



SPRING 2026

PROVIDER *Source*

A Newsletter for CareSource® Health Partners

Welcome to CareSource!

We want to keep you up to date on what's happening with our Medicaid and Marketplace products and share topics that impact your practice.

ProviderSource is a quarterly newsletter for CareSource partners in Nevada. In each edition, you will find information about:

- ✓ Online resources and helpful tools
- ✓ Program announcements and updates
- ✓ Clinical resources
- ✓ Procedure changes
- ✓ And more!

**Thank you for your
partnership in serving
CareSource members.**




CareSource®



Market Chief Medical Officer's Note

I am delighted to extend a warm welcome to you, our partners in providing quality health care. As CareSource's Chief Medical Officer (CMO), I am excited to bring our operational innovation and enhanced member experience to Nevada.

My experience as a physician allows me to understand the importance of your time and the effort you put forth in providing patients with exceptional care. With this in mind I work to ensure that CareSource delivers solutions you need. From convenient online self-service tools and fast prior authorizations to hassle-free claims processing, we want to make it simple for you to do business with us.

Our mission is to make a lasting difference in the lives of those we serve by improving their health and well-being. We focus on personalized service and expanded options for member care.

With our mission driven and member-centric principles and your valued partnership, we can make a significant impact on the health and wellbeing of the communities we serve. I am proud to bring these benefits to you and our members, and I look forward to the positive outcomes we will achieve together.

Sincerely,

Dr. Tracey Green

Nevada Chief Medical Officer



The CareSource Difference!



CareSource is committed to providing excellence in our managed care product lines through fiscally responsible programs that ensure access to and the delivery of cost-effective and high-quality medical services.

- Non-profit organization committed to putting people over profits
- Exclusively focused on government programs with deep Medicaid and dual-eligible experience
- Operational excellence with industry-leading accuracy and timeliness
- Leading the way in innovation to serve complex populations

Transition to a Direct Participation Agreement with CareSource

As CareSource begins operations in Nevada, we will start transitioning your contractual agreement from a leased network arrangement with Prominence Health Plan to a direct agreement with CareSource.

We invite you to participate directly with CareSource. A direct agreement supports simpler communication, better alignment, and a more streamline working relationship.

Quick and Easy!



To start a direct contract with CareSource, please send an email to Nevada_Network@CareSource.com.

Please Note: CareSource's agreement with Prominence Health Plan will end December 31, 2026. To remain in the CareSource network after this date, a direct participation agreement will be needed.



Tools to Get You Started

Provider Services

CareSource communicates with our provider network through a variety of channels, including phone, fax, Provider Portal, newsletters, **CareSource.com** and network notifications. We encourage you to reach out to Provider Services:

Medicaid: **1-833-230-2112**

Marketplace: **1-833-230-2101**

Monday through Friday from 8 a.m. to 6 p.m.
Pacific Time (PT) with any questions.

Payer ID

Medicaid - NVMCDCS1

Marketplace - NVCS1

Provider Portal

CareSource.com

Our secure online Provider Portal allows you instant access at any time to valuable information. You can access the CareSource Provider Portal at **CareSource.com** > Login > [Provider](#).

- Current users of the CareSource Portal can continue accessing the portal on the CareSource site.
- New users to the CareSource Portal will need to register in the CareSource Portal. Once you log in on the CareSource site, select the login icon at the top of the page, and it will take you to the Provider Portal.

**Note: Multi-factor authentication (MFA) is part of connecting to the Provider Portal.*



Provider Portal Benefits:

- Easy access to a secure online (encrypted) tool with time-saving services and critical information.
- Available 24 hours a day, seven days a week.
- Accessible on any personal computer (PC) without additional software.

Provider Manual

The Nevada Provider Manual explains important requirements and guidelines for working with CareSource. Refer to this manual at **CareSource.com** > Providers > [Provider Manual](#) for the details on the topics featured in this guide.

Updates and Announcements

CareSource strives to make partnering with you simple. We're aware things may change in the way we do business with you and want to communicate the changes in an efficient manner. Visit our Updates and Announcements page at **CareSource.com** > Providers > Tools & Resources > [Updates & Announcements](#) to view our network notifications communicating any business updates.

Provider Resources

We want to make it easy for you to get the information you need when you need it. You can find helpful links and information online on our Provider Resources page by visiting our website at **CareSource.com** > Providers > [Provider Resources](#).

Contact Us

You can find helpful contact information on our website at **CareSource.com** > Providers > Provider Overview > [Contact Us](#).



Staying Up to Date

CareSource offers providers a number of ways to stay connected and keep up to date. See below for ongoing communications, training and resources you will want to explore.

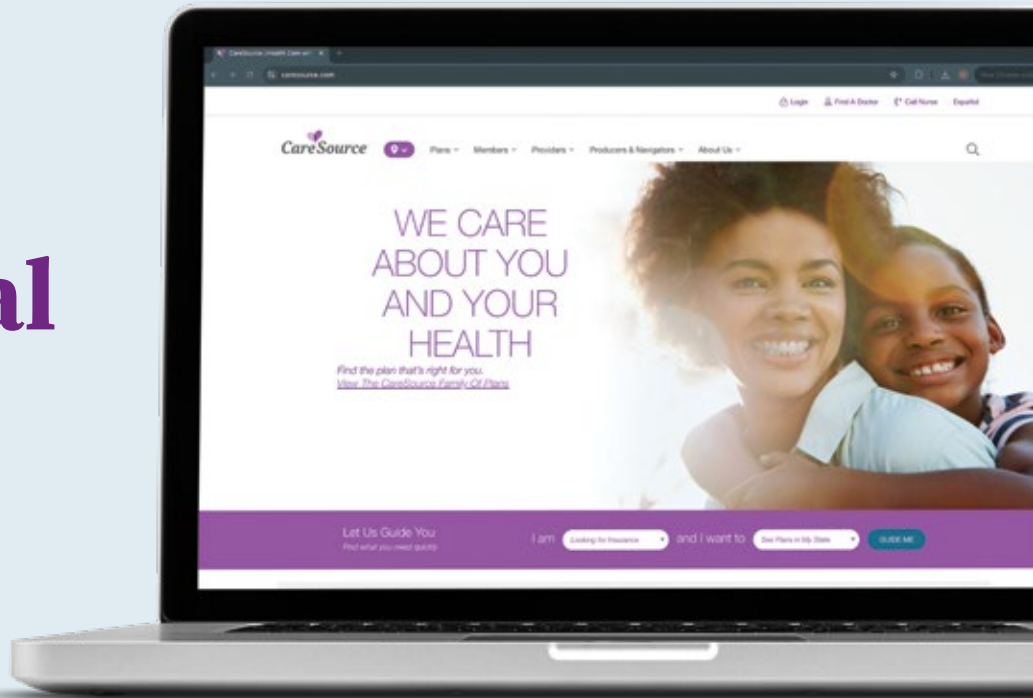
Network Notifications

CareSource will regularly communicate operational updates on our website. Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. You can view network notifications on our website at **CareSource.com** > Providers > Tools & Resources > [Updates & Announcements](#).

Monthly Bulletin Email

Monthly emails are automatically sent to all participating providers. Email content is created using the most recent network notifications, trainings, policy changes and general updates.

Educational Resources



We encourage providers to learn more about CareSource and topics related to your practice.

Training and Events

You can access our available education and training information at [CareSource.com](https://www.caresource.com) > Providers > Education > [Training & Events](#). This page will provide details in accessing training opportunities as well as highlight any upcoming live events.

HealthPlanResources.com

This user-friendly platform offers a variety of educational resources, training modules, and interactive courses tailored to your needs, all developed by **CareSource**.

All providers and staff can register for **HealthPlanResources.com** to access comprehensive content. Whether you need orientation as a new provider or want to deepen your knowledge of our health plan and industry best practices, **HealthPlanResources.com** has the tools you need.

Register today, visit our [Training and Events](#) page for more information.

Visit HealthPlanResources.com and select Register	
You are accessing for the first time with a National Provider Identifier (NPI)	Use your NPI as your username and ProvidersR#1 as your temporary password.
You are accessing for the first time without an NPI	Use your email* as your username and create a password.

To enable single sign-on from the Provider Portal to **HealthPlanResources.com**, first register for an account on **HealthPlanResources.com** using the same email as your Provider Portal registration. Next, log in to the Provider Portal and select “Users,” then “Health Plan Resources.”

Provider Orientation

Orientation resources are available at **HealthPlanResources.com** > Course Catalog > Provider Orientation. This training will give you more details for completing common processes and provide helpful information.



CareSource would like to remind you about our website CareSource.com

You can find information on any matter and even download it!

- Information about CareSource's Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about CareSource's Population Health Programs and services, the targeted populations, as well as how members can opt in / out these programs.
- Information about case management and disease management programs, including how to use the services and how CareSource works with practitioner's patients in the program.
- The process to refer members, including discharge planners, to case management and disease management programs.
- Information about how to obtain or view copies of CareSource's adopted clinical practice guidelines and preventive health guidelines, including those for:
 - COPD
 - Perinatal Care
 - Asthma
 - Diabetes
 - ADHD (children)
 - Depression (adults)
 - CDC Recommended Immunization Schedule for Persons Ages 0-18 Years
 - CDC Recommended Immunization Schedule for Persons Over 18 Years of age
 - Men: Stay Healthy at Any Age
- Women: Stay Healthy at Any Age
- CareSource's medical necessity criteria, including how to obtain or view a copy
- Information about the availability of staff to answer questions about utilization management (UM) issues
- The toll-free number to contact staff regarding UM issues
- The availability of TDD/TTY services for members
- How to access language assistance for members during health encounters including interpreters for sign language.
- Information about how members may obtain language assistance to discuss UM issues
- CareSource's policy prohibiting financial incentives for UM decision-makers
- Information about CareSource's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or re-credentialing application
- CareSource's member rights and responsibilities statement

If you have any questions about accessing our website or if you would like more information, please call Health Partner Services. The most recent information about CareSource and our services is always available on Caresource.com.



P.O. Box 8738
Dayton, OH 45401-8738

VISIT US

CareSource.com

JOIN US

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [X.com/CareSource](https://www.x.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)



Provider Spotlight

The Provider Spotlight is a platform we created to highlight outstanding providers who partner with CareSource. Select providers are featured throughout various platforms such as the provider newsletter, provider bulletin, social media and the website.

Thank You!

We look forward to developing a long and productive relationship with all our Nevada providers.