

**Notice Date:** May 2, 2023  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** Rejection of Claims Based on the Provider Master File

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### Summary

The Ohio Department of Medicaid (ODM) prohibits payment of claims to providers who are not authorized by the state (as defined in the Provider Master File) **EXCEPT** claims for emergency services. Effective May 5, 2023, CareSource will reject Ohio Medicaid claims when the provider does not meet the matching validation of the Provider Master File (PMF). Claims from providers with an active Medicaid ID within the PMF, including those registered with ODM with Provider Type 19 (Single Case Agreement) will not reject.

If the claim is not an emergency claim, CareSource will reject if the following requirements are not met:

- a. The rendering provider on the claim is listed as an active provider in the PMF as of the claim's Date of Service.
- b. The billing provider on the claim is listed as an active provider on the PMF as of the claim's Date of Service.
- c. The rendering provider is affiliated with the billing provider on the PMF as of the claim's Date of Service.

The rejection codes are as follows:

- 562 - Invalid National Provider Identifier (NPI) (Billing and Rendering Rejections)
- 677 - Entity Not Affiliated (Affiliation Rejections)

Questions?

Please contact Provider Services at **1-800-488-0134**, Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).

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