



# NETWORK *Notification*

**Notice Date:** November 15, 2023  
**To:** CareSource PASSE Providers  
**From:** CareSource PASSE  
**Subject:** Denial of Claims Based on State File

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## Summary

CareSource PASSE™ wants to clarify billing requirements to enable timely claims processing.

If you are required to have a National Provider Identifier (NPI), you must report it to Arkansas Medicaid once enrolled as an Arkansas Medicaid provider.

As mentioned in the [CareSource PASSE Provider Manual](#), Page 87: *“Provider identifying information and demographic data must match what is registered for Arkansas Medicaid. If your information with Arkansas Medicaid needs to be updated, please reach out to Provider Enrollment at 1-800-457-4454.”*

These data elements, such as NPI and physical billing address, taxonomy code or Arkansas Medicaid ID, help the Department of Human Services (DHS) to match the provider receiving payments to the provider’s active registration with the Arkansas Medicaid program.

CareSource will deny Arkansas PASSE claims when the provider information does not meet the matching validation of the Provider Master File. This applies to both paper and electronic claims.

Please see the previous network notification [here](#).

## Questions?

If you have questions, please call our provider services department at **1-833-230-2100** or one of our [Provider Engagement Representatives](#).

Thank you for being a CareSource PASSE provider and serving our members.

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