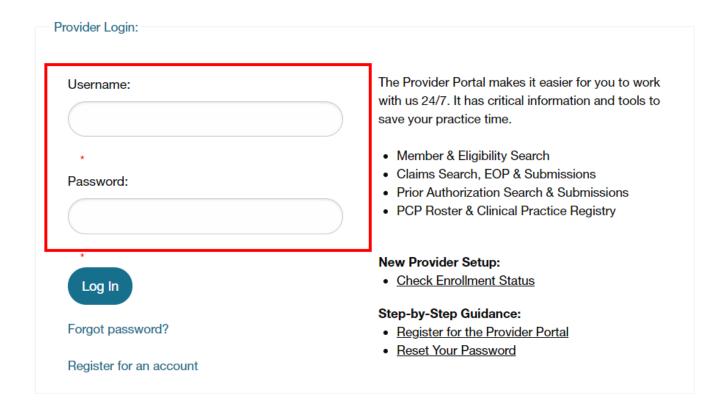


Provider Portal Instructions:

How to Check the Status of Prior Authorization for Physician Administered Pharmacy Drug Codes for Outpatient Medicaid and Marketplace Members

Enter username and password





Select 'Providers' under the left navigation



Member Eligibility

Coordination of Benefits

Member File Upload

CLAIMS

MEMBER REPORTS

USERS

PROVIDERS

ASSESSMENTS

PROGRESS NOTES

Collabor8 Diagnosis Coding Validation and Education Portal

CareSource has partnered with Pulse8 to continue to promote Risk Adjustment education and gap closure efforts for CareSource members. Use the link below to learn more, or to access the Pulse8 portal.

- . Quick Reference Guide for Managing Your CareSource Provider Alerts and Resources
- · Access the Collabor8 Diagnosis' Coding Validation and Education Portal

Inventory Reduction Update

CareSource continues to deliver operational improvements to our health partners, and we are making progress on addressing reported issues. We are pleased to share our metrics and progress in the <u>Inventory Reduction Progress and Issue Reporting</u> network notification.

Mass Claims Adjustments

When CareSource implements a system update or correction that impacts previously adjudicated claims, CareSource will automatically reprocess impacted claims. To ease your administrative burden, it is not necessary to resubmit claims for reprocessing, as that result in a denial as a duplicate claim. Similarly, in these situations, filing an appeal is not necessary either. Your health partner relations specialist will communicate the estimated completion date for Mass Claims Adjustments related to system updates and

Confidential & Proprietary

3

Select 'Prior Authorization and Notifications' under the left navigation

PROVIDERS

Care Management Referral

Dental Provider Login

File Grievance

Laboratory

Pharmacy

Prior Authorization and Notifications

Provider Documents

Provider Maintenance

Inventory Reduction Update

CareSource PASSE continues to deliver operational improvements to our health partners, and we are making progress on addressing reported issues. We are pleased to share our metrics and progress in the Inventory Reduction Progress and Issues

Mass Claims Adjustments

When CareSource PASSE implements a system update or correction that impacts previously adjudicated claims, CareSource PASSE will automatically reprocess impacted claims. To ease your administrative burden, it is not necessary to resubmit claims for reprocessing, as the result in a denial as a duplicate claim. Similarly, in these situations, filing an appeal is not necessary either. Your health partner relations specialist will communicate the estimated completion date for Mass Claims Adjustments in updates and corrections.

Durable Medical Equipment (DME) Update

CareSource PASSE values your partnership, and as we continue to deliver operational improvements to our health partners, we want to share our recent progress on durable medical equipment (DME) issue. Outstanding DME claims that are parather than rental are in the process of being corrected.

Network Notifications

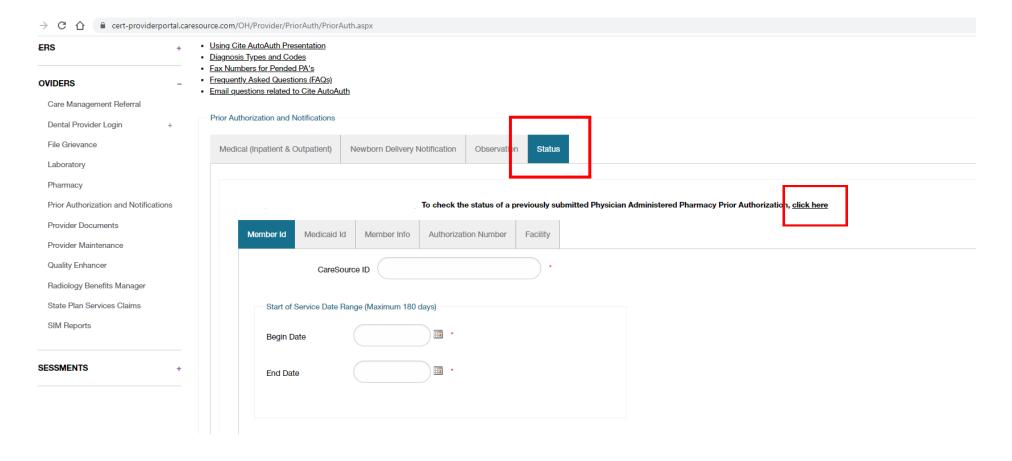
Stay informed with updates that impact claims, clinical guidelines, Provider Portal functions and more. Visit our Updates & Announcements pages:

- Medicaid
- Marketplace
- Medicare Advantage
- CareSource MyCare Ohio



Steps to Check the Status for Outpatient Medicaid and Marketplace Prior Authorizations for Physician Administered Pharmacy Codes

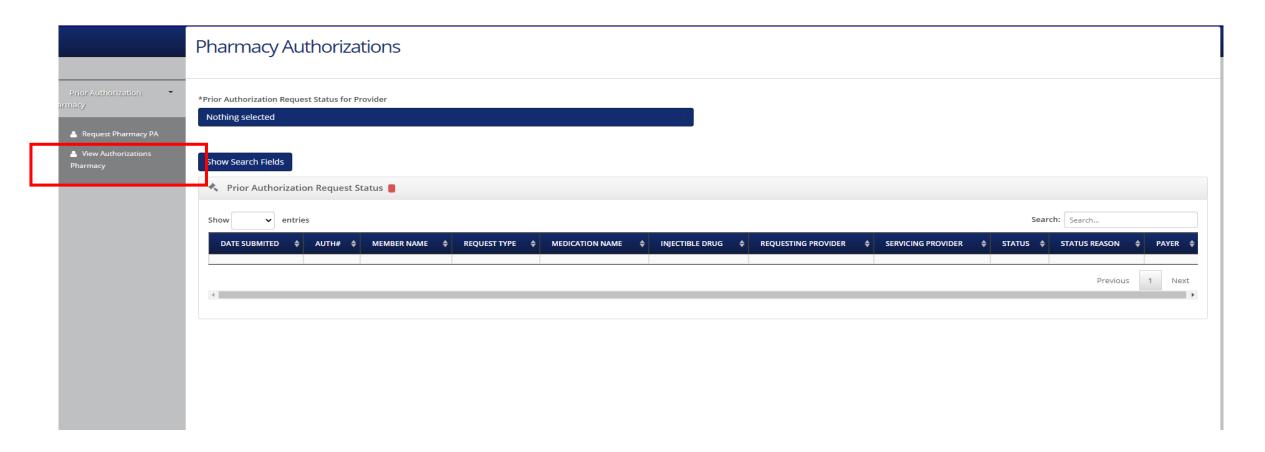
Click on status box (it will highlight in blue)
For CareSource PASSE, Outpatient Lines of Business go to the words, "click here"
This will take you to the page to check status for Physician Administered pharmacy codes
Click this link for CareSource PASSE outpatient requests for Physician Administered/Home infusion pharmacy codes



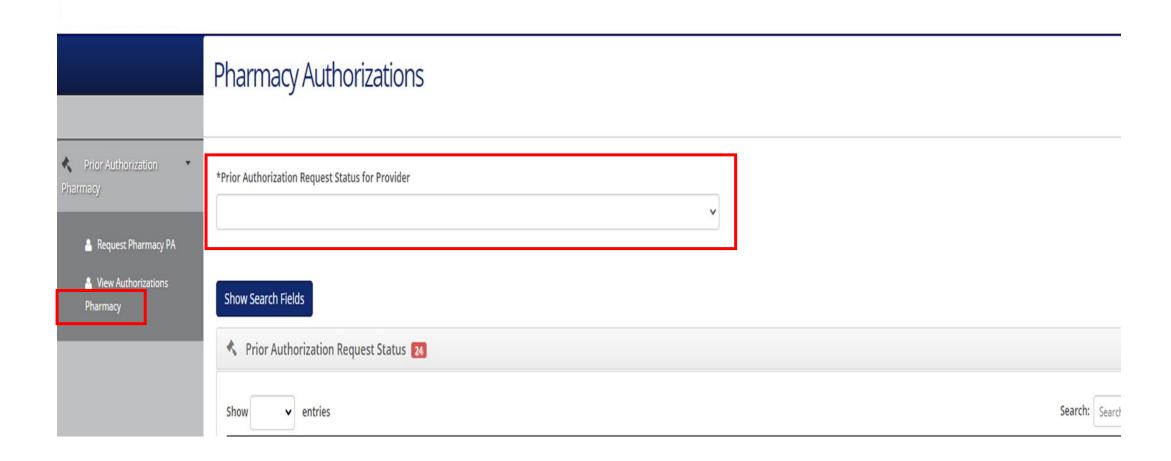
You have now entered the portal for CareSource PASSE outpatient requests for Physician Administered/Home Infusion Pharmacy codes

This is ONLY for CareSource PASSE outpatient requests for Physician Administered/Home Infusion Pharmacy codes

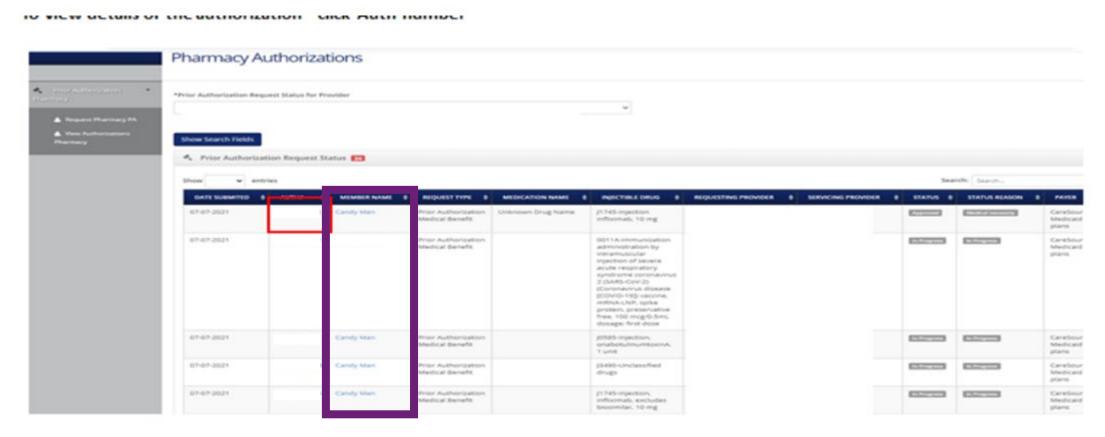
Pick the dropdown called 'View Authorization Pharmacy under Prior Authorization Pharmacy' heading



Pick provider in the dropdown Prior Authorization Request Status



A user will only be able to view requests for authorizations The User ID logged into the system is either Submitting, Requesting or Servicing provider Click blue Authorization number to view details of the authorization



You can scroll down through the member, provider, drug, diagnosis, documentation and communication sections for review

You can also review or print the provider and members determination letters by clicking on the link

