



# NETWORK *Notification*

**Notice Date:** April 25, 2023  
**To:** Indiana Marketplace Providers  
**From:** CareSource  
**Subject:** Reminder Provider Demographic Information Notification of Changes

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## Summary

Advance written notice of status changes, such as a change in address, phone, or adding or deleting a provider to your practice helps us keep our records current and are critical for claims processing and provider directory accuracy.

Type of Change	Notice Required
	Please notify CareSource of the change prior to the timeframes listed below.
New providers or deleting providers	Immediate
Providers leave the practice	Immediately upon provider notice
Phone number change	10 calendar days
Address change	60 calendar days
Change in capacity to accept members	60 calendar days
Providers intent to terminate	90 calendar days

## For providers with a delegated credentialing agreement:

All new providers (additions), changes (additional addresses, phone number updates, etc.) and terminations will need to be submitted through your monthly roster. Monthly reporting is due by the 15<sup>th</sup> calendar day of the month for the previous month's delegated service activities and other reports as requested.

## Importance

Receiving provider demographic information timely ensures that our Provider Directories are up to date and reduces unnecessary calls to your practice. This information is also reportable to Medicaid and Medicare.

## How to Submit Changes

Information updates can be submitted on the CareSource Provider Portal at [CareSource.com](https://www.caresource.com) > Providers > [Provider Portal Login](#).

Other ways to submit changes include:

Fax: 937-396-3076

Mail:

CareSource

Attn: Provider Maintenance

P.O. Box 8738

Dayton, OH 45401-8738

If you have any questions, please contact your Health Partner Engagement Specialist.

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