



NETWORK Notification

Notice Date: January 28, 2026
To: Ohio Medicaid Providers
From: CareSource
Subject: Prior Authorization Retrospective Review Window Reopened
Effective Date: February 1, 2026

Summary

Effective **July 20, 2025**, CareSource implemented new prior authorization requirements for the following outpatient services:

- Physical Therapy
- Occupational Therapy
- Speech Therapy

We recognize that some providers faced challenges in obtaining the necessary authorizations, which resulted in claim denials.

To assist providers during this transition, CareSource is reopening the retrospective review window. If you received a claim denial for no authorization, providers may submit requests for retrospective reviews for therapy services provided between **July 20, 2025, and October 31, 2025**. The deadline for submitting these requests is **March 31, 2026**.

The [Provider Portal](#) is the preferred and faster method to request prior authorization for health care services.

You may also request authorization via the following methods, although portal submission is preferred:

Phone: 1-800-488-0134

Fax: 888-752-0012

[Medical Prior Authorization Request Form](#)

CareSource wants to provide the most efficient way to communicate updates and news. Please visit the [Updates and Announcements](#) page on [CareSource.com](#).

Need to know if a service requires prior authorization?

Please refer to the [Procedure Code Lookup Tool](#) to check whether a service requires prior authorization.

Questions?

Please contact our Provider Services at **1-800-488-0134** if you have questions. The Call Center team is available Monday through Friday from 7:00 a.m. to 8 p.m. Eastern Time (ET).

OH-MED-P-5031269