



Network Notification

Notice Date: January 31, 2020
To: Georgia 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

New Health Plans	As of 1/1/2020, the Provider Portal supports all functionality needed for members enrolled in Georgia Marketplace.
Claim Disputes	Providers can now submit claim disputes using the Provider Portal. The ability to attach a file is optional.
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.
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.
Clinical Practice Registry Definitions	The Clinical Practice Registry definitions have been updated.
Altruista – Guiding Care	CareSource has launched a new care management tool to review GA Marketplace member assessments, care treatment plans and more! Navigate to Member Eligibility and then click Assessments Taken or Care Treatment Plan. Look for the steps to guide you to the new tool.

You can access the CareSource Provider Portal at [CareSource.com](https://www.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.