



## Network Notification

**Notice Date:** June 13, 2019  
**To:** CareSource Providers  
**From:** CareSource®  
**Subject:** Prior Authorization Enhancements for Observation Stays

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### Summary

CareSource is excited to announce prior authorization (PA) submission enhancements for *Observation* notification request types when patients are admitted emergently to the hospital. In addition to initiating your PA request through the provider portal like you do today, you can now notify CareSource of an *Observation* request.

### Impact

This feature can be used by providers in addition to Provider Portal submissions. For non-PAR providers and facilities, this is a required notification to avoid claim processing delays.

### What should I do now?

Continue using the Provider Portal to submit PA requests and notifications. If you don't use the portal, we encourage you to start now. Simply visit [CareSource.com](http://CareSource.com) > [Provider Portal](#), select your state, and click the 'Register Here' link near the top.

Once you log into the Provider Portal, select 'Prior Authorization & Notifications'. Here you will find links to a step-by-step guide, FAQs and everything you need to know to get the fastest response to your authorization request!

### Importance

Notifying CareSource about *Observation* stays in addition to the Provider Portal submission helps ensure requests are routed appropriately and timely and to avoid claim processing delays.

### Questions?

Email us at [CiteAutoAssistance@caresource.com](mailto:CiteAutoAssistance@caresource.com) for Provider Portal login assistance. If you have additional questions, please reach out to your CareSource Provider Engagement Representative.