



# NETWORK *Notification*

**Notice Date:** December 1, 2021  
**To:** Indiana Medicaid Providers  
**From:** CareSource  
**Subject:** Provider Network Participation Requirements  
**Effective Date:** January 1, 2022

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## Summary

CareSource would like to inform providers about the updated **Effective Date Policy** below:

CareSource must follow the Office of Medicaid Policy and Planning (OMPP) network effective date policy for all network participation requests. This effective date should be followed for all provider types and for all delegated provider networks. The same effective date policy will be in place regardless of whether the network participation request is for a hospital/ancillary provider or a practitioner. Providers must be fully enrolled and effective as an Indiana Health Coverage Programs (IHCP) provider prior to becoming effective with CareSource.

Providers will be effective with CareSource on the first of the month following the receipt of a complete network participation request, and the additional guidance below.

- A brand-new provider that is not part of an existing contract with CareSource will be effective the first of the month following receipt of the network participation request from the CareSource provider. The network participation receipt date is the date CareSource receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.
- A provider that is being added to an existing contract will also be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date CareSource receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.
- In order to be able to render services, the contract or contract amendment must still be executed by both parties.
- CareSource is encouraged to use standard out of network process for services rendered by providers prior to the effective date if needed for member access to care.
- CareSource network effective date must also be after the IHCP effective date. Providers must be enrolled and effective with IHCP prior to being effective with CareSource.
- The effective date will be the first of the month following the receipt of a complete network participation request, regardless of the contract execution date or credentialing completion date. In most cases, the effective date will be retroactive back to the first of the month following

receipt of the complete network participation request since providers will not be fully effective until they are credentialed by and have a signed contract or contract amendment with CareSource.

- If a provider is unable to be credentialed with CareSource, the provider will not be effective with CareSource.
  - If a provider and CareSource cannot come to terms with a contract, the provider will not be effective with CareSource.
- Providers should hold all claims until the final welcome letter from CareSource is received confirming that they are effective with our network. CareSource and providers are expected to complete all pieces of the network participation process in a timely manner. However, in instances where the network participation process extends for a time period longer than the standard timeframe, CareSource will not hold providers to the timely filing limit for claims rendered before the provider was confirmed effective.
- OMPP is allowing CareSource flexibility to deny the provider participation request if the contracting phase cannot be completed in an acceptable timeframe that is no more than 60 days. This will allow the effective date policy to remain consistent but also hold all parties accountable for the turnaround of necessary items for the network participation process. It is important that CareSource educates providers on the significant impact any delay in signing a contract will have and that if they do not meet the timeframe their request will be denied.

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