



NETWORK *Notification*

Notice Date: August 16, 2022
To: Ohio Medicaid 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 displays 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'. The 'CareSource Id' field contains '10101010101' and the 'Date of Service' field contains '8/10/2022'. A 'Search' button is located below these fields. A status message at the top right indicates 'Member is eligible for service on the specified date'. The 'Member Information' section is divided into two columns. The left column includes fields for Member Name, CareSource Id, Medicaid Id, Case Number, Gender, Member Profile, Original Effective Date, Program, Member Alerts, Language Preference (English), Special Communication Needs, and Member Aid. The right column includes fields for Address, County of Residence, County of Eligibility, Phone, Date of Birth, Relationship to Subscriber, Program Details, Member Eligibility Date, and Span Last Updated. A red box highlights the 'Alternate Communication Format Needed' field, which is currently blank.

Alternative format options include braille, 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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