



NETWORK *Notification*

Notice Date: August 19, 2022
To: Ohio Behavioral Health Providers
From: CareSource
Subject: BH Provider Service Resolution Process

Summary

Beginning August 15, 2022, the Ohio Market Behavioral Health team is changing the way provider issues are handled and escalated. Prior to engaging the BH Resolution Specialist Team, providers should now call Customer Care at **1-800-488-0134** for resolution. Customer Care will provide callers with a call reference number. The call reference number can be used to track progress on any issues and escalations and provide a reference point for any subsequent escalations, including to the BH Resolution Specialist Team, if the Customer Care team is unable to resolve the issue or escalation.

Impact

Our robust and highly trained Customer Care team can resolve most provider issues immediately with a quicker turnaround time than with the BH Resolution Specialist Team. By following the prompts when calling, you will be directed to a member of the team with behavioral health knowledge who will best assist you.

Questions?

Contact Provider Services at **1-800-488-0134** Monday through Friday, 8 a.m. to 6 p.m. EST.

OH-MED-P-1476819

