



NETWORK *Notification*

Notice Date: July 22, 2020
To: Ohio MyCare Providers
From: CareSource
Subject: Transition to Guiding Care System Announcement
Effective Date: November 1, 2020

Summary

As part of CareSource's commitment to continuous improvement, we are focused on ensuring quality care for all our members. CareSource is excited to announce our transition to a new electronic medical record called Guiding Care. Guiding Care is a platform that enhances member engagement and a member-centric approach for more comprehensive care management.

Impact

Beginning August 1, 2020, providers will begin to see current service plans end dated as of October 31, 2020. A new service plan will be set up and providers will receive a letter indicating the ongoing services for November 1, 2020. Providers will only be able to see current service plans on the Provider Portal, however future plans with November 1, 2020 as a start date, will not be viewable. November 1 start date plans will be viewable on that date once CareSource has fully transitioned to Guiding Care.

CareSource's plan is to have all service plans in the Guiding Care system to view, effective November 1, 2020.

Questions?

For questions, please contact Provider Services at **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m.).

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