

Network Notification

Notice Date: March 11, 2020
To: All Providers
From: CareSource

Subject: Instructions on Attaching Medical Records in Provider Portal

CareSource Provider Portal Medical Record Attachments

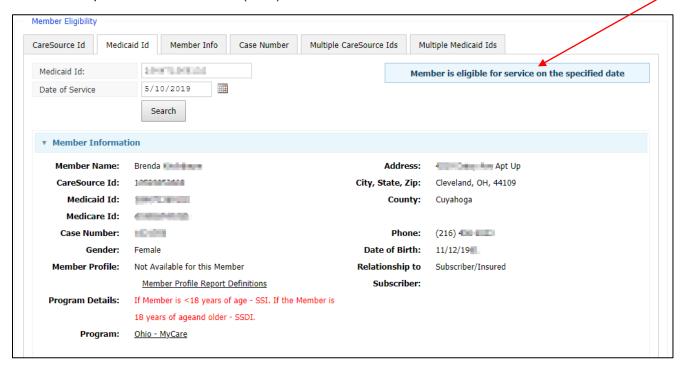
CareSource wants to make claim submission more efficient for providers by increasing the features of the CareSource Provider Portal (**Caresource.com** > Providers > <u>Provider Portal Login</u>). As functionality is added to the portal for claim medical record attachments, CareSource will release a network notification to notify providers. This document describes how to submit the following medical attachments digitally:

- Member Consent Forms for Abortion, Hysterectomy and Sterilization Claims
- Hospital Medical Record Attachments for Re-Admission, Re-Admit Original Discharge or Unlisted Code Claim Submissions

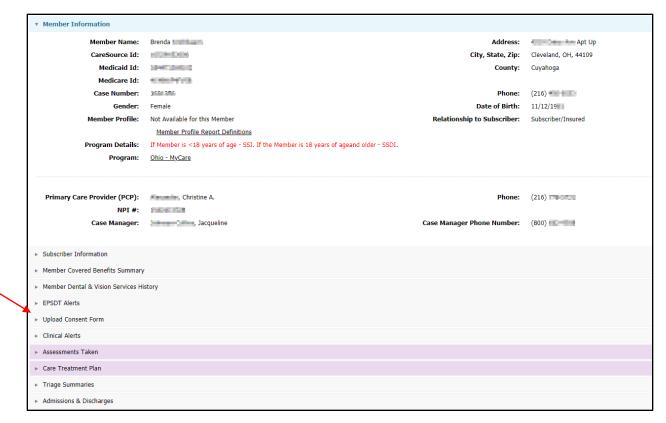
Abortion, Hysterectomy and Sterilization Consent Form

To ensure that a claim for abortion, hysterectomy or sterilization is processed correctly, providers can upload a Member Consent Form on the CareSource Provider Portal for the procedure. The consent form will be matched up with member's corresponding claim to ensure successful processing of the claim.

Before accessing the option to upload a consent form, a provider should complete an eligibility check for the member for a particular date of service (DOS).



Upon validation that the member is eligible for the selected DOS, the provider should select the **Upload Consent Form** option listed in the **Member Information** section.



In the **Upload Consent Form** area, the provider should browse, select and upload the consent form for the member. The file size is limited to 12MB.

After uploading the consent form for the member, the provider must select a **Procedure Type**:

- Abortion
- Hysterectomy
- Sterilization

The provider can add the associated Claim Number, if available, but this is not required.



After submitting the consent form, CareSource staff will be able to process the appropriate claim by matching it up with the consent form for the DOS provided.

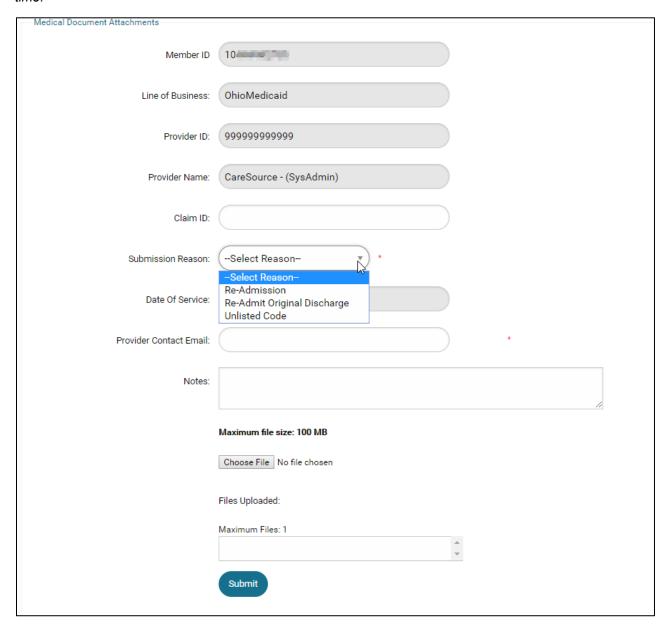
Medical Document Attachments for Hospital Claims

A hospital/facility can now upload large files (up to 100MB) to the Provider Portal in conjunction with their **Re-Admission**, **Re-Admit Original Discharge** or **Unlisted Code** claim submissions.

To access the option to upload medical records, click the **Providers > Claim Attachment** option in the left-hand navigation menu. Search for a member using the correct **Date of Service** to ensure proper eligibility.

After verifying the patient eligibility, select the appropriate **Submission Reason**, enter the required information (indicated with a red asterisk), upload the appropriate documents and click **Submit**.

Please submit records that directly correspond and support the billed services that were denied. Submitting an entire medical record instead of documents related to a specific stay/visit could delay the processing turnaround time.



NOTE: A claim number is not a required field on the Provider Portal when uploading consent forms or when submitting attachments for readmissions. However, consent forms and attachments for readmissions submitted without a corresponding claim number *will apply only to claims received after the receipt date of the consent form or readmission attachments*.

• For example, a consent form or readmission attachment uploaded on 1/6/2020 will systematically apply to claims received by CareSource on or after 1/6/2020. It will not apply to claims received prior to 1/6/2020.

To upload a consent form or readmissions attachment applicable to a *previously submitted claim*, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.

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