



Network Notification

Date: January 30, 2015

To: CareSource® MyCare Ohio Providers

From: CareSource

Subject: Explanation of Payment (EOP) correction

It has been brought to our attention that some CareSource MyCare providers have received Explanation of Payment (EOP) documents that did not clearly state our member's financial responsibility for the services they received during their visits. The patient responsibility section on the EOP was formatted incorrectly, making it appear that the member has a financial responsibility. Both Ohio Administrative Code (OAC) guidelines and our provider agreements prohibit Medicaid eligible recipients from being balance billed for any covered services.

CareSource identified an EOP formatting error and we are designing an effective solution; development is underway and expected to be fixed by February 12, 2015. The amount reflecting coinsurance in the patient responsibility field will be removed and added to the disallowed amount in the disallowed/non-covered field on the EOP. We apologize for any confusion and inconvenience this has caused your office staff. We are committed to quickly rectifying this situation for you and our members and we are taking steps to verify that impacted members have been properly reimbursed.

CareSource MyCare Ohio members may not be charged for coinsurance, co-payments, deductibles or any other amounts, in accordance with CRF 42 §438.106. We appreciate your attention and sensitivity to this matter. If you have questions, please contact Provider Relations at 1-800-488-0134, Monday through Friday, 8am to 6pm.

Thank you for all you do every day to serve our members.

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