



NETWORK Notification

Notice Date: November 10, 2022
To: CareSource Providers
From: CareSource
Subject: Provider Alternative Format Request

Summary

Providers can now see whether their CareSource members have requested an alternate format for communications when they check the member's eligibility. This information can be found on the [Provider Portal](#) under the member eligibility screen (see below).

The screenshot shows the CareSource Provider Portal interface. At the top, there are tabs for 'CareSource Id', 'Medicaid Id', 'Member Info', 'Case Number', 'Multiple CareSource Ids', and 'Multiple Medicaid Ids'. Below the tabs, there are input fields for 'CareSource ID' (10101010101) and 'Date of Service' (8/10/2022). A 'Search' button is located below these fields. A status message indicates 'Member is eligible for service on the specified date'. The main section is titled 'Member Information' and contains various fields for member details. A red box highlights the 'Alternate Visual Impairment Communication Format Needed' field, which is currently blank.

Alternative format options include braille, sign, large print, audio CD or verbal. If no alternative format has been requested, the field will be blank.

CareSource encourages providers to consider these needs when communicating with their patients.

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