



Network Notification

Notice Date: November 8, 2019
To: Kentucky Marketplace Providers
From: CareSource
Subject: Claim Timely Filing and Appeals Timeframes
Effective Date: January 1, 2020

CareSource issued an official notice via certified mail on Sept. 25, 2019, to all Kentucky Marketplace participating providers. This notice detailed that CareSource is amending existing agreements with providers to incorporate a material amendment, which reflects changes in claim submission and appeal timely filing requirements.

Effective with dates of service beginning on Jan. 1, 2020, (“Effective Date”), providers will have ninety (90) days from the later of the date of service or discharge to submit clean claims to CareSource for payment. Additionally, beginning on the Effective Date providers will have ninety (90) days from the date of a claim denial to submit an appeal to CareSource.

CareSource will be updating the [Provider Manual](#) for CareSource Marketplace plans (CareSource.com/documents/mp-health-partner-manual/) to include the contract provisions detailed above. Should you have any questions about this material amendment, please contact your Health Partner Contracting Manager, Dell Jeter, at 502-709-0613.

KY-EXCP-0189