

Provider Portal Claims Attachment Quick Start Guide

There are multiple ways that you can upload documentation or attachments on the CareSource Provider Portal. This document provides instructions for submitting medical records for claims.

You can click the link to navigate directly to the relevant section of the document.

- Submit medical records for denied claims
- Submit medical records proactively for claims

In addition to this guide, please refer the following, as needed:

- <u>Payment Review Tool</u>, to understand CareSource's policy for claim reviews such as readmissions, inpatient hospital claims with diagnosis-related group (DRG), high dollar claims, place of service validation and DRG.
- The Provider Manual that is available on CareSource.com for each plan, which outlines claim submission timely filing information. The Provider Manual may be found at CareSource.com > Providers > Tools & Resources > Provider Manual.
- Appeal information, such as when and how to file a dispute or an appeal, is also located on CareSource.com > Providers > Provider Portal > Provider Appeals.

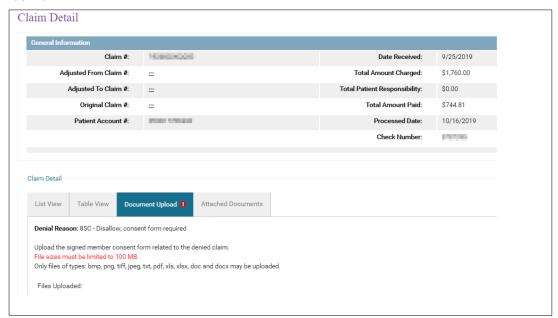


SUBMIT MEDICAL RECORDS FOR DENIED CLAIMS

A **Document Upload** tab is available on the **Claims Detail** view when a claim is denied due to missing medical records. Use this option to upload documentation instead of submitting an appeal or corrected claim.

To upload documentation for a denied claim, do the following:

- 1. From the left hand **Claims** menu, click **Claim Information and Attachments**. Locate the claim using one of the search criteria available on the **Claim Information and Attachments** page.
- 2. Click the View Details link for the denied claim.
- 3. On the **Document Upload** tab, review the reason the claim was denied and then upload the appropriate documentation. The file size is limited to 100 MB.



- 4. Complete the required fields (marked with a red asterisk).
- 5. Add Notes if needed.
- 6. Click Submit Documents.

NOTES:

- Submitted documentation will be reviewed according to documented guidelines.
- The documents that are uploaded will be available on the Attached Documents tab approximately a half hour after they are uploaded.
- Submit records that directly correspond and support the billed services that were denied.
 Submitting an entire medical record versus documents related to a specific stay or visit could delay the processing turnaround time.

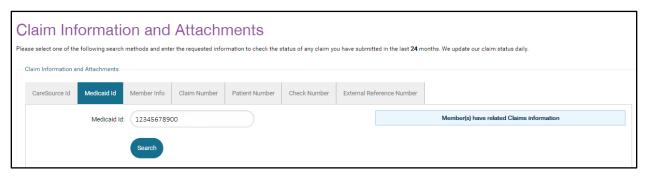


SUBMIT MEDICAL RECORDS PROACTIVELY FOR CLAIMS

If you need to submit medical records for a new claim, you can do so using the **Claim Information and Attachments** page. The attachments will be matched with member's corresponding claim so that the claim can be processed successfully.

To upload medical records, do the following:

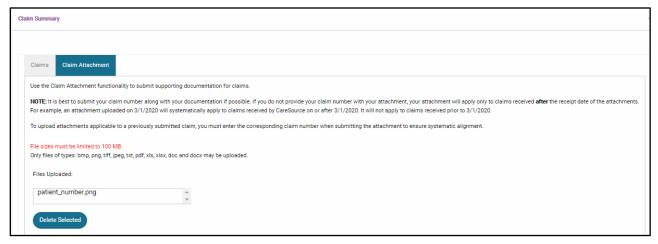
1. From the left hand **Claims** menu, click **Claim Information and Attachments** to perform a search to locate the specific member for whom you want to upload records.



2. In the Claim Summary section, click the Claim Attachment tab.

NOTES:

- If the member does not have existing claims, this tab opens by default.
- If you want to submit attachments for a denied claim, click the View Details link for the specific claim and follow the instructions to Submit Medical records for denied claims.



3. Click Choose File to locate the attachment. The file size is limited to 100 MB.

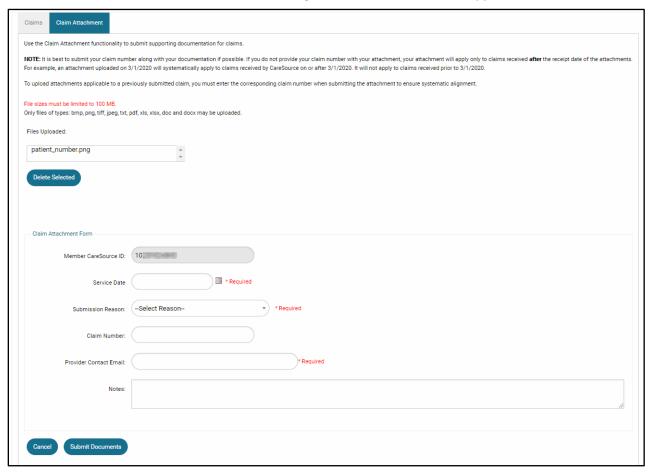
Submit records that directly correspond and support the billed services. Submitting an entire medical record versus documents related to a specific claim could delay the processing turnaround time.



4. Enter the **Service Date** for the claim.

NOTES:

- The member must be eligible for the selected date of service to continue with the attachment.
- If you are including a claim number with the attachment, the date of service must match what is on the claim.
- If the claim is for a service with a date range, enter the first date that appears on the claim.



- 5. Select the appropriate **Submission Reason**.
- 6. Enter the **Claim Number**, if available.
- 7. Enter your contact information and any applicable notes.
- 8. Click Submit Documents.

NOTE: If you submit documentation for a claim and do not indicate the specific claim number for which the documentation applies, the documentation will apply **only** to claims received **after** the receipt date of the medical records. For example, documentation uploaded on 1/6/2020 will systematically apply to claims received by CareSource on or after 1/6/2020. It will not apply to claims received prior to 1/6/2020. **To upload documentation applicable to a previously submitted claim, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.**