



NETWORK *Notification*

Notice Date: July 14, 2021
To: Indiana Marketplace & Medicare Providers
From: CareSource
Subject: Provider Portal Benefits

Summary

Your partnership is important to us, and we strive to ensure you are aware of the benefits to our tools and resources. This network notification highlights how the CareSource Provider Portal can be utilized.

Below are several ways the Provider Portal can be utilized by team members. Access to some of these features is determined by your participation status.

You can access the Provider Portal at **CareSource.com** > Login > [Provider](#). Simply enter your username and password (if already a registered user) or submit your information to become a registered user.

Benefits

There are several benefits to using the Provider Portal:

Member Information

- Check member eligibility
- Check member benefits
- Verify and request updates to coordination of benefits information
- View membership lists
- Review Clinical Practice Registry to determine gaps in care
- Make referrals to care management

Claims

- Submit claims or corrected claims
- Check claims status
- Review claim denials
- Submit requested documents (i.e. itemization of charges, primary insurance EOBs/EOPs, sterilization consent form)
- Submit recoup request for overpaid claims
- Submit claim disputes and appeals
- Review remittance

Provider Maintenance

- Submit request to add new providers to existing groups
- Submit demographic changes

Authorizations

- Submit request for authorization of services and any required clinical documentation
- Check the status of an authorization submission
- Verify if services require an authorization

Additional Information

Please check our [Updates & Announcements](#) page on our website as we frequently publish notification of enhancements and updates that are made to the portal there. If you have any questions related to the Provider Portal or would like additional portal training, please contact your Health Partner Engagement Specialist.

IN-Multi-P-727350