

**CareSource Dual Advantage™
(HMO D-SNP)**
Quick Reference Guide






ABOUT CARESOURCE DUAL ADVANTAGE PLAN

CareSource Dual Advantage Plan offers prescription drug benefits and managed care for members who are eligible for Medicare Parts A & B, eligible for Medicaid benefits, and live in our service area. Our plan:

- Combines benefits of Medicare and Medicaid into a single plan.
- Adds additional benefits outside of Medicare and Medicaid plans.
- Offers \$0 co-pay on inpatient hospital care, ER visits, preventative care, durable medical equipment (DME) benefits.
- Offers \$0 co-pay on extra benefits like preventative dental care, routine vision exams, routine hearing tests, and fitness benefits with access for the caregiver.

MEMBER ELIGIBILITY

Member ID Card

 CareSource Dual Advantage™ (HMO SNP)		OH
Member Name: John Doe Member ID#: 12345678900 Health Plan: (80840) XXX-XX-XXXX Payer ID: XXXXX Primary Care Provider/Clinic Name: Good, I Am A. Provider/Clinic Phone: XXX-XXX-XXXX Copays: Office: \$XX.XX ER: \$XX.XX Spec: \$XX.XX UrgCare: \$XX.XX	Effective Date: 01/01/2020  RxBIN - 610014 RxPCN - MEDDPRIME RxGrp - RXINNO2  CMS: XXXXX-XXX	CareSource.com/Medicare This card does not guarantee coverage. To verify benefits, view claims, or find a provider, use the website or call: MEMBERS: 1-833-230-2020 TTY: 1-800-750-0750 24/7 Nurse Advice Line: 1-833-687-7331 Vision Benefits: EyeMed 1-866-299-1425 Hearing Benefits: TruHearing 1-833-759-6826 Medical Claims: CareSource P.O. Box 8730 Dayton, OH 45401-8730
	Providers: 1-833-230-2176 Dental Network: DenteMax Pharmacy: 1-800-416-1673 Pharmacy Claims: Express Scripts ATTN: Medicare Part D P.O. Box 14718 Lexington, KY 40512-4718	

CARESOURCE CONTACTS

Provider Services:	1-833-230-2176
Provider Portal:	https://providerportal.caresource.com/OH
Website:	Find CareSource Dual Advantage resources at CareSource.com
Utilization Management:	Call Provider Services and select the menu option for prior authorizations
Claim Inquiries:	Call Provider Services
Claim Status:	Check status of claims on the Provider Portal

CLAIM SUBMISSIONS AND PAYMENT

CareSource encourages providers to submit claims electronically for the most efficient processing. Paper claims are encouraged for services that require clinical documentation or other forms to process.

Electronic Funds Transfer

Complete enrollment form on **CareSource.com** and fax it to our payment vendor, *InstaMed at 866-945-7990.

Electronic Claims Submission

EDI CareSource Payer ID number: 31114

Timely Filing: 365 calendar days from the date of service or discharge

Paper Claims Submission

CareSource
 Attn: Claims Department
 P.O. Box 8730
 Dayton, OH 45401-8730

***Please Note:** CareSource will be transitioning from InstaMed as a payment partner to ECHO Health on Jan. 1, 2020. Electronic Funds Transfer (EFT) is a fast and reliable method to receive payments and is the preferred method for CareSource. In order to register for CareSource payments and choose EFT as your payment preference, visit ECHO's registration page. If you have questions regarding this transition, please call ECHO Support at 1-888-485-6233.

COVERED SERVICES

Please note: The below list is not a comprehensive list. Log in to the Provider Portal at **CareSource.com** to view a more complete list of covered services and limitations.

- Primary care and specialty physician services
- Outpatient services
- Hospitalization
- Emergency services
- Mental health and substance abuse treatment
- Prescription drug coverage
- Preventative and wellness services
- Rehabilitative and habilitative services and devices
- Laboratory services
- Chronic disease management
- Covered clinical trials
- Podiatry care
- Dental and vision coverage

Note: Non-emergency services provided by out-of-network health partners will NOT be covered by CareSource, unless the service received prior authorization.

PRIOR AUTHORIZATIONS

Services Requiring Prior Authorization

Please note: This is not a comprehensive list. Log in to the Provider Portal at **CareSource.com** to view a more complete list of covered services and limitations. Failure to obtain prior authorization may result in denied claims.

- All services provided out of network
- CT/CTA, MRI/MRA, PET scans
- Inpatient stays
- Partial hospitalization programs
- Intensive outpatient behavioral health services
- Transplants, reconstructive or cosmetic surgery

- Purchase or rental of medical supplies, durable medical equipment or appliances exceeding \$500
- Skilled nursing facilities
- Pain management services

Prior Authorization Process

Prior authorizations can be obtained by contacting the Utilization Management Department:

Online

CareSource.com > Provider > [Provider Portal](#)

Fax

Primary: 844-417-6153

Behavioral Health: 937-487-1664

The prior authorization form can be found on **CareSource.com** > Providers > [Forms](#). Please complete and fax the form.

Email

Primary: MMMA@caresource.com

Behavioral Health: mmbhc@caresource.com

Phone

Call Provider Services and select the menu option for prior authorizations.

Mail

CareSource

P.O. Box 3209

Dayton, OH 45401-3209

When requesting an authorization, please provide the following information:

- Member/patient name and CareSource member ID number
- Provider name, National Provider Identifier (NPI) number, Tax ID number
- Anticipated date of service
- Diagnosis code and narrative
- Procedure, treatment or service requested
- Number of visits requested, if applicable
- Reason for referring to an out-of-plan health partner, if applicable
- Clinical information to support the medical necessity for the service

Please review the Provider Manual for additional information on prior authorizations.

***CT/CTA, MRI/MRA, PET scans authorization:**

Providers may request prior authorization at **www.RadMD.com** or by calling NIA Magellan at **1-800-424-1741**.

MODEL OF CARE TRAINING

Providers are required to complete an initial and annual refresher training on delivering the model of care. This training will be made available on-demand on the Provider Portal.

PROVIDER RESOURCES

CareSource communicates with our provider network through a variety of channels, including phone, fax, Provider Portal, newsletters, **CareSource.com** and network notifications. We encourage you to reach out to your assigned Provider Engagement Representative with any questions.

Website

Accessing our website, **CareSource.com** is quick and easy. On the Provider section of the site you will find commonly used forms, newsletters, updates and network announcements, our Provider Manual, claims information, frequently asked questions, clinical and preventive guidelines and much more.

Provider Portal

URL: <https://providerportal.caresource.com/OH>

Our secure online Provider Portal allows you instant access at any time to valuable information. 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. Assisting you is one of our top priorities in order to deliver better health outcomes for our members.

Provider Portal Benefits

- Easy access to a secure online (encrypted) tool with time-saving services and critical information
- Available 24 hours a day, seven days a week
- Accessible on any PC without any additional software

Provider Manual

CareSource's Provider Manual explains important requirements and guidelines for working with CareSource. Refer to this manual for the details on the topics featured in this guide.

Newsletters

Our provider newsletter contains operational updates, clinical articles and new initiatives underway at CareSource.

Network Notifications

Network notifications are published for CareSource providers to regularly communicate updates to policies and procedures. Network notifications are found on our website at **CareSource.com** > Providers > Tools & Resources > [Updates & Announcements](#).

Provider Demographic Changes and Updates

Advance written notice of status changes, such as a change in address, phone, or adding or deleting a physician to your practice helps us keep our records current. Submitting your current information to us is critical for efficient claims processing.

Online

CareSource.com > Providers > [Provider Portal](#)

Email

ProviderMaintenance@caresource.com

Fax

937-396-3076

Mail

CareSource
Attn: Provider Maintenance
P.O. Box 8738
Dayton, OH 45401-8738

