



## **Network Notification**

**Notice Date:** December 13, 2018  
**To:** Ohio Health Partners  
**From:** CareSource®  
**Subject:** Issues with Claim Denying for National Drug Code (NDC)

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The purpose of this communication is to update on National Drug Code (NDC) denials related to "missing / invalid NDC code":

1. To correct "invalid NDC code" denials, CareSource fixed this issue on Nov. 21, 2018, except for NDC codes submitted with Revenue Code 636, with claims reprocessing starting on Nov. 30, 2018 and completing by Jan. 11, 2019.
2. To correct "missing NDC code" denials CareSource identified a vendor file transfer process that erroneously removed NDC codes from the claims file prior to processing. This root cause was identified on Dec. 12, 2018 and anticipated to be corrected by Dec. 17, 2018. Additional information on claims reprocessing timeline will be provided.

**There is no need to file a dispute or appeal for these claims.** If you have questions, please contact Provider Services at **1-800-488-0134**.

We appreciate your patience as we complete the systematic updates.