



Network Notification

Notice Date: September 1, 2018
To: Care Source Providers
From: Care Source®
Subject: Duplicate Claim Processing Update
Effective Date: September 7, 2018

CareSource is committed to providing transparency to reporting statuses of your claims. We are pleased to share a claim processing update that may help reduce administrative work.

Currently, CareSource sends notification of duplicate claim rejection via **277u/277CA** with a claim status code of **54 and/or 78**. Effective **Sept. 7, 2018**, we will update our duplicate claim processing logic, and providers will receive a duplicate claim submission denial notification on their Explanation of Payment with an adjustment reason code of **18 "Exact Duplicate claim/service"** and Remittance Advice Remark Code of **N522 "Duplicate of a claim processed, or to be processed, as a crossover claim."**

If you have questions, we are here to help. Please contact Provider Services Monday through Friday, 8 a.m. through 5 p.m.:

- Indiana Marketplace: 1-866-286-9949
- Kentucky Marketplace: 1-855-852-5558
- Ohio Medicaid, MyCare, Marketplace: 1-800-488-0134
- Ohio Medicare Advantage: 1-844-679-7865
- West Virginia Marketplace: 1-855-202-1091

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