

Notice Date: February 9, 2024
To: Ohio Medicaid Providers
From: CareSource and Cincinnati Children's Hospital Medical Center (CCHMC)
Subject: CareSource and CCHMC Partnership for Utilization Management for HealthVine Members

Summary

CareSource is pleased to announce our continued partnership with Cincinnati Children's Hospital Medical Center (CCHMC) in the management of prior authorization decisions on behalf of our HealthVine members. Beginning March 11, 2024, prior authorizations and supporting documents for CCHMC HealthVine members will be entered via the CCHMC HealthVine Provider Portal.

See the below details for trainings on the new portal:

- Tuesday, March 5 12:00-1:00 p.m. EST
 - Access training [here](#).
- Wednesday, March 6 from 12:00-1:00 p.m. EST
 - Access training [here](#).

[Click here](#) to get your HealthVine portal account and additional resources.

Impact

To make the transition as seamless as possible, users will be able to obtain initial login instructions and access the HealthVine Provider Portal from the current CareSource Provider Portal. For more information about HealthVine, please visit the Cincinnati Children's HealthVine [webpage](#).

We appreciate your support and look forward to your cooperation in assuring that HealthVine members receive high-quality, cost-effective care.

Please continue to submit clinical appeals, claim disputes and claim appeals directly to CareSource. Click here for [Grievance & Appeals](#) information.

To submit a peer-to-peer review request, call Cincinnati Children's Hospital Medical Center Peer-to-Peer coordination line at 1-844-719-8789.

Questions?

For more information, please contact CareSource Provider Services at **1-800-488-0134**, Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

OH-MED-P-2488302

