

Notice Date: February 10, 2025
To: Arkansas PASSE Providers
From: CareSource PASSE
Subject: Prior Authorization Submission Guidance

Summary

In October 2024, CareSource PASSE shared a network notification regarding our [Prior Authorization Portal Enhancement project](#). Since that time, four training opportunities were offered to our provider network, to include waiver, atypical, outpatient behavioral health and ABA on how to submit authorizations using the Provider Portal.

Impact and Importance

Training Opportunities reviewed the following key points:

- Effective immediately, all provider types can and should begin using the Provider Portal as primary method for authorization submission.
- Email submission to servicedeterminations@CareSourcePASSE.com for the sole purpose of authorization submission **will no longer be allowed after March 31, 2025.**
- Authorization requests received after March 31, 2025, will be returned to provider unless there is specific support from a CareSource Health Partner documenting any barrier to accessing the portal that are not the fault of the provider.
- Procedure Look up tool language indicating contact servicedeterminations@CareSourcePASSE.com has been removed.
- Updated Prior Authorization forms identifying the Provider Portal as the preferred and faster method for submitting a request will be available early 2025.

CareSource will be offering additional training on the Prior Authorization Portal Enhancements. Please register at the links below.

- [Register here](#): Tuesday, February 25, 2025, 1:00 p.m. - 2:00 p.m. Central Time (CT)
- [Register here](#): Tuesday, March 4, 2025, 1:00 p.m. - 2:00 p.m. CT

To help you prepare for using the Provider Portal, you are encouraged to check out the [Provider Portal Registration Guide](#). The Provider Portal makes it easier for you to work with us 24/7. It has critical information and tools to save your practice time.

- Member & Eligibility Search
- Claims Search, Explanation of Payment (EOP) & Submissions
- Prior Authorization Search & Submissions
- Primary Care Provider (PCP) Roster & Clinical Practice Registry

Should you have any additional questions about the authorization process please do not hesitate to contact the Service Determination department at servicedeterminations@CareSourcePASSE.com. All other questions can be directed to the Provider Services line at **1-833-230-2100**.

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