



# NETWORK *Notification*

**Notice Date:** April 1, 2026  
**To:** All Marketplace Providers  
**From:** CareSource  
**Subject:** Site of Care Management Program  
**Effective Date:** July 1, 2026

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## Summary

As part of our commitment to provide high-quality and cost-effective healthcare, we are implementing a Site of Care Management Program. This program directs administration of select medications to be given in the least intensive setting appropriate for delivery of services and supplies. Our goal is to enhance patient outcomes while managing healthcare costs effectively. The Site of Care Management Program applies to our Marketplace Lines of Business.

## What is Site of Care?

A site of care refers to the physical location of infusion or injection administration. Sites of care include hospital outpatient, a provider's office, an ambulatory infusion center or suite, or home-based setting. Many infusions administered in hospitals can be safely managed in other settings without compromising quality.

## Why Site of Care Matters

### Benefits for Members:

- **Improved Access and Greater Convenience:**  
Appointments at alternative sites may offer more flexibility to accommodate members' lifestyles, including options for evenings, weekends and home visits. This flexibility minimizes disruption to work, school, and other responsibilities, while also reducing travel requirements and time commitments. It may also lessen a member's exposure to hospital environments.
- **Enhanced Patient / Member Experience:**  
Members often report higher satisfaction when they receive care at alternative sites. Data indicates these settings can provide a more independent, comfortable and less stressful experience. Opportunities for more personalized care and lower infection risks contribute to overall improved patient satisfaction.
- **Lower Out-of-Pocket Costs:**  
Alternative sites typically have reduced patient cost-sharing, which can improve adherence to treatment and lead to better health outcomes. Lower costs make it easier for members to access care they need without heavy financial barriers.

### Benefits for Providers:

- **Increased Patient Satisfaction:**  
Providers who offer care at alternative sites can enhance patient satisfaction. When patients have access to flexible appointment times and convenient locations, they are more likely to feel valued and satisfied with their care experience.

- **Improved Care Coordination:**  
Alternative sites often facilitate better care coordination among healthcare teams. This can lead to more streamlined communication, improved follow-up care, and better management of patient health, ultimately benefiting providers as they work collaboratively to achieve optimal patient outcomes.
- **Reduced Administrative Burden:**  
Providing care at alternative sites can help reduce the administrative burden on providers associated with hospital-based care. Less paperwork allows providers to focus more on patient care.

## Therapies of Focus

- Hereditary Angioedema
- HIV - Cabenuva® and Apretude®
- Immune Deficiencies
- Inflammatory Conditions
- Miscellaneous Diseases
- Multiple Sclerosis - Ocrevus®, Ocrevus Zunovo®

Please also refer to the [Site of Care Management Program Drug List](#).

## Your Role Supporting Patients

- **Refer Patients:** Direct patients to in-network, lower-cost infusion sites, when appropriate, to enhance their care experience and reduce out-of-pocket costs.
- **Engage with Our Team:** Reach out to our team with questions regarding patient eligibility or assistance with referrals, to ensure a smooth process.
- **Educate Patients:** Inform patients about their options and the benefits of alternative sites of care. Emphasize how site of care can lead to better health outcomes and convenience.
- **Provide Feedback:** Share your insights on operational and clinical considerations to help us refine and improve our programs for greater success.

Coverage for affected medications will be limited to administration via home infusion, at a provider's office, or at an ambulatory infusion center. Our [Find a Doctor](#) tool is useful in helping to find the best care for you.

Infusions administered in a hospital setting will not be eligible for reimbursement unless the provider obtains prior approval from CareSource, demonstrating medical necessity criteria are met.

**Clinical documentation must be submitted with all exception requests (Prior Authorization) through the Provider Portal or via the Medical Drug Fax at 1-888-399-0271.**

### Questions?

Please contact Provider Services at **1-833-230-2101 (TTY: 711)**. We are available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).

## Site of Care Management Program Provider Resources:

[Site of Care Management Program FAQs](#)

[Site of Care Management Program Administrative Policy](#)