



# NETWORK Notification

**Notice Date:** November 10, 2022  
**To:** CareSource North Carolina Co. Providers  
**From:** CareSource  
**Subject:** Provider Alternative Format Request

## Summary

Providers can now see whether their CareSource North Carolina Co. members have requested an alternate format for communications when they check the member's eligibility. This information can be found on the [Provider Portal](#) under the member eligibility screen (see below).

The screenshot shows the CareSource member eligibility interface. At the top, there are tabs for 'CareSource Id', 'Medicaid Id', 'Member Info', 'Case Number', 'Multiple CareSource Ids', and 'Multiple Medicaid Ids'. Below the tabs, there are input fields for 'CareSource ID' (10101010101) and 'Date of Service' (8/10/2022), along with a 'Search' button. A blue notification box states 'Member is eligible for service on the specified date'. The main section is titled 'Member Information' and contains various fields for member details. A red box highlights the 'Alternate Communication Format Needed' field, which is currently blank. Other fields include Member Name, Address, County of Residence, County of Eligibility, Phone, Date of Birth, Relationship to Subscriber, Program Details, Member Eligibility Date, Span Last Updated, Language Preference (English), and Special Communication Needs.

Alternative format options include braille, sign, large print, audio CD or verbal. If no alternative format has been requested, the field will be blank.

CareSource North Carolina Co. encourages providers to consider these needs when communicating with their patients.

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

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