



NETWORK *Notification*

Notice Date: November 10, 2022
To: CareSource Providers
From: CareSource
Subject: Provider Alternative Format Request

Summary

Providers can now see whether their CareSource 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 Provider Portal interface. At the top, there are tabs for 'CareSource Id', 'Medical Id', 'Member Info', 'Case Number', 'Multiple CareSource Ids', and 'Multiple Medical Ids'. Below the tabs, there are input fields for 'CareSource ID' (101010101) and 'Date of Service' (8/10/2022). A 'Search' button is located below these fields. A status message indicates 'Member is eligible for service on the specified date'. The 'Member Information' section is expanded, showing a list of fields: Member Name, Address, CareSource Id, County of Residence, County of Eligibility, Medical Id, Phone, Case Number, Date of Birth, Gender, Relationship to Subscriber, Member Profile, Program Details, Original Effective Date, Member Eligibility Date, Program, Span Last Updated, Member Alerts, Language Preference (English), Alternate Communication Format Needed (Visual Impairment), Special Communication Needs, and Member Aid. The 'Alternate Communication Format Needed' field is highlighted with a red box.

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 encourages providers to consider these needs when communicating with their patients.

Multi-Multi-P-1602755