



Network Notification

Notice Date: **October 3, 2019**
To: **Ohio (All Plans); Indiana Marketplace; Kentucky Marketplace; West Virginia Marketplace Providers**
From: **CareSource**
Subject: **Recent Provider Portal Updates - **UPDATED****

This notification has been updated from the original message on Sept. 23, 2019. Information was added, as listed in **red text** below.

Summary

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

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.

Claim Disputes

The option to submit a claim dispute using the Provider Portal is now available **for the following plans:**

- **Ohio – Medicare Advantage and MyCare**
- **West Virginia – Marketplace**
- **Indiana – Marketplace**

The clam dispute feature will be available for Ohio Medicaid providers starting on Nov. 1, 2019.

If you need to submit an appeal or dispute involving a dental claim, you can continue to either mail or fax the submission to CareSource:

Fax: 937-531-2398

Mailing Address:

CareSource
Attn: Grievance & Appeals
P.O. Box 1947
Dayton, OH 45401-1947

Updated Branding

The look and feel of the Provider Portal has been updated to align more closely with the branding that was rolled out for **CareSource.com**.

Updates to the Indiana Behavioral Health Member Profile

The information presented in the profile has been adjusted from 3 months to a 15-month look-back period.

Kentucky Hospital Paid Claims Listing Report

The KY hospital paid claims listing report, also called the Appendix O document, is now available on the Provider Portal on the Provider Documents page.

Rejected Claims Visibility – Ohio and West Virginia

Providers can now view rejected claims based upon certain search criteria. The claims that initially display on the new **Rejected Claims** page are the rejected claims from the previous two years (24 months) that are directly associated with their Provider ID, Tax ID or NPI. To locate rejected claims that do not appear in the initial result set, the provider can use the other search criteria available on the page to find them. The results can be exported to a .csv file.

Rejected Claims

Rejected claims are defined as claims that are not properly billed according to the National Billing standards, State requirements, or CareSource requirements, such as invalid or missing data elements that are returned to the submitter or EDI source without registration in the claims processing system. Since rejected claims are not registered in the claims processing system, the claim must be re-submitted with all appropriate changes made within timely filing guidelines.

The claims that initially display on this page are the rejected claims from the previous two years (24 months) that are directly associated with your Provider ID, Tax ID, or NPI. To locate rejected claims that do not appear in the initial result set, use the other search criteria available on this page to find them. If you only search by DOS, you will also only find results that are directly associated with your Provider ID, Tax ID, or NPI.

Rejected Claims Search

Member First Name Member Last Name

Patient Number Clearinghouse Claim #

NPI

Charge Amount

Date of Service (Minimum) Date of Service (Maximum)

Rejected Claims Search

Member First Name Member Last Name

Patient Number Clearinghouse Claim #

NPI

Charge Amount

Date of Service (Minimum) Date of Service (Maximum)

Search

Export Rejected Claims: [CSV](#)

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Patient Number	Clearinghouse Claim#	Received	- DOS	Charge Amount	Servicing Provider	Member Name	CareSource Claim#	Reason
0080395043	MHXP0080395043	11/07/2017	09/13/2017	\$720.00			17311027ZD00	
0079767751	MHXP0079767751	10/12/2017	09/13/2017	\$760.00			17285029WC00	
0079318334	MHXP0079318334	09/26/2017	09/14/2017	\$241.00			1726902SNA00	
0093885339	MHXP0093885339	05/08/2019	09/14/2017	\$282.00			19128055HL00	CLMTIMELYFILING - Claim passed Timely Filing deadlines
0093772218	MHXP0093772218	05/03/2019	09/14/2017	\$3,411.00			1912303V4G00	CLMTIMELYFILING - Claim passed Timely Filing deadlines
0092302047	MHXP0092302047	03/12/2019	09/14/2017	\$2,437.00			1907102CMF00	
0090051624	MHXP0090051624	11/30/2018	09/14/2017	\$240.00			1833402RDV00	