



# NETWORK *Notification*

**Notice Date:** January 26, 2022  
**To:** Ohio Medicaid & Marketplace NICU Providers  
**From:** CareSource  
**Subject:** NICU Authorization Process  
**Effective Date:** March 1, 2022

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## Summary

CareSource is dedicated to improving processes to ensure timely delivery of appropriate care for our members. In an effort to avoid delays in processing neonatal intensive care unit (NICU) utilization management (UM) authorization requests, CareSource is changing how Ohio NICU Providers request authorizations for CareSource Medicaid and Marketplace members.

## Impact

Effective March 1, 2022, Ohio NICU Authorization Requests (Initial and Continuous Stay Reviews) are to be sent via either of the following methods:

- NICU e-fax: 937-396-3499, or
- NICU email inbox: [NICU\\_UM\\_Clinical@CareSource.com](mailto:NICU_UM_Clinical@CareSource.com)

Please use the [NICU Clinical Request Form](#) that follows to ensure all pertinent information is provided in your request.

## Questions?

If you have any questions about this update, please contact Provider Services at **1-800-488-0134**.

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