



NETWORK *Notification*

Notice Date: August 6, 2020
To: Ohio MyCare Providers
From: CareSource
Subject: Care Plan Disruption on Provider Portal

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 whole-person approach for more comprehensive care management.

Impact

Beginning August 3, 2020, the CareSource MyCare Care Management Team began moving member information to Guiding Care. During this transition if providers experience any difficulty viewing member care plans on the Provider Portal, please contact the member's care manager to request a copy.

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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