

## **FREQUENTLY ASKED QUESTIONS FROM HEALTH HOME PROVIDERS**

**Q: I cannot seem to remember my password or login for the provider portal. Is there a way for me to have it reset?**

**A:** Yes. Follow these steps to reset your password:

1. Contact your in-office account administrator and let them know you have forgotten your password.
2. The account administrator will log on to the portal and perform the following steps:
  - a) Under Users click on "Manage Users."
  - b) Click on "Set Password" next to the appropriate user ID.
  - c) Type in a generic password for the user, confirm password, and click on "Set Password."
  - d) Inform the user of the new password and instruct the user to change the password.
3. The user can now login with the new password created by the administrator and create a new password.
  - a) Click on "Update my account."
  - b) Enter a new password and confirm password.
  - c) Click on "Update."

**Q: What do I do if a member needs help with transportation and has used all of his/her rides?**

**A:** Members can receive assistance with transportation for certain services through the local County Department of Job and Family Services Non-Emergency Transportation (NET) program. Members can call their County Department of Job and Family Services office with questions or assistance with NET services.

Members can also receive transportation assistance from CareSource. We provide transportation to and from a provider's office for members who must travel 30 miles or more from their home to receive covered health care services. In addition, we also cover up to 30 one-way trips per member per calendar year to any health care, WIC (Women, Infants and Children) or redetermination appointment. To arrange a ride, members should call **1-800-488-0134** at least 48 hours (2 business days) in advance of the appointment. Rides are available at no cost to members.

**Q: How often do we need to upload a care plan?**

**A:** The initial care plan needs to be uploaded within first 30 days of member enrollment into the Health Home. We encourage you to upload updated care plans when they are revised.

**Q: I have a member who has a medication or upcoming procedure that requires prior authorization. What is the process for that?**

**A: For health care services/procedures:**

Prior authorizations for health care services can be obtained by contacting the Medical Management Department online, by email, phone, fax or mail:

1. **Online:** Visit our website at CareSource.com and select the Provider Portal option from the menu.
2. **Email:** [mmauth@caresource.com](mailto:mmauth@caresource.com)
3. **Fax:** Fax the prior authorization form to 1-888-752-0012. The prior authorization form can be found on CareSource.com.
4. **Mail:** Send prior authorization requests to:  
CareSource  
P.O. Box 1307  
Dayton, OH 45401-1307
5. **Phone:** Call **1-800-488-0134** and follow the appropriate menu prompts for the authorization requests, depending on your need.

**For medication/prescriptions:**

Prior authorizations from our Pharmacy Department can be obtained in the following ways:

1. **Phone:** Call **1-800-488-0134** and follow the appropriate menu prompts for the authorization requests, depending on your need.
2. **Fax:** Fax the prior authorization form to 1-866-930-0019. The prior authorization form can be found on **CareSource.com**.
3. **Mail:** Send prior authorization requests to:  
CareSource  
Pharmacy Department  
P.O. Box 1316  
Dayton, OH 45401-1307

**Q: Is there a way for me to find out if a particular medication, service, or DME item is covered with your company?**

**A: For medications:**

The easiest way to determine if a medication is covered is by using the Formulary Search Tool on our website. You can search for drugs alphabetically, by brand or generic name, or by therapeutic class. To access it, please follow these steps:

1. Visit our website at CareSource.com.
2. Click on "Providers" and choose "Ohio."
3. Choose "Member Care" then click on "Pharmacy."
4. Choose "CareSource Medicaid Pharmacy Information." Click on "Online Drug Formulary" to begin your search.

**For health care services or DME:**

For DME and service coverage we follow the Medicaid fee-for-service coverage of items. These services can be found online at <http://jfs.ohio.gov/ohp/bhpp/FeeSchdRates.stm>. If you have questions, please call our Provider Services or Medical Management Department at **1-800-488-0134**.

**Q: Is your company able to provide us with discharge reports from the hospital or doctor's office?**

**A:** Unfortunately, we do not have the capability to save discharge reports in our system at this time. In the future, we plan to add this capability so, if we receive discharge orders from a facility, we will be able to provide them to you. We will let you know when this service is implemented.

**Q: Are we able to receive reports that will show who the highest ER utilizers are?**

**A:** We are not able to display reports of highest ER utilizers at this time. However, we plan to be able to offer this service in the future.

**Q: We are having issues with a particular doctor or pharmacy. Do you have a grievance process?**

**A:** Please contact our Provider Services Department at **1-800-488-0134** with any concerns.

**Q: I have a doctor who is showing up as in the CareSource network on your Find-A-Doctor website tool, but when I call they say they are not accepting CareSource – why is that?**

**A:** This may be due to a provider who recently stopped accepting new patients due to capacity limits or there may be other provider information that hasn't yet been updated. If you have a question about a specific provider, please call our Provider Services Department at **1-800-488-0134** for assistance.

**Q: I am having a difficult time reaching a member. Are you able to contact them for me?**

**A:** We can assist you in finding any alternate phone numbers that may be available for the member. We can check with the member's current providers and pharmacies to see if they have a more current phone number on file. Please contact your CareSource Community Behavioral Health Care Coordinator (CBHCC) for assistance.