



## Network Notification

**Date:** September 30, 2014

**Number:** OH-P-2014-23

**To:** CareSource Advantage® (HMO SNP) Providers

**From:** CareSource®

**Subject:** CareSource Advantage (HMO SNP) Non-Renewal

As of January 1, 2015, CareSource will no longer offer CareSource Advantage® (HMO SNP). This health care plan will come to an end on December 31, 2014. This action does not affect CareSource's other Ohio plans, Ohio Medicaid and CareSource® MyCare Ohio (Medicare-Medicaid Plan). Our Medicaid and MyCare Ohio plans will continue to operate as usual.

### Verify Eligibility for Services

- In the next few months some CareSource Advantage members in northeastern Ohio may transition to CareSource MyCare Ohio.
- Other CareSource Advantage members will transition to other Medicare plans, and CareSource will no longer be the primary payer.
- Additionally, some CareSource Advantage members may remain as CareSource Medicaid only members.

Because of these changes, it is important for Providers to carefully check **all** member ID cards and verify member eligibility before rendering services.

As of January 1, 2015, Providers should no longer accept the following CareSource Advantage Member ID card:

#### Front of Card

|   |                       |
|---|-----------------------|
|  CareSource Advantage® (HMO SNP) |                       |
| <b>Member Name:</b> Mary Doe  | <b>RxBin:</b> 004336  |
| <b>Member ID #:</b> 12345678900   | <b>RxPCN:</b> MEDDADV |
| <b>Policy #:</b> 001  | <b>RxGRP:</b> RX5043  |
| <b>Plan Type:</b> Managed Care  |                       |
| <b>Primary Care Physician/Clinic:</b> ABCD Health Center  |                       |
| <b>Physician/Clinic Phone:</b> 937-123-4567   |                       |
| CMS Contract #H6178<br>Issuer (80840)   |                       |
| <br><b>SAMPLE</b>                |                       |

#### Back of Card

##### MEMBER CONTACT INFORMATION:

Member Services: **1-800-708-8729** (TTY: 1-800-750-0750 or 711)  
24-hour toll-free nurse advice line: **1-866-206-0569** (TTY: 1-800-750-0750 or 711)  
In case of an emergency, call 911 or go to the nearest emergency room.

##### PROVIDER CONTACT INFORMATION:

Provider Services: **1-800-488-0134**  
Eligibility verification: **CareSource.com**  
Providers must verify eligibility for date of service.  
Authorization is required for inpatient admission.  
Pharmacy questions: **1-888-527-0014**

##### MAIL MEDICAL CLAIMS TO:

CareSource  
P.O. Box 8730  
Dayton, OH 45401-8730

##### MAIL PHARMACY CLAIMS TO:

CVS Caremark  
P.O. Box 52066  
Phoenix, AZ 85072-2066

**If You Have Questions**

If you have questions about the CareSource Advantage plan or services for CareSource Advantage members, please call your Provider Relations Representative or CareSource Provider Services at 1-800-488-0134, Monday through Friday, 8 a.m. – 6 p.m., Eastern Standard Time (EST).

As always, thank you for serving our members!

OH-P-954