

# PROVIDER PORTAL INTRODUCTION





## Useful Information for Provider Staff

- Member Eligibility Status
- Claims Information
- Payment History
- Prior Authorizations
- Gaps-in-Care Reports
- Education
- And more





**PARTNER** with *Purpose*



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## COVID-19 Information, Resources and Vaccine Updates

[MORE INFORMATION](#)

# We care about you and your health

*Find the plan that's right for you.*

[View The CareSource Family Of Plans](#)





Plans ▾

Members ▾


Providers ▾

Producers ▾

About Us ▾

 Login

 Find A Doctor

 Call Nurse

Español

 Member

 **Provider**



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MORE INFORMATION

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<https://www.caresource.com>



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Which **Provider Portal** would you like to use?

Select a State

OHIO

INDIANA

KENTUCKY

WEST VIRGINIA

GEORGIA





#### Provider Login:

Username:

Password:

Log In

[Forgot password?](#)

[Register for an account](#)

The Provider Portal makes it easier for you to work with us 24/7. It has critical information and tools to save your practice time.

- Member & Eligibility Search
- Claims Search, EOP & Submissions
- Prior Authorization Search & Submissions
- PCP Roster & Clinical Practice Registry

#### Step-by-Step Guidance:

- [Register for the Provider Portal](#)
- [Reset Your Password](#)



## MESSAGES

### You're Invited!

CareSource is excited to invite our Health Partners to view six provider education recordings of our live training webinars! These **FREE** on-demand educational webinars focus on various behavioral health topics. Learn the causes of each condition, as well as how and when to refer complex patients for specialized treatment.

[View Webinar Topics](#) | [Sign Up](#)





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Username:

The Provider Portal makes it easier for you to work with us 24/7. It has critical information and tools to save your practice time.

1. Enter your provider name, Tax ID, CareSource Provider ID, and Zip Code
  2. Review and accept the terms and conditions
  3. Create your account
- Participating and non-participating CareSource providers can register for the portal using their CareSource ID

[Register for an account](#)

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MEMBER SEARCH +

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## Marketplace Behavioral Health Custom Fee Schedule

CLAIMS +

View the CareSource Marketplace plan codes not priced on the Medicare fee schedule [here](#).

MEMBER REPORTS +

## Claim Payment Advice (835) Enhancements

CareSource is implementing enhancements to the outbound 835 EDI files to accommodate provider requests and support claims reconciliation. Specific data will be added to the Outbound 835s that providers receive from ECHO Health, Inc as our provider payment partner.



[Learn More](#)

PROVIDERS +





# INDIANA PROVIDER PORTAL

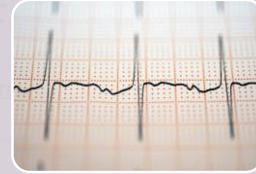
MEMBER SEARCH

CLAIMS

MEMBER REPORTS

USERS

PROVIDERS



Check  
Member  
Eligibility

Search  
Claims

Run  
Member  
Reports

Submit  
Prior  
Authori-  
zations



Access  
Documents

Review  
Pharmacy,  
Radiology,  
and Dental  
Info

Access  
Assess-  
ments &  
Progress  
Notes

Submit  
Updates to  
Your  
Provider  
Roster

at providers



MEMBER SEARCH -

Member Eligibility

Coordination of Benefits

Member File Upload

CLAIMS +

MEMBER REPORTS +

USERS +

PROVIDERS +

# Member Eligibility

[Edit](#)

Health care providers should always verify member eligibility before rendering services, except in an emergency.

It is important  
one of the fo

Verify that CareSource members are eligible for care on the date of service  
Verify eligibility status prior to rendering services (exception: emergency)

## Uploading

If you need to upload a member's consent form for abortion, hysterectomy, or sterilization, first check the member's eligibility for the appropriate date of service, and then scroll to the Upload Consent Form option on this page to upload the consent form.

Corrected claim forms are not necessary when submitting documentation on the Portal.

[How to Upload Consent Form](#)

**NOTE:** If you are submitting documentation for a claim and do not indicate the specific claim number for which the documentation applies, the documentation **will apply only to claims received after the receipt date of the consent form**. For example, a consent form uploaded on 1/6/2020 will systematically apply to claims received by CareSource on or after 1/6/2020. It will not apply to claims received prior to 1/6/2020.

To upload a consent form applicable to a **previously submitted claim**, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.



MEMBER SEARCH



CLAIMS



MEMBER REPORTS



Provider Membership List

Clinical Practice Registry

USERS



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## Member Eligibility

[Edit](#)

Health care providers should always verify member eligibility before rendering services, except in an emergency.

It is important to verify that CareSource members are eligible for care on the date of service; therefore, the date of service is required to conduct a search. This helps prevent unpaid claims. Please select one of the following search methods and enter the requested information. Then select "Search." You can verify eligibility for dates of service up to 24 months ago.

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CLAIMS



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- MEMBER SEARCH +
- CLAIMS +
- MEMBER REPORTS -

Provider Membership List

Clinical Practice Registry
- USERS +
- PROVIDERS +
- ASSESSMENTS +
- CONTENT +

# Provider Membership List

Edit

## Provider Membership List

Providers: 

Default Provider - 999999999999

Export Options: Entire Group's Member List as CSV



### Alert Legend

- New Assessment
- New Care Treatment Plan
- Updated Care Treatment Plan
- BH Clinical Info

Page(s): 1 2 3 4 5 6 7 8 9 10 ...

Record(s):2079

Alerts	Details	First Name	Last Name	CareSource Id	Medicaid Id	Gender	Birth Date	Lang Type	Member Phone	Program Name
	<a href="#">View Details</a>					F				<a href="#">Indiana - State Health Plans - Healthy Indiana Plan (HIP)</a>
	<a href="#">View Details</a>					F				<a href="#">Indiana - State Health Plans - Hoosier Healthwise (HHW)</a>

Chat with us!

- MEMBER SEARCH +
- CLAIMS +
- MEMBER REPORTS -

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Chat with us!

# Clinical Practice Registry

Clinical Practice Registry

[Edit](#)

Our goal in providing the CareSource Clinical Practice Registry is to provide actionable preventive health service data for CareSource members. The information provided is intended to encourage practices to contact members for preventive visits, flag charts for needed services or to simply create awareness of the member's need for an intervention. [Learn More](#)

Legend

Green	G	Service Rendered
Yellow	Y	Service Needed
Red	R	Service Past Due
Gray		Service N/A



Providers: Default Provider - 999999999999 ▼

Filters:

Select State

All

Select Plans

All

Select Measures

All

Adult Access

Asthma Control

Beta Blockers

Select Criteria

All

Red

Yellow

Green

Select Patient Status

All

Established

New

Select Enrollment Status

All

Continuous

Recent







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USERS -

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[Learn More](#)

Account Linker

Manage Users

Update My Account

Impersonate User

Provider Training

## Provider Portal Survey

CareSource would love to hear about your experience on the provider portal today. The results from this survey will teach us insights on how we can improve the provider portal.

[Start the survey](#)

## Form 1099-MISC





MEMBER SEARCH +

CLAIMS +

MEMBER REPORTS +

USERS -

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MEMBER SEARCH +

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USERS -

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Provider Training

[Edit](#)

## Provider Training And Attestation

[Model of Care](#)

## Provider Portal Resource Library

CareSource wants you to have the tools you need to manage your CareSource members in an efficient and timesaving manner. The Provider Portal makes it easy for you to work with us 24/7 and has critical information and tools to save your practice time.



Access the links below to learn about resources on the portal, how to use them and which ones will work best for your practice!

If you are having trouble viewing the training materials and are using Chrome, please try to use Firefox or Internet Explorer.

### Using the Provider Portal

- [Provider Portal User Guide](#)
- [CareSource Portal User Submission Guide](#)
- [Portal Introduction Video](#)
- [HCFA Online Form Video](#)
- [UB Online Form Video](#)
- [Dental Online Form Video](#)
- [Resubmit, Upload Image, Reports Video](#)
- [Clinical Practice Registry](#)





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Members ▾

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MORE INFORMATION

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### Provider Overview

[Find A Doctor/Provider](#)

[COVID-19 Provider Resources](#)

[Contact Us](#)

### Tools & Resources

[Drug Formulary](#)

[Forms](#)

[Ohio Waiver](#)

[Procedure Code Lookup Tool](#)

[Provider Manual](#)

[Provider Policies](#)

[Quick Reference Materials](#)

[Request Patient Services](#)

[Updates & Announcements](#)

### Provider Portal

[Check Eligibility](#)

[Claims](#)

[Provider Disputes and Appeals](#)

[Prior Authorization](#)

[Provider Grievances](#)

[Provider Maintenance](#)

### Education

[Behavioral Health](#)

[Become a Participating Provider](#)

[Care & Disease Management](#)

[Dental](#)

[Vision](#)

[FAQs](#)

[Fraud, Waste & Abuse](#)

[Newsletters & Communications](#)

[Patient Care](#)

[Pharmacy](#)

[Quality Improvement](#)

[Training & Events](#)



## Access Your Provider Portal Account

Find clinical tools and information about  
working with CareSource.

[PROVIDER PORTAL LOGIN](#)

**NOT A PROVIDER?**  
**Become A CareSource Provider!**





## Tools & Resources

### DRUG FORMULARY

### PROCEDURE CODE LOOKUP TOOL

### PROVIDER MANUAL

### QUICK REFERENCE MATERIALS

### PROVIDER POLICIES

### REQUEST PATIENT SERVICES

### FORMS

### UPDATES & ANNOUNCEMENTS

### MY CARESOURCE REWARDS AND INCENTIVES

## QUICK REFERENCE MATERIALS

CareSource wants to equip you to work with our health plan to provide the best service for our members. You will find key information that will make it easier for you to do business with us and assist you in serving our members.

### Quick Reference Guides

Below you will find quick reference guides and additional resources:

- [Provider Quick Reference Guide](#) (*coming soon*)
- [Opioid Tool Kit](#)
- [Provider Portal Key Features Overview](#)

### Improving Quality Scores

The following resources will help improve your patients' satisfaction and your quality scores:

- [Adult CAHPS Tips Guide](#)
- [Child CAHPS Tips Guide](#)
- [Adult HEDIS Coding Guide](#)





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WEST VIRGINIA

GEORGIA





**Customer Care**  
**8:00 am – 6:00 pm**  
**Monday  – Friday**



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