



# NETWORK *Notification*

**Notice Date:** August 17, 2020  
**To:** Ohio Medicaid and MyCare Providers  
**From:** CareSource  
**Subject:** Transition of Care Update  
**Effective Date:** October 2, 2020

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## Summary

On July 1, 2020, the Ohio Department of Medicaid (ODM) removed language around Transition of Care (ToC) from the [Ohio Medicaid/MyCare Managed Care Plan Provider Agreement](#). This language required managed care plans (MCPs) to treat non-participating and out-of-network Community Behavioral Health Centers (CBHCs) as though they were participating providers for the purposes of adjudicating service claims and applying service limits and prior authorization requirements. ODM communicated this change to CBHCs on June 17, 2020 through an [Ohio Behavioral Health Redesign e-News Bulletin](#) and on Aug. 7, 2020 in a second [bulletin](#).

## Impact

Effective Oct. 2, 2020, CareSource will begin treating non-participating CBHCs as such. As a result, CBHCs that are not contracted and/or not credentialed with CareSource for Ohio Medicaid/MyCare may have their claims payments adversely impacted. This may include claim denials for being a non-participating provider and/or for not having prior authorization for services. Non-participating providers are required to have prior authorization and a single case agreement (SCA) for all services, prior to rendering any services, in order to be reimbursed for services.

CareSource has identified CBHCs that are currently non-participating who have recently submitted service claims and will be attempting to contact these BBHCs through mail, phone, and email outreach. CareSource will encourage providers to contract with CareSource as a participating provider before Oct. 2, 2020. For any CBHCs that elect not to participate with CareSource or who do not respond to CareSource's efforts to contract and/or secure a SCA for any services a member is currently receiving through their CBHC, CareSource will be outreaching directly to members in their care to attempt to connect them to a participating provider.

## Importance

CareSource believes that a robust CBHC provider network is in the best interest of our members with behavioral health concerns and is actively attempting to contract and credential all CBHCs in Ohio. CareSource encourages all CBHCs to respond to outreach, as appropriate/necessary, and to independently review and validate their contracting/credentialing status as soon as possible. If you have not been contacted, and would like to request a contract, go to our website, and click "Become a Participating Provider" under the Providers tab. CBHCs can validate their contracting/credentialing status with CareSource by emailing [Ohio.Provider.Contracting@caresource.com](mailto:Ohio.Provider.Contracting@caresource.com).

**Questions?**

For questions or concerns about your contracting or credentialing status, please contact [Ohio\\_Provider\\_Contracting@caresource.com](mailto:Ohio_Provider_Contracting@caresource.com).

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