



Network Notification

Notice Date: June 7, 2019
To: Ohio MyCare Providers
From: CareSource
Subject: Duplicate Claim Denials Review
Effective Date: August 15, 2019

Summary

As part of CareSource's commitment to continuous improvement, we have provided additional training on billing for home care and waiver services.

Please note that effective Aug. 15, 2019 claims will deny for duplication if they do not have the appropriate modifiers indicating multiple visits.

Impact

This will impact all waiver codes.

Education

Duplicate Denial

'Duplicate Denial' indicates that a claim and/or service has already been processed/paid for:

- The same service/procedure code
- The same member
- The same date of service
- The same provider
- Not using appropriate modifiers to indicate second, third visits, etc.

Duplicate Claims or Service

'Duplicate Claim or Service' indicates any claim and/or service submitted by a provider or physician for the same service/procedure provided to an individual on the same date of service that was included in a previously submitted claim or on the same claim.

Questions?

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

Sincerely,

CareSource

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