CareSource

Network Notification

Notice Date: **January 28, 2020**
To: **Ohio Providers**
From: **CareSource**
Subject: **Recent Provider Portal Updates**

Summary

Your partnership is important to us, and we strive to ensure you are aware of the latest updates to our tools and resources. This network notification highlights recent Provider Portal updates.

Provider Portal Updates

New Health Plans	As of 1/1/2020, the Provider Portal supports all functionality needed for members enrolled in Ohio Dual Special Needs Plans (D-SNP).
Claim Disputes	Providers can now submit claim disputes using the Provider Portal. The ability to attach a file is optional.
Rejected Claims Visibility	Providers can now view rejected claims based upon certain search criteria.
Prior Authorization Submission	Nonparticipating providers are now able to complete the prior authorization (PA) process for Urine Drug Tests (UDT) even if the member has met the benefit limit.
Prior Authorization Change Request	A change request option is now available for inpatient and outpatient prior authorizations.
Hospital Claims Attachments	A hospital/facility can now upload large files (up to 100MB) in conjunction with Re-Admission, Re-Admit Original Discharge or Unlisted Code Claim Submissions.
Provider Documents	The Provider Documents page now has filtering capability.
Dispute and Appeal Attachments	The attachment size for disputes and appeals has been increased from 12MB to 100MB.
Abortion, Hysterectomy and Sterilization Consent Forms for Claims	Providers may now upload abortion, hysterectomy and sterilization (AHS) consent forms for claims.
Integration with ECHO Health	The ECHO Health Explanation of Provider Payment (EPP) is now available through the Provider Portal when viewing a claim.
Waiver Claims Information Updated with Diagnosis Code	For Ohio Medicaid and MyCare claims, the diagnosis code from the service plan now displays the Waiver Claims Information section. The diagnosis code is also viewable from the Service Plan section.
Dual-Eligible Special Needs Model of Care Training	CMS requires that Providers who are contracted for Ohio D-SNP must attest that they have completed the annual Model of Care (MOC) training. To support this requirement, contracted Ohio D-SNP providers are prompted upon login to attest to their annual MOC training before proceeding onto the Provider Portal.

You can access the CareSource Provider Portal at CareSource.com > Login > Provider Portal. Simply enter your username and password (if already a registered user) or submit your information to become a registered user.

OH-SP-0259