



Provider Portal Claims Attachment Quick Start Guide

There are multiple ways that you can upload documentation or attachments on the CareSource Provider Portal.

- [Submit medical records proactively for claims](#)

In addition to this guide, please refer the following, as needed:

- [Payment Review Tool](#), to understand CareSource's policy for claim reviews such as readmissions, inpatient hospital claims with diagnosis-related group (DRG), high dollar claims, place of service validation and DRG.
- The Provider Manual that is available on CareSource.com for each plan, which outlines claim submission timely filing information. The Provider Manual may be found at [CareSource.com > Providers > Tools & Resources > Provider Manual](#).
- Appeal information, such as when and how to file a dispute or an appeal, is also located on [CareSource.com > Providers > Provider Portal > Provider Appeals](#).

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- [Submit medical records for denied claims](#)



SUBMIT MEDICAL RECORDS FOR DENIED C



SUBMIT MEDICAL RECORDS PROACTIVELY FOR CLAIMS

If you need to submit medical records for a new claim, you can do so using the **Claim Information and Attachments** page. The attachments will be matched with member's corresponding claim so that the claim can be processed successfully.

To upload medical records, do the following:

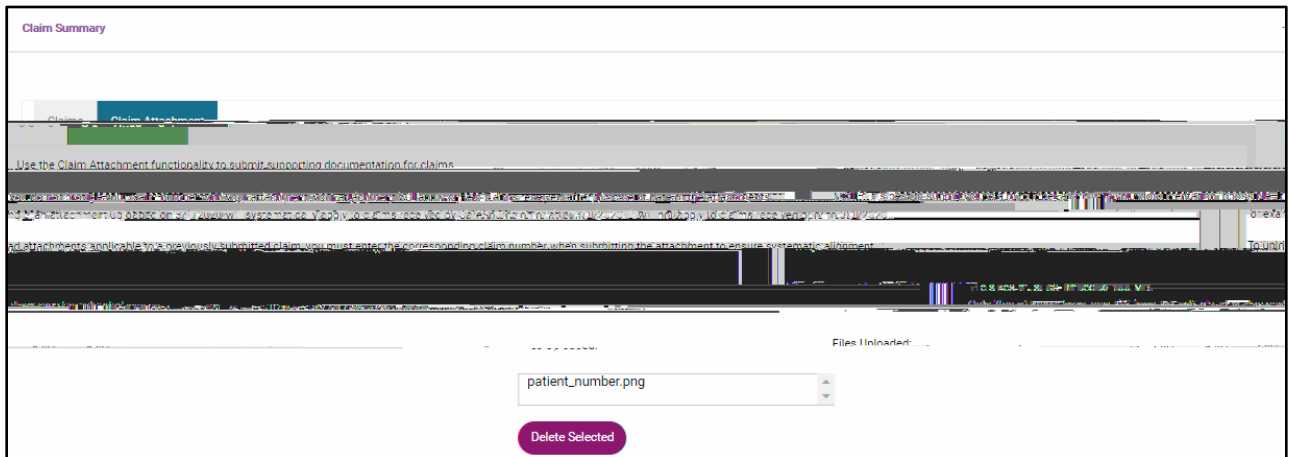
1. From the left hand **Claims** menu, click **Claim Information and Attachments** to perform a search to locate the specific member for whom you want to upload records.



2. In the **Claim Summary** section, click the **Claim Attachment** tab.

NOTES:

- If the member does not have existing claims, this tab opens by default.
- If you want to submit attachments for a denied claim, click the **View Details** link for the specific claim and follow the instructions to [Submit Medical records for denied claims](#).



3. Click **Choose File** to locate the attachment. The file size is limited to 100 MB.

Submit records that directly correspond and support the billed services. Submitting an entire medical record versus documents related to a specific claim could delay the processing turnaround time.



4. Enter the **Service Date** for the claim.

NOTES:

- The member must be eligible for the selected date of service to continue with the attachment.
- If you are including a claim number with the attachment, the date of service must match what is on the claim.
- If the claim is for a service with a date range, enter the first date that appears on the claim.

5. Select the appropriate **Submission Reason**.
6. Enter the **Claim Number**, if available.
7. Enter your contact information and any applicable notes.
8. Click **Submit Documents**.

NOTE: If you submit documentation for a claim and do not indicate the specific claim number for which the documentation applies, the documentation will apply **only** to claims received **after** the receipt date of the medical records. For example, documentation uploaded on 1/6/2020 will systematically apply to claims received by CareSource on or after 1/6/2020. It will not apply to claims received prior to 1/6/2020. **To upload documentation applicable to a previously submitted**