



Network Notification

Notice Date: April 15, 2020
To: CareSource Providers
From: CareSource
Subject: Designation of Availity as the Exclusive EDI Gateway for CareSource
Effective Date: June 1, 2020

Summary

As part of our ongoing efforts for continuous improvement, CareSource will be consolidating Electronic Data Interchange (EDI) Clearinghouses into a single gateway. As of June 1, 2020, our preferred partner will be Availity.

Importance

This change is intended to promote faster claim processing, along with allowing providers the ability to submit and receive real-time claim status inquiry (276) and eligibility/benefit inquiry (270) transactions.

Impact

We are focused on continuity of service for your EDI transactions. This consolidation should not impact you if your clearinghouse can send transactions to Availity. You can find a list of EDI vendors who transmit EDI transactions to Availity EDI Gateway for CareSource transactions by using this link www.availity.com/caresourceedivendors. If your current or desired clearinghouse is not on this list, please contact them to confirm continuity of support for CareSource transactions.

If your current clearinghouse or service provider is unable or unwilling to submit transactions through Availity's EDI Gateway, or you are notified of any negative impact to your transactions, there are alternate submission options available. You may submit directly, by connecting directly to the Availity Gateway at no cost for all CareSource 837 and 27X transactions. Visit <https://apps.availity.com/web/welcome/#/edi> to learn more.

Questions or Issues?

If you encounter an issue during this transition, please contact your clearinghouse or Availity. Availity's Client Services can be reached at 1-800-Availity (1-800-282-4548).

Please note it may take time to work with a clearinghouse or service provider, so please take action now to help ensure continuity of your EDI transactions to CareSource.

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