



# NETWORK *Notification*

**Notice Date:** April 11, 2024  
**To:** Ohio Medicaid Providers  
**From:** CareSource  
**Subject:** Ohio Behavioral Health Claims Paying at 2023 Rates  
**Effective Date:** January 1, 2024

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## Summary

We are aware that some claims may not be processing at the appropriate rates implemented Jan. 1, 2024. We are working diligently to update our configuration to the appropriate fee schedules and made the decision to pay claims immediately based on the 2023 rates. These claims will be adjusted upon completion of our configuration update. There is no action needed from providers, as this will be an automatic process.

## Impact

Ohio Behavioral Health Providers Medicaid claims are currently being processed and paid at the incorrect rate. Providers do not need to take any actions for these claims, as they will be adjusted automatically after CareSource implements new configuration.

## Importance

This is a high-priority for CareSource and will be resolved as quickly and efficiently as possible.

## Questions?

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

OH-MED-P-2634550