



Partner with Purpose



At CareSource Military & Veterans™,
we partner to help physicians spend more
time seeing and serving patients.

We provide analytics, data and
payment models that create
greater collaboration, and help
providers and health systems
focus on improved health
outcomes.

We help doctors be
doctors again.



Introducing CareSource Military & Veterans



CareSource Military & Veterans (CSMV) is dedicated to improving health care access and delivery for veterans and military families in service to our nation.

As part of a mission-driven nonprofit, we put people and progress over profits. Empowering our partners with proven operational excellence and agile problem solving, while providing integrated programs that support the physical, behavioral and fiscal well-being of our beneficiaries to improve quality of life.

What is TRICARE – Competitive Plans Demonstration (CPD)?

The TRICARE Competitive Plans Demonstration (CPD) aims to enhance health care access and quality, test competition among networks, implement a risk-adjusted capitation payment model, and evaluate interoperability between Department of Defense (DoD) systems, the Eligibility, Enrollment, and Encounter (EEE) Pilot contractor, and CareSource.

CSMV will provide comprehensive health care services to enrollees via the TRICARE Prime option, receiving a monthly capitation payment.

Success will be measured by quality of care, increased beneficiary satisfaction, and cost savings for the DoD.

About CareSource®

CareSource was founded in 1989 with an unwavering mission to make a lasting difference in beneficiaries' lives by improving their health and well-being. With over 30 years of experience serving beneficiaries with some of the most complex needs, CareSource deeply understands the challenges consumers face navigating the health care system and works to put health care in reach for them. As a nonprofit organization, CareSource invests back into beneficiaries and relentlessly pushes for innovations to improve their quality of care.

TRICARE CPD gives CareSource the opportunity to provide comprehensive managed care services and support to the families of active-duty service beneficiaries, military retirees, and their families.

About TRICARE®

TRICARE is the uniformed services healthcare program for active-duty service beneficiaries, active-duty family beneficiaries, National Guard and Reserve beneficiaries and their family beneficiaries, retirees and retiree family beneficiaries, survivors, and certain former spouses worldwide.

TRICARE brings together the healthcare resources of the Military Health System—such as military hospitals and clinics—with a network of civilian health care professionals, institutions, pharmacies, and suppliers to foster, protect, sustain, and restore health for those entrusted to their care.

The TRICARE CPD gives a selection of eligible TRICARE beneficiaries in your area the choice to select a managed care plan for their TRICARE benefits. They will have the option to participate in the demonstration through CSMV managed care model, which is intended to increase access to care, while providing personalized support and engagement to improve health outcomes and quality of life.

An Industry Leader in Operational Excellence

CareSource brings continued elite performance to this partnership. We rank among the best in the nation at meeting and exceeding state and federal claim payment metrics. Through our ongoing emphasis on getting things right the first time, ***we are among our industry's leaders in operational efficiency.***

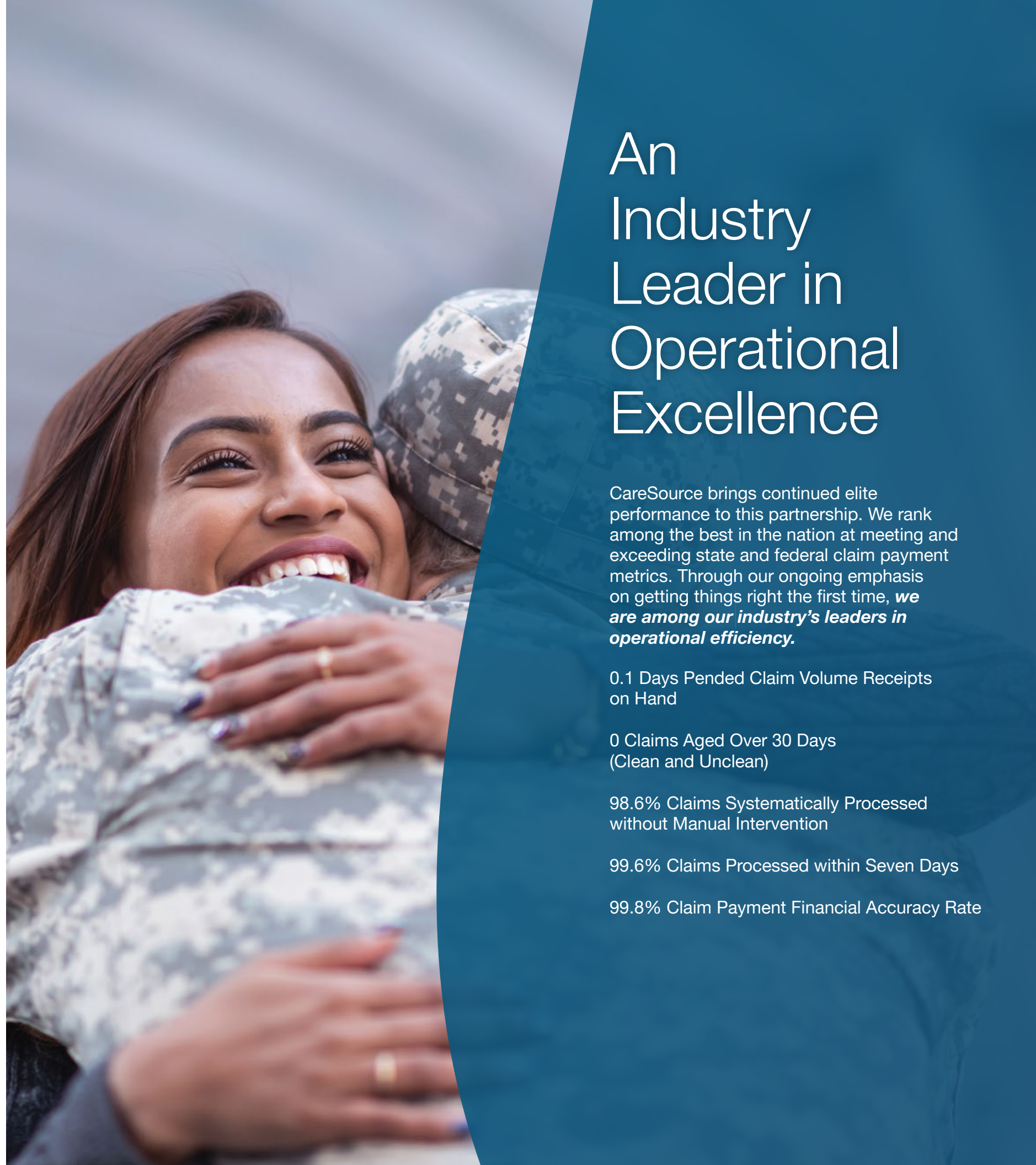
0.1 Days Pended Claim Volume Receipts on Hand

0 Claims Aged Over 30 Days (Clean and Unclean)

98.6% Claims Systematically Processed without Manual Intervention

99.6% Claims Processed within Seven Days

99.8% Claim Payment Financial Accuracy Rate



Electronic Claims Payment

We partner with ECHO Health to provide electronic funds transfer (EFT) as a payment option. Providers who are registered for EFT benefit from:



Simplicity – Paper checks and Explanation of Payments (EOPs) will be eliminated for increased efficiency and payment processing.



Convenience – Electronic Remittance Advice (ERAs) are available 24/7.



Reliability – Claim payments are electronically deposited to your bank account.



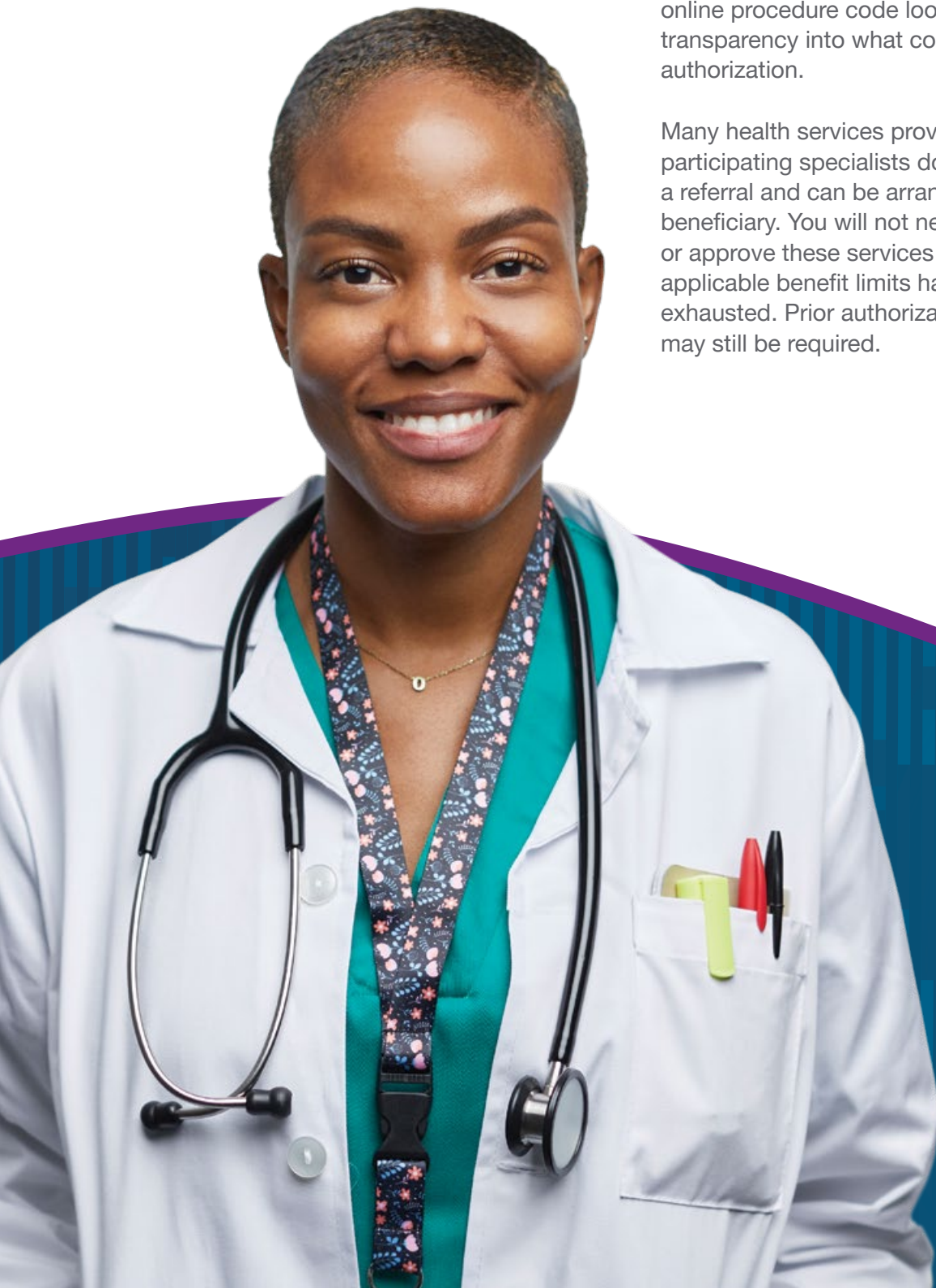
Security – Access your ECHO account through our secure Provider Portal to view (and print, if needed) remittances and transaction details.



Prior Authorizations & Referral

We keep our administrative processes simple for you and our beneficiaries. We offer medically necessary services, some of which require prior authorization. Our online procedure code lookup tool provides transparency into what codes require prior authorization.

Many health services provided by participating specialists do not require a referral and can be arranged by the beneficiary. You will not need to arrange or approve these services as long as applicable benefit limits have not been exhausted. Prior authorization of services may still be required.



Provider Portal

Our secure online Provider Portal allows instant, 24/7 access and is accessible on any personal computer (PC), without any proprietary software requirements. Our time saving tools include:

- **Check Eligibility** – Verify patient eligibility for coverage and learn more about health statuses.
- **Payment History** – Search for payments by check number and claim number.
- **Coordination of Benefits (COB)** – Confirm COB for patients.
- **Prior Authorization** – Submit medical inpatient/outpatient, newborn delivery notification, and observation.
- **Care Management Referrals** – Refer a beneficiary for case management.
- **Benefit Limits** – Track benefit limits electronically in real time before services are rendered.
- **Care Treatment Plans** – View care treatment plans.
- **Clinical Practice Registry (CPR)** – Filter patient data to identify opportunities for preventive health screenings.
- **Submit Claims** – Submit claims using online forms.
- **Claims Disputes and Appeals** – File claim disputes and appeals and check statuses.
- **Grievances** – Submit grievances and check statuses.

Providers can access our secure Provider Portal on our website.



Claims

We work to remove any barriers you face and are committed to ensuring you receive timely and accurate reimbursement.

Although we accept claims in a variety of formats, we encourage our providers to submit routine claims electronically to allow for:



Faster claims processing



Reduced administrative costs, probability of errors and missing information



A streamlined path for solutions to claim questions

Clearinghouse Information

CSMV partners with Availity to offer electronic claim payment to our health partners.

We're more than a health insurance plan, ***we're a neighbor, a partner, and an ally*** whose heritage is built upon being devoted to those we serve.

CSMV is working to redefine what it means to make a difference.

Sign up today to join us.



Visit
CareSourceMilitary.com
to sign-up today!

If you have questions or need assistance, please contact us by calling
1-833-230-2170 or emailing us at a state-specific address below:

FL_Network@CareSource.com
GeorgiaContracting@CareSource.com

It's not just about making a change, it's about making a *difference* for those who served and military families.

Sign up today to join us.



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