



NETWORK *Notification*

Notice Date: February 5, 2021
To: Indiana Providers
From: CareSource
Subject: After-Hours Guidelines

Summary

To ensure optimal access to healthcare for Indiana members, CareSource has established the following requirements for after-hours access.

Medicaid Providers

CareSource shall ensure that the primary medical provider (PMP) provides “live voice” coverage after normal business hours. After-hours coverage for the PMP may include an answering service or a shared call system with other medical providers. CareSource shall ensure that members have telephone access to their PMP (or appropriate designee such as a covering physician) in English and Spanish 24 hours a day, seven (7) days a week.

Marketplace Providers

PMPs are contractually obligated to provide availability to their members by telephone. Whether through an answering machine or a taped message used after-hours, patients should be given the means to contact their PMP or a back-up health partner to be triaged for care. It is not acceptable to use a phone message that does not provide access to the provider or their back-up health partner and only recommends emergency room use after hours.

Importance

Reporting cultural preference and language information is critical in helping members find the most appropriate provider.

Questions?

For questions on these requirements, please contact Provider Services at:

- Marketplace: **1-866-286-9949** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)
- MA/D-SNP: **1-833-230-2176** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)

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