



NETWORK *Notification*

Notice Date: April 17, 2026
To: Indiana Medicaid Providers
From: CareSource
Subject: Quest BetterDoctor Provider Information Attestation
Effective Date: July 1, 2026

Summary

Federal guidelines mandate that providers attest their data every 90 days. CareSource has partnered with Quest Analytics to streamline the verification process through its BetterDoctor solution.

Impact

Beginning July 1, 2026, providers should complete the following steps to attest:

1. You should receive an email or fax from Quest BetterDoctor.
2. Go to: betterdoctor.com/validate.
3. Locate the access token on the fax or email you received from Quest BetterDoctor (it is an eight-character alphanumeric code (for example ABC123D4), and it is not case sensitive).
4. Enter the access token.
5. Click "Submit".
6. Verify and update your information using the online tool in the Quest BetterDoctor portal.
7. Larger practices can submit rosters directly to Quest Analytics.

Importance

Accurate provider directory information helps CareSource connect the right patients to the right providers. Please be ready to confirm existing information or provide updated details. Providers can expect to be contacted every 90 days for this information.

Please ensure that provider information is current and accurately maintained with Indiana Health Coverage Programs (IHCP) prior to requesting any updates in our CareSource database. Kindly note that the attestation process does not replace the requirement to submit provider maintenance changes directly to CareSource through the Provider Portal.

Questions?

Providers with questions may contact BetterDoctor at support@betterdoctor.com or CareSource Provider Services at **1-844-607-2831**. The Provider Services team is available Monday through Friday from 8 a.m. to 8 p.m. Eastern Time (ET) and 7 a.m. to 7 p.m. Central Time (CT).

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