



NETWORK *Notification*

Notice Date: November 20, 2020
To: Indiana Medicaid Providers
From: CareSource
Subject: Appeal and Dispute Submissions

Issue: The below error is occurring intermittently when submitting a claim appeal or dispute on the Provider Portal.

“ERROR: Appeal not uploaded. There was a problem uploading the chosen attachments. IT resources have been notified. Please try again later.”

Solution: If the error is encountered, please fax the appeal to **937-531-2398**. CareSource is actively working on a resolution and a new communication will be sent when the issue is resolved.

Questions?

For any questions, call Provider Services at **1-844-607-2831**.