



Network Notification

Notice Date: February 27, 2020
To: MyCare Providers
From: CareSource
Subject: National Provider Identifier Requirement

Summary

As part of CareSource's commitment to continuous improvement, we are focused on ensuring quality care for all of our members through active provider engagement.

In November 2019, Ohio Department of Medicaid (ODM) released a new Ohio Administrative Code (OAC) rule 5160-1-17 that states all providers must have a National Provider Identifier (NPI) number and that this number must be submitted on all claims. The rule is available at <http://codes.ohio.gov/oac/5160-1-17>. for your reference.

Impact

If the NPI is not included on claims, the claim will be denied. If providers do not currently have a NPI number, the request form can be accessed through the National Plan & Provider Enumeration System (NPPES) website here:

<https://nppes.cms.hhs.gov/webhelp/nppeshelp/INDIVIDUAL%20PROVIDER%20PROFILE%20PAGE.html#other-identifying-information>.

Providers can update their NPI number directly in CareSource's Provider Portal when they log in at **CareSource.com** > Providers > [Portal Log-In](#). Access the Provider Maintenance tab to update the information.

Questions?

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

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