



  
*CareSource*<sup>®</sup>

**PARTNER** with *Purpose*

**At CareSource North Carolina Co.,**  
we partner to help physicians spend more  
time seeing and serving patients.

We provide analytics, data and payment  
models that create greater collaboration,  
and help providers and health systems  
focus on improved health outcomes.

We help doctors  
be doctors again.



# Health Care with Heart<sup>®</sup>



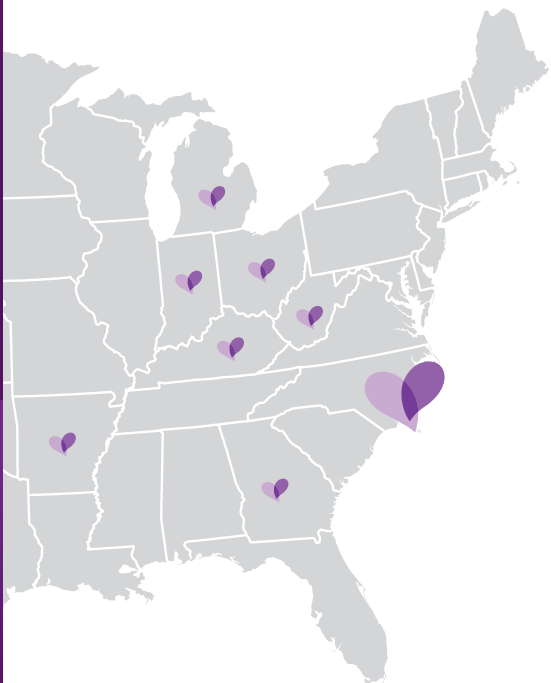
At CareSource North Carolina Co., we recognize a true partnership can only exist when we listen to and understand your needs. We are dedicated to partnering with you in the most effective way to improve member outcomes and make it easier for you to care for our members.

## About CareSource

CareSource was founded in 1989 with an unwavering mission **to make a lasting difference in members' lives by improving their health and well-being**. With over 30 years of experience serving members with some of the most complex needs, CareSource deeply understands the challenges consumers face navigating the health care system and works to put health care in reach for them. As a **non-profit organization**, CareSource invests back into members and relentlessly pushes for innovations to improve their quality of care.

## CareSource Marketplace

CareSource currently offers Marketplace plans in Georgia, Indiana, Kentucky, North Carolina, Ohio and West Virginia. Our Marketplace plan provides comprehensive, cost-effective coverage to the uninsured who are either ineligible for Medicaid or do not have access to employer-based insurance.



## Purposefully Local

We strongly believe in collaboration with our participating providers to improve the health and well-being of our members. As part of our North Carolina provider network, you will have a local provider representative to work with you and your staff. Our local provider representatives will be in the field answering questions.

A photograph of a man with a beard carrying a young girl on his shoulders. Both are smiling and looking to the right. The man is wearing a blue long-sleeved shirt, and the girl is wearing a denim jacket. The background is a blurred outdoor setting.

# An Industry Leader in Operational Excellence

CareSource ranks among the best in the nation at meeting and exceeding state and federal claim payment metrics. Through our ongoing emphasis on getting things right the first time, ***we are among our industry's leaders in operational efficiency.***

0.1 Days Pended Claim Volume Receipts on Hand

0 Claims Aged Over 30 Days (Clean and Unclean)

98.6% Claims Systematically Processed Without Manual Intervention

99.6% Claims Processed within Seven Days

99.8% Claim Payment Financial Accuracy Rate

# Person-Centered Care

Our innovative model of care is at the heart of our mission. Having a ***non-profit mission***, CareSource has always been uniquely focused on circumstances far beyond the health care of our members.

## Holistic Approach for the Member

With a people-first focus and a community-based approach, our priority is helping members live happier, healthier lives. We meet them where they are and help them find answers with information, resources, supportive services, innovative programs and meaningful guidance at every step along their journey.

## Specialized Plans for Diabetic Members

CareSource provides a suite of plan designs tailored to our members' needs, whether it's focused on reducing premium costs, maximizing their subsidies, reducing their cost for benefits, or providing targeted and impactful care for specific conditions such as diabetes. Marketplace Diabetes Plans not only make it more affordable for members to manage their diabetes with no member cost share on select medication, supplies, and care but we also offer direct member support through our diabetes-focused Care Management Program. In addition, members receive newsletters focused on helping them to manage their diabetes and learn how to use their benefits to their fullest. We are working to ensure our diabetic population is able to receive the specialized care they need!





# Electronic Claims Payment

We partner with ECHO Health to provide electronic funds transfer (EFT) as a payment option. Providers who are registered for EFT benefit from:



**Simplicity** – Paper checks and Explanation of Payments (EOPs) will be eliminated for increased efficiency and payment processing.



**Convenience** – Electronic Remittance Advice (ERAs) are available 24/7.



**Reliability** – Claim payments are electronically deposited to your bank account.



**Security** – Access your ECHO account through CareSource North Carolina Co.'s secure Provider Portal to view (and print, if needed) remittances and transaction details.

For more information visit <https://www.echohealthinc.com/>.



# Pharmacy Benefits

CareSource North Carolina Co. Pharmacy uses the Express Scripts pharmacy network as its partner to process pharmacy claims. The CareSource North Carolina Co. Pharmacy approach to administering pharmacy benefits and services provides:



A local pharmacy network for convenient access to medications



Availability of 90-day refills, mail order and retail for select drugs, for increased medication adherence and convenience



An integrated, industry-leading data platform driving real time opportunities to improve member health outcomes and lower costs

# Prior Authorizations & Referral

We keep our administrative processes simple for you and our members. We offer medically necessary services, some of which require prior authorization. Our online [Procedure Code Lookup Tool](#) provides transparency into what codes require prior authorization.

Many health services provided by specialists do not require a referral and can be arranged by the member. You will not need to arrange or approve these services as long as applicable benefit limits have not been exhausted. Prior authorization of services may still be required.





# Provider Portal

Our secure online Provider Portal allows instant, 24/7 access and is accessible on any PC, without any proprietary software requirements. Our time saving tools include:

- **Check Eligibility** – Verify patient eligibility for coverage and learn more about health statuses.
- **Payment History** – Search for payments by check number and claim number.
- **Claim Status** – Search for status of claims and claim appeals.
- **Prior Authorization** – Submit medical inpatient/outpatient, newborn delivery notification, and observation.
- **Care Management Referrals** – Refer a member for case management.
- **Benefit Limits** – Track benefit limits electronically in real time before services are rendered.
- **Care Treatment Plans** – View care treatment plans.
- **Clinical Practice Registry (CPR)** – Filter patient data to identify opportunities for preventive health screenings.
- **Submit Claims** – Submit claims using online forms.
- **Grievances** – Submit grievances and check statuses.

Providers can access our secure CareSource North Carolina Co. Provider Portal at **CareSource.com**.



# Claims

We work to remove any barriers you face and are committed to ensuring you receive timely and accurate reimbursement.

Although we accept claims in a variety of formats, we encourage our providers to submit routine claims electronically to allow for:



Faster claims processing



Reduced administrative costs, probability of errors and missing information



A streamlined path for solutions to claim questions

## Clearinghouse Information

CareSource North Carolina Co. partners with Availity to offer electronic claim payment to our health partners.

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We're more than a health insurance plan, ***we're a neighbor, a partner, and an ally*** whose heritage is built upon being devoted to those we serve. CareSource North Carolina Co. is working to redefine what it means to make a difference.

Sign up today to join us.



Visit  
**CareSource.com**  
to sign up today!

It's not just about making a change; it's about making a *difference* in North Carolina.

**Sign up today to join us.**

