

# CareSource would like to remind you about our website CareSource.com

- Information about CareSource's Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about case management and disease management programs, including how to use the services and how CareSource works with 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, including those for:
  - COPD
  - Asthma
  - ADHD (children)
  - CDC Recommended Immunization Schedule for Persons Ages 0-18 Years
  - CDC Recommended Immunization Schedule for Persons Over 18 Years of age
  - Men: Stay Healthy at Any Age
  - Women: Stay Healthy at Any Age
  - Perinatal Care
  - Diabetes
  - Depression (adults)
- CareSource's medical necessity criteria, including how to obtain or view a copy
- Information about the availability of staff to answer questions about utilization management UM issues
- The toll-free number to contact staff regarding UM issues
- The availability of TDD/TTY services for members
- Information about how members may obtain language assistance to discuss UM 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 limits and quotas; 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 re-credentialing application
- CareSource's member rights and responsibilities statement

If you have any questions about accessing our website or if you would like more information, please call the Health Partner Services. The most recent information about CareSource and our services is always available on [Caresource.com](http://Caresource.com)

