



## Provider Portal Claims Attachment Quick Start Guide

There are multiple ways that you can upload documentation or attachments on the CareSource Provider Portal. This document provides instructions for submitting medical records for claims.

You can click the link to navigate directly to the relevant section of the document.

- [Submit medical records for denied claims](#)
- [Submit medical records proactively for claims](#)

In addition to this guide, please refer the following, as needed:

- [Payment Review Tool](#), to understand CareSource's policy for claim reviews such as readmissions, inpatient hospital claims with diagnosis-related group (DRG), high dollar claims, place of service validation and DRG.
- The Provider Manual that is available on CareSource.com for each plan, which outlines claim submission timely filing information. The Provider Manual may be found at **CareSource.com > Providers > Tools & Resources > [Provider Manual](#)**.
- Appeal information, such as when and how to file a dispute or an appeal, is also located on **CareSource.com > Providers > Provider Portal > [Provider Appeals](#)**.



## SUBMIT MEDICAL RECORDS FOR DENIED CLAIMS

A **Document Upload** tab is available on the **Claims Detail** view when a claim is denied due to missing medical records. Use this option to upload documentation instead of submitting an appeal or corrected claim.

To upload documentation for a denied claim, do the following:

1. From the left hand **Claims** menu, click **Claim Information and Attachments**. Locate the claim using one of the search criteria available on the **Claim Information and Attachments** page.
2. Click the **View Details** link for the denied claim.
3. On the **Document Upload** tab, review the reason the claim was denied and then upload the appropriate documentation. The file size is limited to 100 MB.

**Claim Detail**

General Information			
Claim #:	H000000000	Date Received:	9/25/2019
Adjusted From Claim #:	==	Total Amount Charged:	\$1,760.00
Adjusted To Claim #:	==	Total Patient Responsibility:	\$0.00
Original Claim #:	==	Total Amount Paid:	\$744.81
Patient Account #:	H000000000	Processed Date:	10/16/2019
		Check Number:	H000000000

**Claim Detail**

List View | Table View | **Document Upload** | Attached Documents

**Denial Reason:** 8SC - Disallow; consent form required

Upload the signed member consent form related to the denied claim.  
**File sizes must be limited to 100 MB.**  
Only files of types: bmp, png, tiff, jpeg, txt, pdf, xls,xlsx, doc and docx may be uploaded.

Files Uploaded:

4. Complete the required fields (marked with a red asterisk).
5. Add **Notes** if needed.
6. Click **Submit Documents**.

### NOTES:

- Submitted documentation will be reviewed according to documented guidelines.
- The documents that are uploaded will be available on the **Attached Documents** tab approximately a half hour after they are uploaded.
- Submit records that directly correspond and support the billed services that were denied. Submitting an entire medical record versus documents related to a specific stay or visit could delay the processing turnaround time.



## SUBMIT MEDICAL RECORDS PROACTIVELY FOR CLAIMS

If you need to submit medical records for a new claim, you can do so using the **Claim Information and Attachments** page. The attachments will be matched with member's corresponding claim so that the claim can be processed successfully.

**To upload medical records, do the following:**

1. From the left hand **Claims** menu, click **Claim Information and Attachments** to perform a search to locate the specific member for whom you want to upload records.

The screenshot shows the 'Claim Information and Attachments' search interface. At the top, there is a heading 'Claim Information and Attachments' and a sub-heading 'Please select one of the following search methods and enter the requested information to check the status of any claim you have submitted in the last 24 months. We update our claim status daily.' Below this is a navigation bar with tabs: 'CareSource Id', 'Medicaid Id', 'Member Info', 'Claim Number', 'Patient Number', 'Check Number', and 'External Reference Number'. The 'Medicaid Id' tab is selected. A search input field contains the text '12345678900'. To the right of the input field is a button that says 'Member(s) have related Claims information'. Below the input field is a 'Search' button.

2. In the **Claim Summary** section, click the **Claim Attachment** tab.

**NOTES:**

- If the member does not have existing claims, this tab opens by default.
- If you want to submit attachments for a denied claim, click the **View Details** link for the specific claim and follow the instructions to [Submit Medical records for denied claims](#).

The screenshot shows the 'Claim Attachment' page. At the top, there is a heading 'Claim Summary' and a sub-heading 'Claim Attachment'. Below this is a navigation bar with tabs: 'Claims' and 'Claim Attachment'. The 'Claim Attachment' tab is selected. The page contains the following text: 'Use the Claim Attachment functionality to submit supporting documentation for claims.' Below this is a **NOTE:** 'It is best to submit your claim number along with your documentation if possible. If you do not provide your claim number with your attachment, your attachment will apply only to claims received **after** the receipt date of the attachments. For example, an attachment uploaded on 3/1/2020 will systematically apply to claims received by CareSource on or after 3/1/2020. It will not apply to claims received prior to 3/1/2020.' Below the note is another note: 'To upload attachments applicable to a previously submitted claim, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.' Below this is a red warning: 'File sizes must be limited to 100 MB. Only files of types: bmp, png, tiff, jpeg, txt, pdf, xls, xlsx, doc and docx may be uploaded.' Below the warning is a section titled 'Files Uploaded:' with a dropdown menu showing 'patient\_number.png'. Below the dropdown menu is a 'Delete Selected' button.

3. Click **Choose File** to locate the attachment. The file size is limited to 100 MB.

Submit records that directly correspond and support the billed services. Submitting an entire medical record versus documents related to a specific claim could delay the processing turnaround time.



4. Enter the **Service Date** for the claim.

**NOTES:**

- The member must be eligible for the selected date of service to continue with the attachment.
- If you are including a claim number with the attachment, the date of service must match what is on the claim.
- If the claim is for a service with a date range, enter the first date that appears on the claim.

Claims Claim Attachment

Use the Claim Attachment functionality to submit supporting documentation for claims.

**NOTE:** It is best to submit your claim number along with your documentation if possible. If you do not provide your claim number with your attachment, your attachment will apply only to claims received **after** the receipt date of the attachments. For example, an attachment uploaded on 3/1/2020 will systematically apply to claims received by CareSource on or after 3/1/2020. It will not apply to claims received prior to 3/1/2020.

To upload attachments applicable to a previously submitted claim, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.

**File sizes must be limited to 100 MB.**  
Only files of types: bmp, png, tiff, jpeg, txt, pdf, xls, xlsx, doc and docx may be uploaded.

Files Uploaded:

patient\_number.png

Delete Selected

Claim Attachment Form

Member CareSource ID: 10

Service Date \* Required

Submission Reason: --Select Reason-- \* Required

Claim Number:

Provider Contact Email: \* Required

Notes:

Cancel Submit Documents

5. Select the appropriate **Submission Reason**.

6. Enter the **Claim Number**, if available.

7. Enter your contact information and any applicable notes.

8. Click **Submit Documents**.

**NOTE:** If you submit documentation for a claim and do not indicate the specific claim number for which the documentation applies, the documentation will apply **only** to claims received **after** the receipt date of the medical records. For example, documentation uploaded on 1/6/2020 will systematically apply to claims received by CareSource on or after 1/6/2020. It will not apply to claims received prior to 1/6/2020. **To upload documentation applicable to a previously submitted claim, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.**