



## Network Notification

**Notice Date:** June 15, 2020  
**To:** CareSource Providers  
**From:** CareSource  
**Subject:** Provider Portal Claims Submittal Enhancement

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### Attention Health Partners:

CareSource is excited to announce a new look and enhanced capability for the CareSource Provider Portal Online Claims Submission.

We highly recommend that you initiate your claims submission through the provider portal instead of submitting via mail. Our new interface makes submitting documents easier, and reduces claim payment time. Other benefits include:

- No initial mailing, email or fax
- Ability to submit claims for Healthcare Financing Administration (HCFA), Uniform Billing (UB), and Dental, including Coordination of Benefits.
- Ability to upload supporting documentation at time of initial submission.
- Ability to see which claims requests have already been submitted electronically.
- Enhanced field validation reduces returns to provider for missing information.

Note: This does not impact Ohio Waiver Health Partners. Please continue to use the current method for claims submission.

### What should I do now?

Please continue using the Provider Portal to submit your Online Claims Submission. If you don't use the portal yet, we encourage you to start now! Simply visit the [portal](#), select your state, and click "register here."

Need some refresher training? Go to **CareSource.com**. Under **Provider Resources**, click **Provider Portal**. Log into the portal and select **Users**, [Provider Training](#). Here you will find online training and MORE! Everything you need to know on how to get the fastest response to your claims submission!

If you have additional questions, please reach out to CareSource Provider Services.

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