



NETWORK *Notification*

Notice Date: January 14, 2026
To: Ohio Medicaid Providers
From: CareSource
Subject: PCP Name on Card: What You Need to Know

Summary

Patient experience is essential for delivering high-quality health care. Please remember, the provider's name on the member's ID card does not need to match the provider rendering the services. Members can receive services from any participating primary care provider (PCP).

Impact

- **Enhanced Patient Experience:** Understanding that patients can choose any participating PCP encourages providers to focus on delivering high-quality care and fostering positive relationships with patients, ultimately leading to better patient satisfaction.
- **Increased Patient Retention:** By ensuring that patients feel empowered to choose their providers, practices can improve patient retention rates. Satisfied patients are more likely to return for future care.
- **Improved Health Outcomes:** When patients have the freedom to choose their providers, they are more likely to seek timely care, leading to better health outcomes. Providers play a crucial role in this process by being accessible and responsive.

Importance

Promote patient empowerment, access to care, quality service delivery and a collaborative health care environment to improve patient outcomes and satisfaction.

Questions?

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

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