



Network Notification

Notice Date: January 31, 2020
To: Indiana Marketplace Providers
From: CareSource
Subject: Recent Provider Portal Updates

Summary

Your partnership is important to us, and we strive to ensure you are aware of the latest updates to our tools and resources. This network notification highlights recent Provider Portal updates.

Provider Portal Updates

Claim Disputes	Providers can now submit claim disputes using the Provider Portal. The ability to attach a file is optional.
Rejected Claims Visibility	Providers can now view rejected claims based upon certain search criteria.
Prior Authorization Submission	Nonparticipating providers are now able to complete the prior authorization (PA) process for Urine Drug Tests (UDT) even if the member has met the benefit limit.
Hospital Claims Attachments	A hospital/facility can now upload large files (up to 100MB) in conjunction with Re-Admission, Re-Admit Original Discharge or Unlisted Code Claim Submissions.
Updated Claims Messaging	To clarify messaging for claims that have an associated zero check amount, updated explanations are now available on the Claims Detail page and the Payment History page.
Provider Documents	The Provider Documents page now has filtering capability.
Dispute and Appeal Attachments	The attachment size for disputes and appeals has been increased from 12MB to 100MB.
Abortion, Hysterectomy and Sterilization Consent Forms for Claims	Providers may now upload abortion, hysterectomy and sterilization (AHS) consent forms for claims.
Integration with ECHO Health	The ECHO Health Explanation of Provider Payment (EPP) is now available through the Provider Portal when viewing a claim.
Behavioral Health Member Profile	The member profile now contains additional content for outpatient visits, including Service Code, Service Description and Location of Services Rendered. The profile displays Outpatient Visits and Substance Use Disorder (SUD) Residential Stays.
New Icon for Members with Behavioral Health Member Profile	The member profile now has an icon available in the Provider Membership List that indicates when recent behavioral health services were provided to the member to help with provider coordination.
Clinical Practice Registry Definitions	The Clinical Practice Registry definitions have been updated.

You can access the CareSource Provider Portal at [CareSource.com](https://www.caresource.com) > Login > [Provider Portal](#). Simply enter your username and password (if already a registered user) or submit your information to become a registered user.

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