



Network Notification

Notice Date: August 16, 2019
To: Ohio Medicaid Providers
From: CareSource
Subject: Provider Dispute Process - UPDATE
Effective Date: November 1, 2019

On July 5, 2019, CareSource announced that a new claim payment dispute process would be going live for providers effective Aug. 30, 2019.

After careful consideration of feedback from our provider network, the launch of this new process will be delayed until November 1, 2019, to ensure that both CareSource and our provider community are prepared for a smooth transition to this new process.

As a reminder, this process will give providers additional escalation rights that will allow CareSource to review a claim payment issue prior to a provider filing an appeal. The dispute process is voluntary and will have no impact to a provider's right to appeal, but will give providers an additional opportunity to request a review of a potential claim underpayment.

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