



Network Notification

Notice Date: March 23, 2020
To: Georgia Medicaid Providers
From: CareSource
Subject: Provider Audits

Summary

CareSource would like to take this opportunity to introduce Performant Recovery. Performant has been contracted to perform an audit of claims submitted by our providers. The provider audits are being conducted to determine if a provider is conforming to appropriate billing practices and whether CareSource has been billed appropriately for medically necessary covered services. Please note the audits are being conducted on a limited basis and not all CareSource providers will be audited.

Impact

Performant employs auditors with varied experience from across the industry, including registered nurses and coding specialists, claims operations experts, network managers, quality experts, contract managers and more. They will work collaboratively with your staff throughout the audit and through any remediation process.

Questions?

Performant Customer Service can be reached at 1-844-308-3781 between the hours of 9 a.m. to 5 p.m. Eastern Standard Time (EST), Monday through Friday. If you are unable to resolve your questions, you always have the right to appeal the audit decision with the CareSource Grievance and Appeal Department.