



# NETWORK *Notification*

**Notice Date:** May 13, 2021  
**To:** Ohio Medicaid Laboratory Referring and Service Providers  
**From:** CareSource  
**Subject:** CareSource Partnership with Avalon Healthcare for Laboratory Benefit Management  
**Effective Date:** July 1, 2021

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## Summary

CareSource is partnering with Avalon Healthcare (Avalon) on a new laboratory benefit management program for the provision of routine testing management services. This partnership allows CareSource to achieve consistent application of laboratory policies and automated review of laboratory claims aligned with industry best practice while also remaining provider- and member-friendly.

Providers of laboratory services (both referring and servicing) will need to be aware of this new partnership, as there will be important changes to new and existing medical policies, guidelines and reviews of laboratory services and related claims.

## Impact

For dates of service on and after July 1, 2021, CareSource will apply post-service automated policy enforcement to claims reporting laboratory services performed in office, hospital outpatient and independent laboratory places of service. This automated policy enforcement solution combines clinical science-based research with innovative technology and is designed to ensure consistent application of CareSource laboratory policies and guidelines to laboratory services claims.

Laboratory services reported on claims will be reviewed for adherence and consistency with CareSource's laboratory policies and guidelines, as well as industry standardized rules, including but not limited to:

- Evaluation of services for being experimental and/or investigative
- Assessment of clinical appropriateness based upon patient demographic information.

Codes reporting multiple units billed will be reviewed for appropriateness to code-specific unit allowances under CareSource laboratory policies and guidelines. Providers will continue to submit claims for laboratory services to CareSource, and CareSource will continue to adjudicate the applicable claims for payment.

## Additional Resources

Avalon has developed a Trial Claim Advice Tool which will allow providers to simulate claims submissions and adjudication by inserting codes for services, along with related patient diagnoses to

determine outcomes in advance of submitting claims. Avalon's Trial Claim Advice tool will review claims with laboratory services for adherence and consistency with CareSource laboratory policies governing the criteria listed above. This will be a simulation tool and does not guarantee approval or reimbursement of claims. Access to the Trial Claim Advice Tool will be available via a link provided on the CareSource Provider Portal beginning June 1, 2021. Providers must register for the CareSource Provider Portal using their CareSource provider ID (found on the CareSource provider welcome letter) to log in to the Portal.

### **Importance**

This partnership is an effort to ensure consistency with industry best practices. While we recognize the impact of this change, we request your assistance in this enhancement to ensure continued high-quality health services.

### **Questions?**

If you have questions regarding this notice, please contact CareSource's Provider Services at **1-800-488-0134**. (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time).

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