



Network Notification

Notice Date: July 11, 2019
To: Indiana Medicaid Providers
From: CareSource
Subject: Behavioral Health Profile Update

Summary

CareSource would like to inform you of an update regarding the notification process of Behavioral Health (BH) Profile information. Each quarter, you have been receiving a letter from CareSource notifying you of updates to your BH patients' profiles. Effective immediately, you will no longer receive this [letter](#) informing you of updates and will instead see a reminder of this information in your quarterly CareSource *ProviderSource* newsletter, which is mailed and available on **CareSource.com** > Provider Overview > Education > [Newsletters & Communication](#).

Impact

Your BH patients' profiles are available on the [Provider Portal](#). To view any updates to the profiles, you should visit the portal at **CareSource.com** > Provider Overview > [Provider Portal](#). The Provider Portal is updated daily based on claims, pharmacy, and other information. We strongly encourage Primary Medical Providers (PMPs) to check the Provider Portal frequently for any new or updated profiles.

There will be no changes to the actual process of updating profiles and you will continue to receive a reminder about BH Profile updates. You will now see this reminder in the quarterly newsletter instead of receiving an additional mailing.

Importance

CareSource is committed to keeping you informed of important patient information updates. We will continue to keep you informed through our common communication channels. The *ProviderSource* newsletter informs you on a quarterly basis of information important to your practice and in working with CareSource.

Questions?

For questions, please call Provider Services at **1-844-607-2831** (8 a.m. to 6 p.m. Eastern Standard Time, Monday through Friday).