



## Network Notification

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**Date: December 22, 2010**

**Number: OH-P-2010-39**

**To: Ohio Providers**

**From: CareSource**

**Subject: Direct Access for Case Management/member needs now 24/7**

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Great news! CareSource Direct Access for Case Management Referrals and assistance with member needs is now expanded from normal business hours to 24 hours a day, 7 days a week.

The goal of expanding this service is to make it easier for providers to have "Direct Access" to staff here at CareSource to assist with any issues that you may have with our members. Now after-hour provider calls for Case Management or other member needs will roll over to Triage, so that providers can *continue* to assist CareSource members after hours and on holidays and weekends.

**Phone Number to Call for Direct Access: 1-800-993-6902**

Questions? Please contact your Provider Relations Representative.