



# NETWORK *Notification*

**Notice Date:** May 5, 2023  
**To:** Ohio MyCare Providers  
**From:** CareSource  
**Subject:** Removal of Peer-to-Peer Option  
**Effective Date:** June 4, 2023

---

## **Summary**

Effective June 4, 2023, CareSource will offer the appeals option for adverse benefit determinations. The peer-to-peer option will no longer be offered.

## **Impact**

This peer-to-peer option is not a requirement in the appeals process for either Ohio D-SNP or MyCare plans.

## **Importance**

The standard appeal process is the preferred option.

## **Questions?**

Contact Provider Services at **1-800-488-0134** with any questions. Hours of operation are Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

H8452\_OH-MYC-P-1304007