



NETWORK *Notification*

Notice Date: February 16, 2021
To: Ohio Community Behavioral Health Providers
From: CareSource
Subject: Community Behavioral Health Center Re-Credentialing Process

Summary

CareSource would like to remind Ohio Community Behavioral Health Center (CBHC) providers of the standard managed care organization (MCO) credentialing and re-credentialing process that they must follow to work with CareSource. The credentialing/re-credentialing process is a National Committee for Quality Assurance (NCQA) requirement that mandates all providers be credentialed and re-credentialed every 36 months.

In the credentialing process, CareSource requires CBHCs to submit a standard set of information, which includes the following:

- Completed organization application, noting any relevant certifications, including, but not limited to: OhioMHAS, CLIA, JCOA, CARF, etc.
- Evidence of malpractice coverage
- Explanation of any disclosures

CareSource partners with Arpeture to complete the credentialing process using the information we receive. Arpeture will reach out to you via mail approximately 120 days prior to the due date of your re-credentialing notifying you that your information will be re-reviewed. If your contact information is not accurate, Arpeture and CareSource will continue to attempt outreach to complete your credentialing application.

Submitting Your Credentialing Information

- CBHCs can submit their completed application to Arpeture or CareSource electronically or via mail following the instructions received in the letter.
- If your contact information needs updated for credentialing purposes, please email providermaintenance@caresource.com and place "Updated Contact Information" in the subject line.

Following Up on Your Re-Credentialing Status

- To check your re-credentialing status, call Provider Services at **1-800-488-0134**. *Do not* email the provider maintenance inbox for these questions.
- To escalate questions or concerns about your re-credentialing status, contact your assigned behavioral health partner resolution specialist. If you do not know your assigned specialist, reach out to Amy Fick at amy.fick@caresource.com.

Impact

CBHC providers who do not respond to Arpeture and/or CareSource outreach efforts will be de-credentialed and considered non-participating. Non-participating providers and groups have additional administrative requirements regarding prior authorizations and service reimbursement rates.

Importance

Please note that CBHCs are not automatically credentialed through CareSource just by meeting Ohio criteria for operating as a CBHC in Ohio. Each CBHC must undergo the credentialing process through CareSource before becoming a participating provider.

Questions?

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

OH-MED-P-419350