



NETWORK *Notification*

Notice Date: February 2, 2021
To: Georgia Medicaid Providers
From: CareSource
Subject: Reminder to Check Member Eligibility

Summary

CareSource would like to remind providers to check eligibility for members prior to rendering services. ***CareSource prohibits the submission of claims with dates of service after a member's date of death.***

There are several ways to verify member eligibility:

1) Via the CareSource Provider Portal.

Providers may access the Provider Portal at CareSource.com > Login > Provider, selecting Georgia to verify member eligibility. After logging into the Provider Portal, you can view member eligibility with:

- 24 months of history
- Date of service, plus member name, date of birth (DOB), case number, Medicaid ID number or CareSource Member ID number
- Multiple member look-up (up to 500)

2) By calling Provider Services at 1-855-202-1058 and using our interactive voice response system.

3) On the GAMMIS portal at www.mmis.georgia.gov.

Please refer to the CareSource Provider Manual for more information. The manual can be found at: www.caresource.com/documents/ga-provider-manual/.

Please note: verification of eligibility does not guarantee payment. CareSource regularly reviews claims to identify services provided after retro-eligibility changes are made and may adjust payments as necessary in accordance with State regulations.

Questions?

Please contact Provider Services at **1-855-202-1058** or contact your Provider representative. Thank you for your commitment to serving CareSource Georgia members.