


# QUICK REFERENCE GUIDE

CareSource offers qualified health plans through the Health Insurance Marketplace. They are a little different than our public-sector plans. Please use this as a quick reference tool on CareSource's Marketplace plans.

## About CareSource's Marketplace Plans:

- Providers must refer members to in-network providers only.
- Providers should collect any deductibles, coinsurance or copayments that apply to a member's coverage.
- Please check member eligibility every time a member receives care.
- Members have access to affordable, high-quality health insurance with no limits due to pre-existing conditions or annual benefit caps.

## Member ID Card (sample information only)

<b>Silver Dental and Vision</b>		<b>OH</b>	
			<b>2017</b>
Member: <b>John Doe</b>	Dependents:	01 Jane Doe	
Member ID: 14800000000-00		02 John Doe	
Health Plan (XXXXX) <b>XXX-XX-XXXX</b>		03 Mike Doe	
Payer ID: 31114		04 Ron Doe	
		05 Susan Doe	
		06 Sara Doe	
		07 Joe Doe	
		08 Sam Doe	
Office: \$/%*	ER: \$/%*	Spec: \$/%*	UrgCare: \$/%*
MISC-OH(2017)		*after deductible	

<b>CareSource.com/marketplace</b>		
This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the website or call.		
Members: 1-800-479-9502 (TTY: 1-800-750-0750 or 711)		
24/7 Nurseline: 1-866-206-4240	Providers: 1-800-488-0134	Pharmacy: 1-800-488-0134
Medical Claims: P.O. Box 8730 Dayton, OH 45401-8730	Benefits Manager: CVS Caremark	
Pharmacy Claims: CVS Caremark P.O. Box 52136 Phoenix, AZ 85072-2136	Pharmacy Numbers: RxBin: 004336 RxPCN: ADV RxGrp: RX3156	
CareSource is a Qualified Health Plan Issuer on the Health Insurance Marketplace.		

## CareSource's Marketplace Contact Information

### Provider Services

**OH: 1-800-488-0134 / KY: 1-855-852-5558**

**IN: 1-866-286-9949 / WV: 1-855-202-1091**

### Website

CareSource's Marketplace plan resources are located at:

**CareSource.com/providers**

### Provider Portal

**<https://providerportal.caresource.com>**

### Medical Management

Call Provider Services and select the menu option for prior authorizations

### Claims Inquiries

Call Provider Services

### Check Claims Status

**<https://providerportal.caresource.com>**

## Claims Submissions

CareSource encourages providers to submit claims electronically for the most efficient processing. Paper claim forms are encouraged for services that require clinical documentation or other forms to process.

### Electronic Funds Transfer (EFT):

Complete enrollment form on "Claims Payment" page of CareSource.com and fax it to InstaMed at **1-877-755-3392**.

### Electronic Claims Submission:

EDI CareSource payer OH ID number: 31114

EDI CareSource payer KY ID number: KYCS1

EDI CareSource payer IN ID number: INCS1

EDI CareSource payer WV ID number: WVCS1

**Timely Filing:** 365 calendar days from the date of service or discharge

### Paper Claims:

**OH** – CareSource  
Attn: Claims Department  
P.O. Box 8730  
Dayton, OH 45401-8730

**KY** – CareSource  
Attn: Claims Department  
P.O. Box 824  
Dayton, OH 45401

**IN** – CareSource  
Attn: Claims Department  
P.O. Box 3607  
Dayton, OH 45401

**WV** – CareSource  
Attn: Claims Department  
P.O. Box 804  
Dayton, OH 45401

(continued)

## Covered Services

**Please note:** This is not a comprehensive list. Log in to the Provider Portal at **CareSource.com** to view a more complete list of covered services and limitations.

**NOTE: Non-emergency services provided by out-of-network providers will NOT be covered by CareSource, unless the service received prior authorization.**

- Primary care and specialty physician services
- Outpatient services
- Hospitalization
- Emergency services
- Maternity and newborn care
- Mental health and substance abuse treatment
- Prescription drug coverage
- Preventative and wellness services
- Rehabilitative and habilitative services and devices
- Laboratory services
- Chronic disease management
- Covered clinical trials
- Podiatry care
- Pediatric health and vision services
- Optional dental and vision coverage for adults

## Services That Require Prior Authorization

**Please note:** This is not a comprehensive list. Log in to the Provider Portal at **CareSource.com** to view a more complete list of covered services and limitations. Failure to obtain prior authorization may result in denied claims.

- All services provided out-of-network
- CT/CTA, MRI/MRA, PET Scans (update from 2014)\*
- Inpatient stays
- Partial hospitalization programs
- Intensive outpatient behavioral health services
- Surgical services
- Accidental dental reconstruction
- Transplants or reconstructive surgery
- Purchase or rental of medical supplies, DME or appliances exceeding \$750
- Skilled nursing facilities
- Home infusion therapy
- Diabetic education
- Pain management services

## Prior Authorization Process

**Prior authorizations can be obtained by contacting the Medical Management Department:**

- **Online:** **CareSource.com** and select the Provider Portal option from the menu
- **Email:** **mmauth@caresource.com**
- **Fax:** Copies of prior authorization forms can be found on **CareSource.com**. Please complete and fax the form to:  
**OH – 1-888-752-0112**  
**KY & IN – 1-877-716-9480**  
**WV – 1-844-676-8367**
- **Mail:**  
CareSource  
P.O. Box 1307  
Dayton, OH 45401-1307
- **Phone:** Call Provider Services and select the menu option for prior authorizations.

When requesting an authorization, please provide the following information:

- Member/patient name and CareSource Member ID number
- Provider name and NPI
- Anticipated date of service
- Diagnosis code and narrative
- Procedure, treatment or service requested
- Number of visits requested, if applicable
- Reason for referring to an out-of-plan provider, if applicable
- Clinical information to support the medical necessity for the service

Please review the Marketplace Provider Manual for additional information.

### **\*CT/CTA, MRI/MRA, PET Scans authorization:**

Providers will be able to request prior authorization via the internet (<http://www.RadMD.com>) or by calling NIA Magellan at

**OH: 1-800-424-5660 / KY: 1-800-424-5675**  
**IN: 1-800-424-5664 / WV: 1-800-424-1746**



**CareSource.com**