Notice Date:	1 R Y H P E H U
To:	CareSource Indiana, Kentucky, Ohio and West Virginia Providers
From:	CareSource
Subject:	2021 Quarter 3 Provider Portal Updates

Provider Portal External Release Notes

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.

PRIOR AUTHORIZATION

- x Discharge Instructions - When the selection for the patient is marked as discharged while submitting a prior authorization, you will now be instructed to please add discharge notes and instructions.

- x Inpatient Prior Authorization Types ±Two Prior Authorization Types have been renamed when submitting an Inpatient Authorization. The following authorization types were renamed:

    - o Elective is now Medical Elective

    - o Emergency is now Medical Emergency

PHARMACY MEDICAL PRIOR AUTHORIZATION REQUEST

A new Physician Administered Pharmacy Prior Authorization tool is now processing the pharmacy services that are billed under the medical benefit. With this update, the Provider Portal will now prompt you to access this tool to continue the authorization wh H Q \ R X V H O H F W ³Physician Administered Pharmacy Codes ´from the Category drop-down.

## SERVICE PLAN ACKNOWLEDGEMENT INDICATORS

Service plans are considered new if the service plan was created within the most recent 90 days. The Service Plan acknowledgement indicators on the Portal have been updated to indicate if acknowledgement of the service plan has occurred, even if the plan falls within the new timeframe (90 days). The New Indicator now only shows when the service plan created date is within the last 90 days, and the plan is not

yet acknowledged. The new indicator will not display when the service plan created date is within the last 90 days and the plan is acknowledged.

MEMBER ELIGIBILITY LAST UPDATE DATE

On the Provider Portal, when Member

x   Each account being linked will need to be registered with a user ID and password prior to being linked.

x   Users will only be able to link accounts within the same state.

    o   For example, if a user has an account registered in the Ohio Portal and the Indiana Portal, they will NOT be able to link together.

x   If a user is an administrator on one account and is not an admin on the linked account, users should use the administrator account to link all other accounts.

x   Users should use one main account to link all accounts and manage the links.

x   Toggle between accounts from the right side drop-down, shown below.

    o   The X V HID, Provider Name and CareSource ID will be displayed in this drop-down.
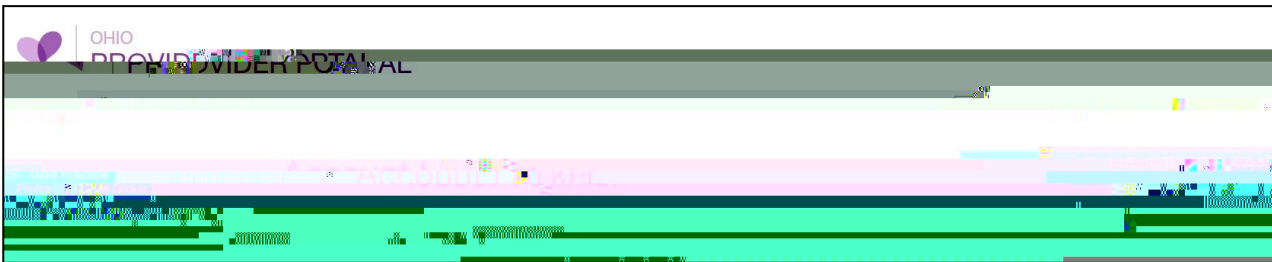
CLAIMS

x   Corrected Claim Submission ±A new option has been added to the Online Claim Submission tool that will allow you to now submit corrected claims for paper claim submissions (including the upload of a paper claim). After clicking Online Claim Submission from the Claims menu, click Work Item > Resubmission. You may search for a claim using a variety of search criteria (shown below). The previously submitted claim will populate once located and you may edit the necessary fields and resubmit the claim.

PROVIDER DOCUMENTS

The Provider Documents page has been updated to display only the last 30 days of documents received for the provider as a default. You may use the Begin Date and End Date fields to search for additional documents beyond the defaulted 30 days.

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