



NETWORK *Notification*

Notice Date: May 30, 2023
To: CareSource Marketplace Providers
From: CareSource
Subject: UPDATE - No Surprises Act
Effective Date: January 1, 2022

This communication is an update to the No Surprises Act notification dated January 24, 2022. Updates are marked in red text. Please check the [Updates & Announcements page](#) regularly for updated information.

Summary

Effective Jan. 1, 2022, CareSource will comply with new state and federal requirements, in alignment with the No Surprises Act, including how we process claims from certain out-of-network providers. This applies to claims with the date of service starting Jan. 1, 2022.

The No Surprises Act, part of the Consolidated Appropriations Act of 2021, establishes patient protections for members enrolled in Marketplace plans, including protection from out-of-network providers' surprise bills (balance billing) for emergency care and other specified items or services.

Impact

CareSource presumes emergency services (including post-stabilization) and services from out-of-network providers at in-network facilities are covered under the No Surprises Act. Post-stabilization services are defined as emergency services needed to evaluate or stabilize an emergency medical condition per citation [42 CFR 438.114](#). Claims will be processed according to the Consolidated Appropriations Act of 2021 based on criteria below as billed on the claim. Providers are prohibited from balance billing members, aside from patient responsibility for copay, deductible, and coinsurance.

Out-of-network providers are encouraged to submit a new contract request, which can be done online at [Becoming a Participating Provider](#) or by working with a contract manager.

Emergency Services

- Outpatient Facility claims for emergency services should be billed with Revenue Codes 0450-0459, or 0762.
- Inpatient Facility claims for post-stabilization emergency services should be billed with an Admit Type = 1, 2, or 5.
- Air ambulance claims for emergency services should be billed with Current Procedural Terminology (CPT) Codes A0430, A0431, A0435 or A0436 AND an Emergency Indicator of 'E', 'I', 'A' or 'Z' in box 24c on the 1500 form.
- Professional claims for emergency services should be billed with Place of Service (POS) 23; CPT Codes 99217-99220 or 99234-99236 or Emergency Indicator 'E' or 'I' in box 24c on the 1500 form.

Non-Emergency Services

- Boxes 32 and 32a are required to be completed with the appropriate facility information.
- Independent labs performing tests on samples drawn at an inpatient or outpatient department of a hospital should bill the correct POS code per CMS billing guidelines instead of POS 81 (i.e. Inpatient = POS 21, Off-Campus Outpatient = POS 19, On-Campus Outpatient = POS 22, etc.)
- CMS Billing Guidelines: [Medicare Claims Processing Manual \(cms.gov\)](#)

Importance

Claims paid in accordance with this Act will be notated in the claim detail section of your Electronic Remittance Advice or Explanation of Payment notice with Remark Code N830. Providers do not need to submit documentation of notice and consent requirements with their claims. Prior authorizations will still be required for services that require medical necessity review.

Requests for open negotiation within the first 30 days following receipt of CareSource's initial payment should be submitted through this process, along with all relevant supporting documentation. Requests for open negotiation within the first 30 days following receipt of CareSource's initial payment should be submitted through the normal dispute or appeals processes. If you wish to file a dispute or appeal, please visit **CareSource.com** > Providers > Provider Portal > [Provider Disputes and Appeals](#) for information.

Any subsequent requests for arbitration that are submitted through the Federal Independent Dispute Resolution (IDR) portal should list CareSource's email address as MarketplaceAppeals@CareSource.com.

Questions?

If you have questions, please reach out to Provider Services at **1-833-230-2101**, Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

Multi-EXC-P-1030045a

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