



Network Notification

Notification Date: October 10, 2017
To: CareSource MyCare Ohio Health Partners
From: CareSource
Subject: Deactivation of MyCare Mailbox

Effective August 1, 2017, the mycarepl@caresource.com email address was deactivated.

Pursuant to the MyCare Ohio Provider Agreement, Effective July 1, 2017, CareSource must utilize HIPAA compliant enrollment files for patient liability obligations and restricted Medicaid coverage periods (RMCP). CareSource will only make adjustments to patient liability obligation based upon the patient liability appearing on enrollment files received from the Ohio Department of Medicaid (ODM).

Nursing facility (NF) and home and community-based services (HCBS) waiver providers, including assisted living (AL) providers, must have patient liability obligations corrected through the County Department of Job and Family Services (CDJFS) and State of Ohio. CareSource is no longer permitted to directly accept provider documentation of determinations made by County Department of Job and Family Services (CDJFS) for patient liability obligations, lump sum amounts and RMCPs.

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