



NETWORK *Notification*

Notice Date: April 2, 2025
To: All Marketplace Providers
From: CareSource
Subject: Medical Record Reviews

Summary

CareSource conducts annual chart reviews on members who participate in all Marketplace products. Medical record reviews help us confirm the accuracy of diagnoses that have been submitted on a claim during the service date range in question. Conditions that are actively being treated or those that may affect the patient's treatment should be documented in the medical record and reported on a claim at least once every calendar year.

Impact

We are reaching out as a courtesy to make you aware that we are beginning outreach for medical records for our next review. Outreach regarding this review may come directly from a CareSource representative or through one of our trusted vendor partners. When contacted, you will receive a list of CareSource members for whom we are requesting chart information, along with other important details on chart submission methods and points of contact.

Importance

If you are a contracted provider in CareSource's network, you must participate in the chart review and provide the charts requested. Please refer to your provider contract and the CareSource [Provider Manual](#) for additional information.

Please note - risk adjustment medical record review does not affect claims in any way.

Questions?

We appreciate your cooperation in advance and look forward to working together to complete this chart review. If you have additional questions, please review the [Frequently Asked Questions document](#).

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Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a CareSource