



Network Notification

Notice Date: November 13, 2019
To: Ohio Providers
From: CareSource
Subject: Delay in Claim Payments

Summary

On Nov. 4, 2019, CareSource diagnosed a software issue that affected **37 providers** during September and October 2019. The issue is specific to claims with associated Risk Withheld amounts.

Impact

Providers impacted will have delayed claim payments and will be contacted by CareSource.

Importance

The system fix for this software issue was implemented Nov. 9, 2019, and reprocessing will occur on all impacted payments by Nov. 15, 2019. Members of CareSource's affected teams, along with the software vendor, are currently working diligently to ensure the issue is resolved and will not re-occur.

Questions?

If you have questions, please contact CareSource Provider Services at **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m.).