



# Communicating with CareSource PASSE™



## Phone Numbers

|                                            |                                                                                              |
|--------------------------------------------|----------------------------------------------------------------------------------------------|
| Provider Services                          | 1-833-230-2100                                                                               |
| Prior Authorizations                       | 1-833-230-2100                                                                               |
| Claims Inquiries                           | 1-833-230-2100                                                                               |
| Pharmacy                                   | 1-833-230-2100                                                                               |
| Grievances & Appeals                       | 1-833-230-2100                                                                               |
| Member Services                            | 1-833-230-2005                                                                               |
| Care Coordination                          | 1-833-230-2005                                                                               |
| 24-Hour Nurse Advice Line                  | 1-833-687-7305 (TDD/TTY: 711)                                                                |
| Fraud, Waste, and Abuse                    | NavEx: 1-844-415-1272                                                                        |
| TTY for the Hearing Impaired               | 1-800-285-1131 or 711                                                                        |
| NIA (High Tech Radiology)                  | 1-800-424-4313 or <a href="http://www.RadMD.com">www.RadMD.com</a>                           |
| Avalon (Lab)                               | 1-844-227-5769                                                                               |
| CareBridge (Electronic Visit Verification) | 1-844-922-2584 or <a href="mailto:arevv@carebridgehealth.com">arevv@carebridgehealth.com</a> |

## Fax Numbers

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|-----------------------------------------------------------------------------------|--------------|
| Fraud, Waste, and Abuse                                                           | 800-418-0248 |
| Pharmacy Prior Authorization                                                      | 866-930-0019 |
| Medical Prior Authorization                                                       | 844-542-2608 |
| Service Determination Team                                                        | 844-542-2608 |
| Provider Appeals and Disputes                                                     | 937-531-2398 |
| Provider Demographic Changes<br>(e.g., office changes, adding/deleting providers) | 833-230-2100 |

## Web Links and Email Addresses

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|----------------------------|-------------------------------------------------------------------------------------------------------------------|
| Website                    | <a href="https://CareSource.com/ar/providers/welcome/medicaid/">CareSource.com/ar/providers/welcome/medicaid/</a> |
| Provider Portal            | <a href="https://ProviderPortal.CareSource.com/AR">ProviderPortal.CareSource.com/AR</a>                           |
| Learning Management System | <a href="https://healthplanresources.com/learn">healthplanresources.com/learn</a>                                 |
| Fraud, Waste, and Abuse    | <a href="mailto:Fraud@CareSource.com">Fraud@CareSource.com</a>                                                    |
| Care Coordination          | <a href="mailto:CareCoordination@CareSourcePASSE.com">CareCoordination@CareSourcePASSE.com</a>                    |
| Service Determination      | <a href="mailto:ServiceDeterminations@CareSourcePASSE.com">ServiceDeterminations@CareSourcePASSE.com</a>          |
| Incident Reporting         | <a href="mailto:Incident.Reporting@CareSourcePASSE.com">Incident.Reporting@CareSourcePASSE.com</a>                |