



NETWORK *Notification*

Notice Date: August 9, 2023
To: North Carolina Marketplace Providers
From: CareSource North Carolina Co.
Subject: Claims Timely Filing Time Frame Update

Summary

Please note there is a correction to the current CareSource North Carolina Co. Marketplace Provider Manual found at <https://www.caresource.com/documents/nc-marketplace-provider-manual/>.

Impact & Importance

Currently, on page six of the Provider Manual, under the heading of "Timely Filing" it reads, "For in-network providers, claims must be submitted within two years after the original claim adjudication."

This information is incorrect. It should read, "For in-network providers, claims must be submitted within 180 days of the member's date of service."

The manual will be updated and posted to **CareSource.com**.

Questions?

Please contact Provider Services at **1-833-230-2101** with any questions.

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