



Network Notification

Notice Date: December 2, 2019
To: Indiana Marketplace Providers
From: CareSource
Subject: Authorizations for Advanced Life Support (ALS) Policy Update
Effective Date: November 15, 2019

Summary

CareSource implemented a requirement for Advanced Life Support (ALS) ambulance trips on June 15, 2019. In that policy, a request for authorization was required to be submitted within 72 hours of the date of service (DOS). Effective Nov. 15, 2019, CareSource is adjusting this policy and allowing seven days to submit the authorization request.

Importance

Submitting a retrospective authorization for ALS services will help ensure you receive payment for ALS services. Failure to submit a retrospective authorization for ALS services may result in a claim denial.

Questions?

For questions, please reference the initial network notification, [Retrospective Authorizations for Advanced Life Support \(ALS\)](#), or contact Provider Services at **1-866-286-9949** (Monday through Friday, 8 a.m. to 8 p.m. Eastern Standard Time).