



# NETWORK *Notification*

**Notice Date:** May 5, 2021  
**To:** Georgia Medicaid Providers  
**From:** CareSource  
**Subject:** Provider Portal Enhancements

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## 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

Exporting Claims	<p>A new function has been added to the portal that will allow the you to export claim detail information to Excel from any Claims search page including searching by:</p> <ul style="list-style-type: none"><li>○ CareSource ID</li><li>○ Medicaid ID</li><li>○ Member Info</li><li>○ Claim Number</li><li>○ Patient Number</li><li>○ Check Number</li><li>○ External Reference Number</li><li>○ Search All Claims</li></ul> <p>Once the criteria has been entered to search by, you will be able to click <b>Export Claims List: CSV</b> to export the claim results into Excel.</p>
Search All Claims	<p>There is a new option to search claims by, called <u>Search All Claims</u>. This will allow you to search all of your claims by a date range, CareSource ID, and Status. You will type in a Start and End Date and can enter a CareSource ID and Status as optional. This will display all claims with the typed search criteria.</p>
Recovery Request	<p>After submitting a Recovery Request, you will now receive a reference number to check the status of the recovery. You will be able to contact Customer Care one day after the recovery request has been submitted, however, the request can take up to 30 days to process.</p>
Prior Authorization Letters	<p>When viewing a prior authorization status, you will now be able to see the letters associated with the authorization. Once the prior authorization is located, you can view letters under the <u>Details</u> column by clicking Letters.</p>
Inpatient/Newborn/Observation Prior Authorizations	<p>An update has been made for the below authorization types to allow the provider to select a Care Type for the submission:</p>

	<ul style="list-style-type: none"> <li>○ Inpatient – The Care Type will be the default, you will not have to select a Care Type.</li> <li>○ Newborn Delivery &amp; Observation – This will display the Care Type field for you to choose from <u>Elective</u> or <u>Emergency</u>.</li> </ul>
<b>Detox &amp; Institute of Mental Illness</b>	These new authorization types will be available when you select Inpatient as the authorization Care Setting. These two types will show for all plans.
<b>Dental Provider Login</b>	The <u>Dental Provider Login</u> link has been updated to allow you to choose to login into Skygen or DentaQuest to support the new plans beginning 1/1/2021. Both links will be available and will direct you on which to select as not all plans will be transitioned to DentaQuest. The new link to DentaQuest will be available beginning 10/1/2020.
<b>Provider Maintenance</b>	<p>The Provider Maintenance page received a few enhancements including changes to the form. Review below for additional details on each update.</p> <ul style="list-style-type: none"> <li>• <b>Provider Maintenance Form</b> – The Provider Maintenance form has been updated to no longer allow the form to be submitted without a remittance address. If you attempt to submit the form without a remittance address, you will receive an error (shown below) to add the remittance. Additionally, the new MA/DSNP plans have been added to the maintenance form and will begin showing on 10/1/2020 for to select.</li> </ul>
<b>Provider Portal Alerts</b>	The Provider Portal login and home page has an updated design for the portal alerts. These new alerts will show at the top of the page. You can click the Learn More button to see the full description of the alert, as shown below.
<b>Grievance, Disputes &amp; Appeals</b>	<p>Multiple enhancements were added to the Provider Grievance, Disputes, and Appeals pages including adding new abilities for documentation and a new option for GA Medicaid to submit an Administrative Law Hearing request. Review below on for information on each update:</p> <ul style="list-style-type: none"> <li>• <b>Provider Grievance Submission</b> – The File Grievance option on the portal has been updated to allow you to attach documents to the submission.</li> <li>• <b>Dispute &amp; Appeal Status</b> – Previously, when a Dispute or Appeal was filed the status would show as “Not Available” when reviewing immediately after submitting. The status has been updated to now show as “Received – Pending”. This will give you the most appropriate status the dispute and appeal is in.</li> </ul>
<b>Administrative Law Hearing</b>	<p>A new option has been added to the Navigation for GA Medicaid to be able to submit an Administrative Law Hearing. This is available if you have exhausted your internal appeal rights. To submit, the click on Claims &gt; Administrative Law Hearing Request from the left Navigation. Complete the form including:</p> <ul style="list-style-type: none"> <li>○ Claim ID</li> <li>○ Type (Appeal or Dispute)</li> <li>○ Notes</li> <li>○ Attachments</li> </ul> <p>Then you will click Submit.</p>
<b>Dispute Type</b>	<p>An update has been made to the Georgia Portal to remove the following options from the Dispute drop-down menu when submitting:</p> <ul style="list-style-type: none"> <li>• Appeal of Medical Necessity/Utilization Management Decision</li> <li>• Appeal of non-covered service or benefit</li> </ul>

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.

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