



Network Notification

Date: 01/22/15

To: CareSource Just4Me™ Indiana Health Partners

From: CareSource

Subject: Reminder to Check Member Eligibility for CareSource Just4Me™

CareSource Just4Me™ is launching its 2015 benefit year, which means you will begin to see our members presenting for service. To avoid eligibility and payment issues, we recommend that you check member eligibility each and every time a member seeks care.

When checking eligibility, it is important to make sure that the member is not more than 30 days past due on his or her premium payments. If a member's account is past due, it will be flagged with a delinquency notice which is visible on the [Provider Portal](#) and through eligible EDI vendors.

See below for the placement of the delinquency reminder on the portal:

The screenshot displays the 'Member Eligibility' page in the CareSource portal. At the top, there is a navigation bar with 'CareSource' and 'Member Eligibility' tabs. Below the navigation bar, there are several input fields: 'CareSource ID', 'Date of Service' (set to 2/5/2014), and a 'Member is eligible for service on the specified date' button. The 'Member Information' section is expanded, showing fields for 'Member ID', 'CareSource Id', 'Medicaid Id', 'Care Number', 'Gender' (Male), 'Date of Birth', 'City, State, Zip', 'Country', 'Phone', and 'Relationship to Subscriber' (Subscriber/Insured). Under the 'Program Details' section, a red warning message is displayed: 'Premium payments past due - member in 90 day grace period & responsible for services if account not paid in full prior to grace period end...'. An arrow points from this message to a white rectangular box on the right side of the page.

Delinquency can also be obtained via Electronic Data Interchange (EDI) through eligible clearinghouses. Below is an image of delinquency as it appears via the 270/271 response when a member is delinquent.

The screenshot displays a web interface for managing member information. On the left is a navigation menu with categories like 'Eligibility and Benefits', 'Claims Management', and 'My Account'. The main content area shows plan details for 'Indiana Health Insurance Exchange' with an eligibility start date of 01/01/2015. Below this is a table titled 'View Additional Benefits' with columns for 'Eligibility & Benefit', 'Coverage', 'Amount', 'Quantity', 'Place Of Service', 'Time Period', and 'Description'. A message box with a red border contains a 'Benefit Disclaimer' stating: 'Premium payments past due-member in 90 day grace period & responsible for services if account not paid'. At the bottom, there are buttons for 'View Details' and 'Edit Info'.

A list of our EDI clearinghouses is available online in the [Provider Manual](#). If you have any questions, please call our Provider Services Department at **1-866-286-9949**. You can also access additional resources on the [CareSource Just4Me Provider Resources](#) page on CareSource.com.

Thank you again for your participation in the CareSource Just4Me network.