



Network Notification

Notice Date: June 25, 2020
To: CareSource Providers
From: CareSource
Subject: Interactive Voice Response (IVR) Enhancements for Providers

Summary

In March 2020, CareSource began a significant update to our Interaction Voice Response (IVR) system to improve the experience for both our members and providers. We have worked hard to ensure a more streamlined and swift experience while improving our self-service options.

Enhancements Include:

- Improved Claims Experience
- Reduced Provider Authentication
- Ability to hear specific benefit coverage for most requested benefits
- Ability to request most common requested forms, such as prior authorization request

Impact

In an effort to ensure the best experience, providers will need to complete the authentication process by entering an NPI or Tax ID for which you are calling. Additionally, you will need to provide the member's information about which you are calling. Simply provide Member's ID, date of birth and zip code. This will ensure CareSource will provide the correct information or forms for your patients. As a reminder, the claims module will continue to accept the claims ID, date of service and total billed amount when looking up a claim for services.

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