



NETWORK *Notification*

Notice Date: January 24, 2024
To: All D-SNP and Ohio MyCare Providers
From: CareSource
Subject: Member Balance Billing

Summary

Member Billing Policy, State, and Federal regulations prohibit providers from billing CareSource D-SNP or Ohio MyCare members for services provided to them except under limited circumstances. CareSource monitors this activity based on reports of billing from members.

Impact & Importance

We will implement a stepped approach in working with our providers to resolve any member billing issues that includes notification of excessive member complaints and education regarding appropriate practices. Failure to comply with regulations after intervention may result in potential termination of your agreement with CareSource.

To help reduce the instances of balance billing, remember the following steps:

- Verify a member's eligibility prior to each visit
- Be sure to check for a member's enrollment in **both** Medicaid and Medicare

Network providers may not balance bill CareSource D-SNP or Ohio MyCare members for covered services.

Example of balance billing:

Also referred to as **surprise billing**, balance billing is when a provider bills a patient for the difference between the provider's charge and the allowed amount. For example, if the provider is charged \$100, and the allowed amount is \$70, the provider would bill the patient for the remaining \$30.

Questions?

If you have questions regarding billing policies, please reach out to your Health Partner Representative or call D-SNP Provider Services at **1-833-230-2176** or Ohio MyCare Provider Services at **1-800-488-0134**. Hours of operation are Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

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