



NETWORK *Notification*

Notice Date: July 31, 2025
To: Ohio Medicaid Providers
From: CareSource
Subject: NICU Authorization Reminder
Effective Date: August 1, 2025

Summary

CareSource is dedicated to improving processes to ensure timely delivery of appropriate care for our members. As a reminder, to avoid delays in processing neonatal intensive care unit (NICU) utilization management (UM) authorization requests on the Provider Portal, please use the infant's name and CareSource ID. Please do not submit NICU authorization requests using the mother's name or CareSource ID.

Impact

Submitting NICU authorizations under the mother's name and CareSource ID causes delays in decisioning of the request. If the CareSource ID is not available at the time of request, please fax the NICU authorization request to the NICU UM department **937-396-3499** or email to NICU_UM_Clinical@CareSource.com.

Importance

Directly notifying the NICU UM team will improve efficiency and timeliness of decision status.

Questions?

Please contact Provider Services at **1-800-488-0134**, available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time.

OH-MED-P-4161016