



Network Notification

Notice Date: March 23, 2020
To: Indiana Marketplace 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

| | |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration with Echo® Health for Provider Payments | Effective Jan. 11, 2020, CareSource completed our migration to ECHO Health, Inc. The ECHO Health Explanation of Payment (EOP) is available on the Provider Portal when viewing a claim. |
| Claim Messaging | Additional detail is now available when viewing a denied claim on the Provider Portal. Clinical edits, which provide detailed information regarding the claim denial, can now be viewed in the Process Reason when viewing the claim details. |
| Member Eligibility | Providers can now search for multiple members at once using an Excel file containing the necessary IDs. A spreadsheet template is available for use as well. |
| Provider Maintenance | |
| New Workflow for Denied Claim Attachments | <p>A more streamlined experience is now available for submitting attachments for denied claims. A new Document Upload tab is available on the Claims Detail view when a claim is denied due to missing attachments. You are then prompted to upload the appropriate attachment for the denied claim.</p> <p>This workflow is now in place for claims that have been denied for missing consent forms or for missing medical records needed for hospital admission, re-admit original discharge, or unlisted code claims.</p> |
| | |

Dispute Letters

You can access the CareSource Provider Portal at [CareSource.com](https://www.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.

IN-EXCP-51350