



## **Network Notification**

**Notice Date:** August 23, 2019  
**To:** Ohio Health Partners  
**From:** CareSource®  
**Subject:** Issue with Denials for Physical Therapy (PT) Units

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The purpose of this communication is to provide an update on claims billed for physical therapy (PT) units that denied incorrectly due to exceeding approved authorization allowable.

**Issue:** The CareSource system is counting PT **units** in a visit against the approved authorization allowable instead of counting per **visit**, regardless of the units billed, against the allowable.

**Solution:** CareSource is working to correct this issue. Providers do not need to resubmit denied claims to CareSource. We have reprocessed the denied claims, which should reflect on subsequent check writes.

**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**.