CareSource®

Network Notification

Notice Date: January 31, 2020
To: West Virginia and Kentucky Marketplace Providers
From: CareSource
Subject: Recent Provider Portal Updates

Summary

Your partnership is important to us, and we strive to ensure you are aware of the latest updates to our tools and resources. This network notification highlights recent Provider Portal updates.

Provider Portal Updates

Claim Disputes	Providers can now submit claim disputes using the Provider Portal. The ability to attach a file is optional.
Rejected Claims Visibility	Providers can now view rejected claims based upon certain search criteria.
Prior Authorization Submission	Nonparticipating providers are now able to complete the prior authorization (PA) process for Urine Drug Tests (UDT) even if the member has met the benefit limit.
Prior Authorization Change Request	A change request option is now available for inpatient and outpatient prior authorizations.
Hospital Claims Attachments	A hospital/facility can now upload large files (up to 100MB) in conjunction with Re-Admission, Re-Admit Original Discharge or Unlisted Code Claim Submissions.
Updated Claims Messaging	To clarify messaging for claims that have an associated zero check amount, updated explanations are now available on the Claims Detail page and the Payment History page.
Provider Documents	The Provider Documents page now has filtering capability.
Dispute and Appeal Attachments	The attachment size for disputes and appeals has been increased from 12MB to 100MB.
Abortion, Hysterectomy and Sterilization Consent Forms for Claims	Providers may now upload abortion, hysterectomy and sterilization (AHS) consent forms for claims.
Integration with ECHO Health	The ECHO Health Explanation of Provider Payment (EPP) is now available through the Provider Portal when viewing a claim.

You can access the CareSource Provider Portal at CareSource.com > Login > Provider Portal. Simply enter your username and password (if already a registered user) or submit your information to become a registered user.

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