



NETWORK *Notification*

Notice Date: August 2, 2023
To: Arkansas PASSE Providers
From: CareSource PASSE
Subject: Provider Reconsideration Process & Timely Filing Update
Effective Date: January 1, 2023

Summary

Effective Jan. 1, 2023, CareSource implemented a Provider Reconsideration process to align with our contract requirement with the Department of Human Services (DHS) and the Medicaid Fairness Act. This process is included in our internal appeal system.

Impact

The Provider Reconsideration process allows providers to request further review of an adverse decision/action.

A service provider whose services (whether completed or proposed) are the subject of an adverse decision or action may file a request for reconsideration.

How to Request

The request for reconsideration must be filed, in writing, within 30 calendar days from the date on the notice of the adverse decision/action, and must include:

- i. a copy of the notice of the adverse decision or action to be reconsidered, and
- ii. any additional documentation to support medical necessity.

CareSource will acknowledge receipt of the request with five (5) business days and will issue a response to the provider within 20 calendar days.

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