

Contracted Community Mental Health Centers Healthy Indiana Plan (HIP) and Hoosier Healthwise (HHW) Providers

CareSource Provider Resources

Q: Where can I find resources, such as the provider orientation materials, on the CareSource website?

A: Visit the provider pages of caresource.com, click:

- Indiana
- Medicaid
- Plan Resources

While visiting the [Plan Resources](#) page, please note there are other helpful plan references available such as the [Health Partner Manual](#), Quick Reference Guides and a link to the [Provider Portal](#).

Q: I already have access to the Provider Portal for Marketplace and Medicare Advantage, does this mean I will also have access to HIP and HHW?

A: Yes. Once you have access, it's for all lines of business. You do not need to do anything else.

Q: How do I access the CareSource Provider Portal?

A: Providers can access the portal on the CareSource website at caresource.com. To create an account, you will need your tax ID number, CareSource provider number, and zip code.

Q: Can multiple people at one provider location have access to the CareSource Provider Portal?

A: Multiple accounts can be set up from one Tax ID number. Instructions on the portal will walk you through how to complete this process.

Q: Who is my CareSource Behavioral Health contact?

A: Angelina Warren, Statewide Behavioral Health Provider Representative
135 N. Pennsylvania Street, Suite 1300, Indianapolis, IN 46204

[CareSource.com](https://caresource.com)

317.658.4904 | fax: 937.487.1612

Angelina.warren@caresource.com

You may also visit the [Contact Us](#) page on [CareSource.com](https://caresource.com) to obtain additional contact information regarding case and disease management, prior authorizations, claims, pharmacy and grievance and appeals.

Frequently Asked Questions (FAQs)

Covered Benefits & Services

Visit the online [Health Partner Manual](#) to obtain detailed benefits and services information.

Q: Will CareSource be covering residential treatment?

A: For HIP and HHW, we will cover low-intensity residential treatment (ASAM Level 3.1) and high-intensity residential treatment (ASAM level 3.5). Providers must be certified by the Department of Mental Health and Addictions (DMHA) to offer this service. For Marketplace, we do cover behavioral health care in a residential treatment program. These services can include individual and group psychotherapy, family counseling, nursing services and pharmacological therapy in a supportive 24 hour community. A PA is required for all residential stays.

Q: Does CareSource have smoking cessation resources for members and providers?

A: Yes. Visit the member caresource.com and click:

- Indiana
- Plan Type
- Health
- My CareSource

Members can get support online by creating a member account on [My CareSource](#) found on caresource.com.

For health partner resources, visit the provider pages of caresource.com, click:

- Indiana
- Medicaid
- Patient care

Prior Authorization (PA) & Referrals

Visit the online [Health Partner Manual](#) to obtain detailed direction regarding prior authorizations and referrals.

Q: How do we obtain a PA?

A: Prior authorizations may be submitted on the CareSource Provider Portal; or, can be obtained by contacting the Medical Management Department online, by email, phone, fax or mail.

Email: inmedmgmt@caresource.com

Phone: 1-844-607-2831

Fax: 1-844-432-8924

Frequently Asked Questions (FAQs)

Mail: CareSource Medical Management
P.O. Box 44493
Dayton, Ohio 45401

Q: What behavioral health services require a PA?

A: Visit the online [Health Partner Manual](#) for a complete list of services. Common services we receive inquiries about include inpatient, partial hospitalization and intensive outpatient (IOP) services which do require a PA.

Q: Does observation require PA?

A: No

Q: Does clinic option require PA?

A: No

Q: Is PA required for traditional outpatient services?

A: No PA is needed for individual, group, and family counseling.

Q: Does Vivitrol require a PA?

A: Vivitrol is covered and does not require a PA at this time.

Q: If a member does not have an assigned PMP or has not been auto-assigned, will this cause any problems with PAs for inpatient services?

A: No

Pharmacy

Visit the online [Health Partner Manual](#) to obtain detailed Pharmacy information.

Q: Do CareSource members have to use an exclusive pharmacy?

A: Members have a choice of where to fill prescriptions. We encourage members to only use one pharmacy to fill prescriptions for continuity of care. CVS Caremark is the delegated pharmacy benefit manager for CareSource. Right Choices Program (RCP) members must use their assigned lock-in pharmacy. Genoa is in the CareSource network.

Q: What specific pharmacy information can providers see on the provider portal?

A: Providers are able to see real-time information on the member profile. It shows when prescriptions are picked up, quantity, and prescriber information.

Claims

Frequently Asked Questions (FAQs)

Visit the online [Health Partner Manual](#) to obtain detailed Claims information.

Q: Can secondary claims be filed electronically?

A: Yes. Secondary claims can be filed electronically as long as primary information and payment is on the claim.

Q: What is InstaMed?

A: CareSource uses a third-party vendor, InstaMed, to complete electronic payment to providers. To sign up for visit the [Provider Portal on CareSource.com](#).

The InstaMed portal is not for member direct payment.

Q: Where can I send claims?

A: PO BOX 3607, Dayton, OH 45401

Q: What is the CareSource payer ID?

A: INCS1

Q: Can we get paid under our NPI instead of our Tax ID#?

A: EFT payments can be paid by NPI instead of the TIN level. Please contact InstaMed at support@instamed.com.

Q: Does the CareSource provider billing number need to be on all claims?

A: All claims must have the NPI and Tax ID. The CareSource provider number is recommended, but not required.

Job Connect

Q: Will Job Connect be available in all counties?

A: Yes. This program is available for HIP and HHW members in all Indiana counties.

Q: How do I make a referral for Job Connect?

A: Providers can call 1-844-607-2832 and receive additional information about Life Services. For more information about Job Connect, please visit the [life services](#) page on CareSource.com. Also, members call may call the Customer Advocacy Group at 1-844-607-2829, Life Services at 1-844-607-2832; or, they may also email LifeServicesIndiana@CareSource.com. A referral may also be made by a CareSource Case Manager.

Other

Q: Will CareSource be able to provide a report of members by county?

Frequently Asked Questions (FAQs)

A: At this time, we are unable to run a report of members by county. This report is typically a report run by the state, not the MCE.

Q: What provider type can an appointment be set up with for the 7-day follow-up?

A: It has to be a qualified mental health practitioner (QMHP). Mental health professionals include: Psychiatrist, psychologist, psychiatric nurse practitioner or clinical nurse specialist, Masters-prepared social worker, certified marital and family therapist (MFT) or professional counselor (PCC, PCC-S).