



NETWORK *Notification*

Notice Date: April 2, 2026
To: Ohio Next Generation MyCare Providers
From: CareSource
Subject: EDI Claims Intake Issue

Summary

This Network Notification is to inform providers of a recently identified system issue that resulted in the inadvertent rejection of claims submitted between March 21, 2026 and March 26, 2026.

A system change was deployed that unintentionally impacted claims routing logic, causing some claims to be rejected in error. Claim rejection notification was shared to Providers through the 277CA X12 Acknowledgement file using Claim Status Code **506** and Claim Status Message **OH FIDE and MyCare EDI Claims should be sent to Payer ID 0021599 using the Subscribers Medicaid ID.**

The issue has been identified and corrected, and mitigation activities are currently underway.

We sincerely apologize for any inconvenience this may have caused and appreciate your patience as we work to ensure accurate and timely claims adjudication.

What Happened

On March 21, 2026 a system update was implemented that unintentionally affected claims intake and validation. As a result, certain claims submitted between March 21, 2026 and March 26, 2026 may have been rejected despite meeting standard submission requirements.

The issue was identified through internal monitoring and communication from our impacted providers.

Impact

- Claims submitted during the impacted timeframe may have:
 - Rejected in error
 - Not entered adjudication as expected
- No action is required for claims submitted after the issue was resolved.

Next Steps / Claim Handling

Please follow the guidance below:

- **Impacted claims:**

- CareSource will partner with Availity to resubmit all impacted claims. **No action is required from the provider.**
- Providers will receive a new 277CA upon completion of our resubmission indicating the claims new disposition of Accepted or Rejected.
- **Providers should not duplicate submissions** unless directed to do so.

Additional outreach may be conducted by the CareSource team for providers with higher volumes of impacted claims.

If you have any questions, please contact Provider Services at **1-800-488-0134**.

If you are a waiver provider and have any questions, please contact CareSourceOHLTSSHCBSSupport@caresource.com

CareSource holds weekly claims office hours to provide additional support to our provider community.

[Provider Connections: Navigating Next Generation MyCare Claims Success Office Hours – Fill out form](#)

Waiver Providers

[Waiver Provider Office Hours](#)

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