



NETWORK *Notification*

Notice Date: September 22, 2020
To: Indiana Medicaid Providers
From: CareSource
Subject: Emergency Claim Processing Update

Summary

CareSource is notifying providers about Indiana Health Coverage Program's (IHCP) updated process for emergency service claim processing. This information was published in IHCP bulletin [BT202009](#).

The following services will be considered emergency room (ER) autopay and processed without a copayment:

- ER services after the member calls the 24-hour nurse advice line and is referred to the ER
- ER services received based on a referral from the member's primary medical provider (PMP)
- Claims received from a provider for services that have been pre-determined by CareSource to be emergent. Providers should bill for emergency services using the appropriate type of claim for their provider type and specialty.

Impact

Claims for all other ER services go through prudent layperson review and may be subject to a copayment. If the prudent layperson review determines the service was not an emergency, CareSource will reimburse for the medical screening examination and facility fee only, and a copay will be applied. Claims paid at the reduced fee will be noted on your Remittance Advice with Adjustment Reason 'ER3' and a URL link to the Provider Portal on (paper remittance), or appeals page (electronic remittance) where additional information can be found.

Providers can submit medical records or other supporting documentation within 120 days following the date of payment of the screening fees for re-consideration by the prudent layperson. This documentation should be submitted through the CareSource Provider Portal at **CareSource.com** > Log-In > [Provider](#). Additional documentation will be reviewed by CareSource's Prudent Layperson within 30 days of receipt. The original claim will then be reprocessed according to the determination, and communicated via the standard Remittance Advice.

For more information on submitting emergency room claims, visit **CareSource.com** > Provider Portal > [Claims](#).

Questions?

For questions, please contact Provider Services at **1-844-607-2831** (Monday through Friday, 8 a.m. to 8 p.m. Eastern Standard Time).

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