



Dear CareSource Provider,

Welcome to CareSource and thank you for your participation. CareSource values our relationships with providers and is actively working to strengthen our partnership and make it easier for you to deliver quality care to our members.

The CareSource Provider Manual is intended as a resource for working with our Plan. We know how challenging the health insurance and managed care industry has become, and understand the complexity can affect your office or facility.

Therefore, we have made every effort to include key information such as claims submission, reimbursement processes, authorizations and more to make it easier for you to do business with us. Additional resources are available to you on our secure Provider Portal located at [www.caresource.com](http://www.caresource.com).

We continue to add information weekly to the Provider Portal to improve the quality of communication and transparency of our processes. As always, we are interested in your feedback.

If you are unable to find what you are looking for, please feel free to contact Provider Services at 1-800-390-7102 from 8 a.m. to 5:30 p.m., Monday through Friday.

In addition, you have an assigned Provider Relations Representative who can assist you with questions. You can identify your representative by visiting [www.caresource.com](http://www.caresource.com) and linking to the PR Rep Assignment list. You may also contact our Provider Relations Team Leader, Ann Marie Allison at 517-702-5231.

We know that great health care begins with you. Together we can achieve better outcomes for our CareSource members.

Sincerely,

Sharon R. Williams,  
President  
CareSource Michigan