



Network Notification

Date: October 8, 2014

Number: OH-P-2014-26

To: Ohio Participating Providers

From: CareSource®

Subject: ALERT: MITS Scheduled Downtime October 10 6PM until October 14 6AM

The Ohio Department of Medicaid (ODM) has announced that the Medicaid Information Technology System (MITS) portal will undergo required maintenance to enhance its systems and networks. The scheduled maintenance will take place from 6:00PM Friday, October 10 through 6:00AM Tuesday, October 14. MITS will be unavailable for use during this time, and no files will transact to or from MITS and the Managed Care Plans (MCPs).

As MITS will not be available during this time, it is particularly important that providers verify CareSource member eligibility through CareSource in either of the following ways:

- 1) Log on to **CareSource.com** and select **Provider Portal** from the menu options. Using our secure Provider Portal, you can check CareSource Member eligibility up to 24 months after the date of service. You can search by date of service plus any of the following: Member name and date of birth, case number, Medicaid number, or CareSource Member ID number.
- 2) Call the CareSource automated Member eligibility verification system at 1-800-488-0134 and follow the appropriate menu options. This 24/7 system will prompt you to enter the Member ID number and the month of service to check eligibility.

Thank you for your understanding and patience during this MITS outage. For questions about the scheduled maintenance for MITS, please contact ODM at 1-800-686-1516.