



NETWORK *Notification*

Notice Date: January 12, 2026
To: Indiana Medicaid Providers
From: CareSource
Subject: **UPDATE:** Prior Authorization Electronic Submission Mandate
Effective Date: October 1, 2025

This notification is an update to the network notification posted August 25, 2025. Updated information is shown in red.

Summary:

Pursuant to Senate Enrolled Act (SEA) 480 (2025) Section 19, effective October 1, 2025, Indiana Medicaid Health Partners are required to submit Prior Authorizations through a secure electronic submission or an application programming interface.

There are two methods to comply with this mandate for CareSource providers:

Secure Submission Methods:
CareSource Provider Portal: Users - User Login
e-Fax: 1-844-432-8924

Health Partners unable to submit Prior Authorizations via the CareSource Provider Portal or e-fax must meet the following exception requirements:

- Financial hardship
- Lacking sufficient internet access
- Limited number of individuals covered as patients or customers to warrant compliance

Once it has been determined that a provider meets the exception requirements, these are the exception submission methods:

Exception Submission Methods:
Phone: 1-844-607-2831
Mail: CareSource P.O. Box 1307 Dayton, OH 45401-1307

To register for the Provider Portal, visit [CareSource.com/documents/in-med-p-2136952-mfa-provider-portal-web-posting-guide/](https://www.caresource.com/documents/in-med-p-2136952-mfa-provider-portal-web-posting-guide/). Our [Health Partner Engagement Specialists](#) are available to assist with registration and Provider Portal training.

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OMPP Approval Date: 12/12/2025