

Documentation Upload Quick Tips

CareSource Military & Veterans™
Provider Portal



Use this Provider Portal quick guide to review upload size limits, accepted file types, and steps to take when documents exceed the maximum file size.

Upload Limits

Claims - Related Document Uploads:

✓ **100 MB** maximum upload size



Upload Type:

Medical Records, Itemized Bills, Coordination of Benefits (COB) Documents

- To upload claims-related documents: Log in to the Provider Portal, select Claims > Claim Information and Attachments

Prior Authorization Attachments and Grievance and Appeals Uploads:

✓ **20 MB** maximum upload size



Upload Type:

Prior Authorization Attachments, Disputes, Appeals, and Grievances

- To upload prior authorization attachments: Log in to the Provider Portal, select Providers > Prior Authorization and Notifications
- To upload grievance attachments: Log in to the Provider Portal, select Providers > File a Grievance
- To upload dispute attachments: Log in to the Provider Portal, select Claims > Disputes
- To upload post-service appeal attachments: Log in to the Provider Portal, select Claims > Post-Service Appeals
- To upload pre-service appeal attachments: Log in to the Provider Portal, select Providers > Prior Authorization and Notifications



Accepted File Types

Accepted formats include .pdf, .doc, .xls, .rtf, .txt, .gif, .jpg, .tif, .png, .bmp, and .emf.

Not accepted:

zipped or compressed files



Key Tip

If a file exceeds the upload limit, break it into smaller files and upload them separately.

- For prior authorization or grievance and appeals uploads, ensure each file is under **20 MB**.
- For claims-related uploads, ensure each file is under **100 MB**.

Each uploaded file will be associated with the transaction it is submitted against.



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