



Network Notification

Date: August 3, 2010

Number: MI-P-2010-10

To: Michigan Providers

From: CareSource

Subject: July 20, 2010 Explanation of Payment (EOP) Missing Account Numbers

On Tuesday, July 20, Michigan Providers received an Explanation of Payment (EOP) without the patient account ID, making it difficult for large providers and hospital systems to reconcile the report.

This error was caught by CareSource's Claims Department and corrected immediately with our vendor. This error only took place on Tuesday, July 20; all other EOPs you should have received include the patient account ID.

Action Requested:

Please call CareSource Provider Services at 1-800-390-7102 to obtain the July 20, 2010 EOP with the patient account ID. Provider Services will email or fax the EOP with patient account IDs.

We apologize for any inconvenience this may have caused.