



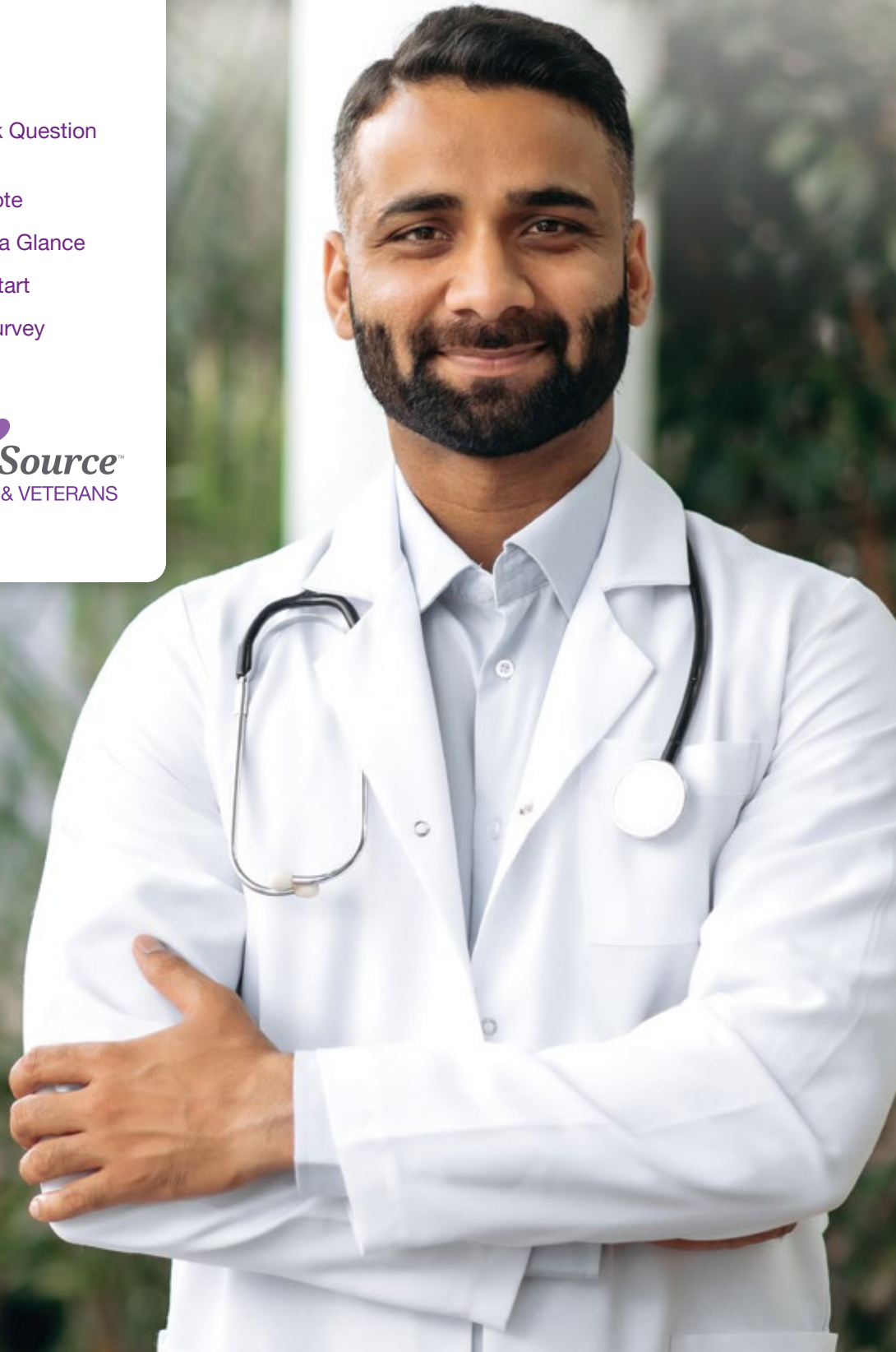
SPRING 2026

PROVIDER *Source*

A Newsletter for TRICARE Prime® Demo by CareSource Military and Veterans™ Network Providers

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At CareSource Military & Veterans (CSMV), we support TRICARE Prime Demo network providers with clear guidance, practical tools and timely updates that help you deliver covered care to our shared beneficiaries.

ProviderSource is a quarterly newsletter for TRICARE Prime Demo network providers in Florida and Georgia, covering:

- Tools, online resources and training
- Program updates and process/policy reminders
- Clinical resources and practice guidance

Thank you for your partnership in caring for active-duty family members, retirees and their families, families of activated guard & reserve, and survivors enrolled in the TRICARE Prime Demo.

Which TRICARE? A Quick Question That Prevents Delays



When a beneficiary says they have TRICARE, please ask:

“Which TRICARE? CareSource Military and Veteran (CSMV) or TRICARE East - Humana?”

If the beneficiary is enrolled with:

- **TRICARE Prime Demo by CareSource Military & Veterans** – follow the TRICARE Prime Demo processes. Use the [TRICARE Prime Demo Provider Portal](#) and [CareSourceMilitary.com](#).
- **Another TRICARE contractor (such as TRICARE East - Humana)** – follow that contractor’s processes, portals and contact information.

This simple question up front helps:

- Confirm the correct TRICARE contractor.
- Avoid eligibility and billing issues.
- Support timely access to care for our TRICARE Prime Demo beneficiaries.





Chief Medical Officer's Note

I am pleased to extend a warm welcome to you, our TRICARE network partner in providing quality health care. As the Chief Medical Officer (CMO) for TRICARE Prime Demo® by CareSource Military & Veterans™ (CSMV), I am committed to getting the fundamentals right—strengthening claims payment accuracy and efficiency while reducing the day to day administrative burden in your interactions with CSMV.

As a practicing physician, I respect the demands on your time. Our focus is simple: timely prior authorization decisions, accurate and efficient claims processing and easy-to-use self-service tools—so it is straightforward and predictable to do business with CSMV.

CSMV's mission is to improve the health and well-being of those we serve, with care coordination and support designed for the military community.

Sincerely,

Dr. Weston
Chief Medical Officer
TRICARE Prime Demo® by CareSource Military & Veterans™

TRICARE Prime Demo at a Glance

If you are new to
TRICARE Prime Demo,
start here:



Use the Provider Portal,
ProviderPortal.CareSource.com
for eligibility, prior authorization, claim
status and other self-service tools.



Reference the Provider Manual
and Quick Reference materials
on CareSourceMilitary.com for
detailed requirements.



Call Provider Services at
1-833-230-2170 if you need
help resolving an issue.

Working with Us:

Quick Start



Use the options below for the fastest way to
confirm eligibility, submit requests and resolve
claims or administrative questions.

- **Provider Services:** 1-833-230-2170
(Monday through Friday, 8 a.m. to 6 p.m.
Eastern Time (ET))
- **EDI Payer ID:** MVCS1
- **Provider Portal:**
ProviderPortal.CareSource.com
- **Provider Manual, Forms, FAQs and Updates:**
CareSourceMilitary.com > Providers
- **Training:** CareSourceMilitary.com >
Education > Training & Events
(plus HealthPlanResources.com)



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Onboarding & Provider Survey



New to TRICARE Prime Demo® by CareSource Military & Veterans™?

Scan the QR code to complete onboarding and share feedback so we can improve tools, communications and day to day support.

Thank you for your continued partnership and for the care you provide to our nation's service members, their families and retirees.

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