



NETWORK *Notification*

Notice Date: July 2, 2021
To: Indiana Medicaid Providers
From: CareSource
Subject: Dispute and Appeal Clarification

Summary

CareSource would like to remind providers of the dispute and appeal process as well as clarify submission requirements.

Importance

Providers are required to utilize the Payment Dispute Process if a claim didn't adjudicate as expected. Providers must submit an informal payment dispute within sixty (60) calendar days of receipt of explanation of payment (EOP). If a systemic issue is identified, multiple claims may be submitted for one dispute. When submitting multiple claims, the claims must be disputed for **the same reason and under the same Tax ID and NPI**. A completed appeal and dispute form must be submitted with the claims. It is not recommended to submit a generic or a copied form, this may delay the response or result in the dispute or appeal not being processed. If different issues are being disputed or appealed, a separate dispute and appeal is needed for each of the issues. A detailed explanation of the reason why the claims are being disputed should be included on the dispute form.

Impact

This process will enable providers to submit claim-related challenges to CareSource for review and investigation.

A provider payment dispute or appeal is a written notice from a provider that:

- Disagrees with claim that has been denied, adjusted, or contested.
- Challenges a request for reimbursement for an overpayment or underpayment of a claim.
- Seeks resolution of a billing determination or other monetary dispute.
- Submission of a claim for retrospective review

The following conditions are not considered payment disputes and should be appealed:

- Clinical Appeals
- Submission of a corrected claim

In the event that the matter is not resolved to the provider's satisfaction within thirty (30) days after the provider commenced the informal dispute process, the provider shall have sixty (60) days after the end of the thirty (30) day period to submit a formal appeal notice. If the dispute decision is to uphold the original claim adjudication, providers may appeal the dispute.

Appeal and Claim Dispute Form can be on **CareSource.com** > Provider Overview > Tools & Resources > [Forms](#) and can be submitted to CareSource through the following methods:

- Provider Portal: <https://providerportal.caresource.com>
- Fax: 937-531-2398
- Mail:

CareSource
Attn: Provider Appeals Department
P.O. Box 2008
Dayton, OH 45401

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