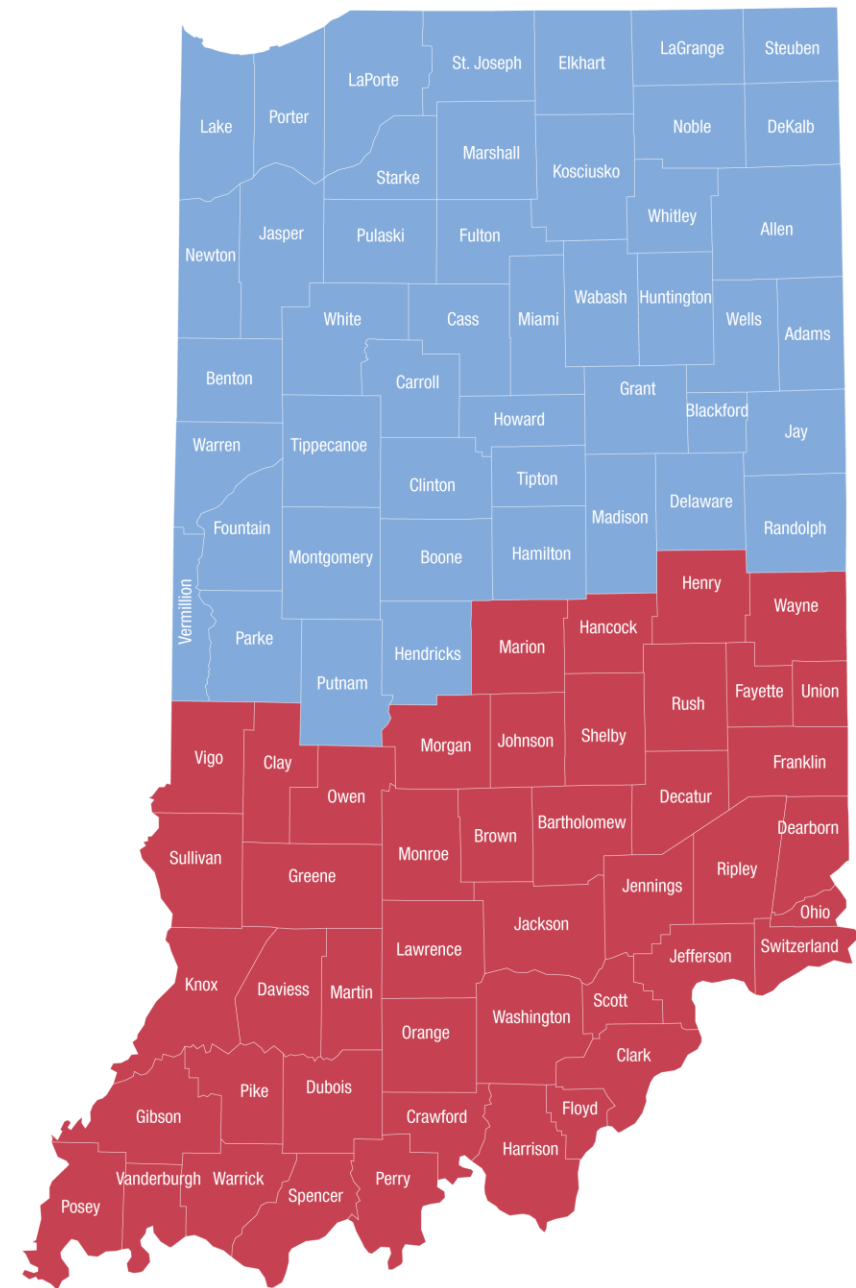
Indiana University, Lutheran, Parkview,
St. Joseph Regional Medical Center

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American Health Network, Community Health
Network, Baptist Health



Resources




CareSource[®]

CareSource Training and Events

CARESOURCE TRAINING & EVENTS
PAGE

Provider Education Series
Cultural Intelligence Webinar Series
Behavioral Health
External Training Opportunities
Past Training Events



Provider Communications Sign Up Form

Sign-up form: [Sign-up for CareSource Provider Communications](#)

Unsubscribe function: [Unsubscribe from CareSource Provider Communications](#)



Updates and Announcements

Visit the [Updates and Announcements page](#) located on CareSource.com website for frequent network notifications.

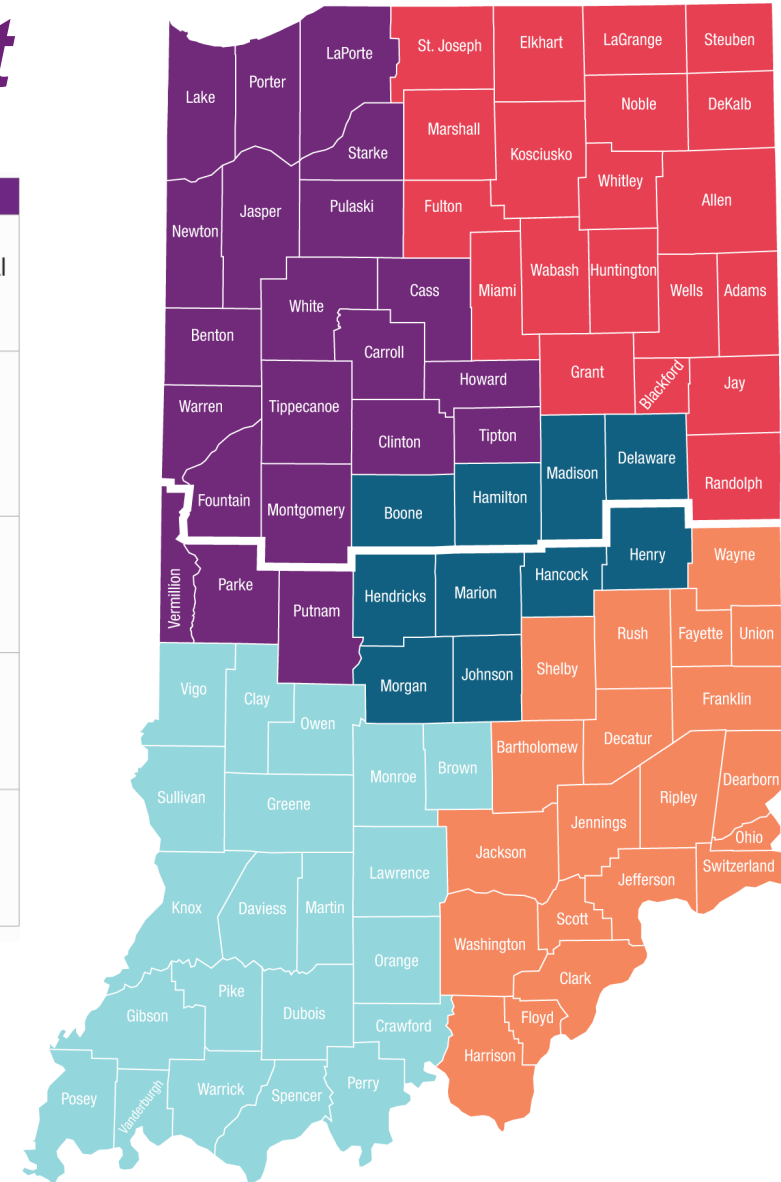
Updates may include:

- Medical, pharmacy and reimbursement policies
- Authorization requirements



Health Partner Engagement Representatives – Regional Specialist

Specialist	Counties	Health Systems
Danyelle Pittman North West 463-327-2297 Danyelle.Pittman@CareSource.com	Lake, Porter, LaPorte, Newton, Jasper, Starke, Pulaski, Benton, White, Cass, Warren, Tippecanoe, Carroll, Clinton, Howard, Tipton, Fountain, Montgomery, Vermillion, Parke and Putnam	Methodist, Powers Health, American Health Network, Lurie Children's Hospital, Iroquois Memorial Hospital, University of Chicago, Woodlawn Memorial Hospital and Putnam County Hospital
Leigh Hoover North East 765-425-0462 Leigh.Hoover@CareSource.com	St. Joseph, Elkhart, LaGrange, Steuben, Marshall, Kosciusko, Noble, DeKalb, Whitley, Allen, Fulton, Miami, Wabash, Huntington, Wells, Adams, Grant, Blackford, Jay and Randolph	Beacon Hospital Systems, Select Health Network, St. Joseph Regional Medical Center, Adams County Hospital, Goshen Health, Cameron Hospital, Select Physical Therapy, Lutheran Health Network and Marion General Hospital/Physicians
Amy Dagon West Central 317-417-9652 Amy.Dagon@CareSource.com	Boone, Hamilton, Hendricks, Marion, Morgan, Johnson, Madison, Delaware, Hancock and Henry	Hendricks Regional Health, Johnson Memorial Hospital, Henry County Hospital/Physicians and Hancock Regional Hospital/Physicians
Paula Egan South West 812-447-6661 Paula.Egan@CareSource.com	Clay, Owen, Monroe, Sullivan, Greene, Lawrence, Knox, Daviess, Martin, Gibson, Pike, Dubois, Orange, Posey, Vanderburgh, Warrick, Spencer, Perry, Crawford, Vigo and Brown	Good Samaritan Hospital, Daviess County Hospital, Greene County General Hospital, Perry County Memorial Hospital, Union Hospital/Physicians and Terre Haute Regional
Bonnie Waelde South East 812-480-9203 Bonnie.Waelde@CareSource.com	Bartholomew, Decatur, Franklin, Jackson, Jennings, Ripley, Dearborn, Washington, Scott, Jefferson, Switzerland, Ohio, Harrison, Floyd, Clark, Shelby, Rush, Wayne, Fayette and Union	Columbus Regional Hospital, Baptist Health – Floyd, Decatur County Memorial, Norton Healthcare, Major Hospital/Physicians, Scheck Memorial Hospital and Rush Memorial Hospital/Physicians



CareSource Health Partner Engagement Team



Health Partner Engagement Representatives – Statewide Specialists

Sarah Tinsley

Health Partner Engagement Specialist III
317-607-4844

Sarah.Tinsley@CareSource.com

Statewide Health Systems:

IU Health, Deaconess, Eskenazi, Ascension St. Vincent
and Witham Health Services, Urgent Dental Center, D2
Dental, Kids and Adult Dental, Heartland Dental and
Familia Dental

Tammy Garrett

Health Partner Engagement Specialist III
219-221-7065

Tammy.Garrett@CareSource.com

Statewide Health Systems:

Community Health Network, Franciscan Health Alliance, Parkview
Health, Reid Health, Riverview Health, Ladd Dental, Benevis/Pippin
Dental, Lakewood Dental, Mortenson Family Dental and White River
Dental

Ancillary Provider Support

INancillaryProviderSupport@CareSource.com

Home Health, Hospice, Durable Medical Equipment,
Skilled Nursing Facilities



Behavioral Health Resolution Specialists

Amanda Denny

Behavioral Health Resolution Specialist

Northern Territory

765-620-6722

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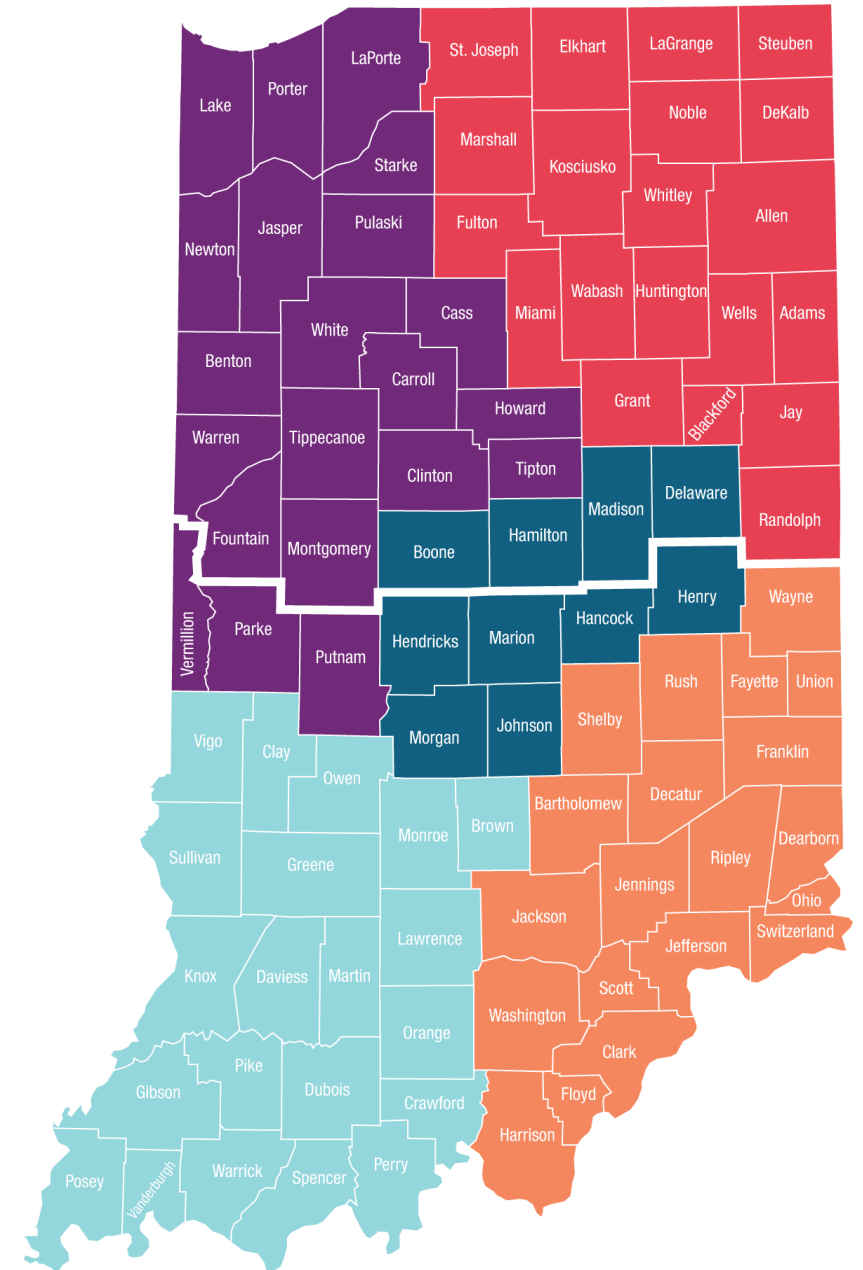
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Southern Territory

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Evaluation QR Code



Questions and Answers



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