



NETWORK *Notification*

Notice Date: August 14, 2025
To: Ohio D-SNP, Marketplace, Medicaid & MyCare Providers
From: CareSource
Subject: Provider Portal Service Request Submission Notice
Effective Date: September 14, 2025

Important Notice for Providers

Summary

In preparation of the upcoming reductions to turn-around-time requirements mandated by CMS, CareSource is requesting all providers to submit prior authorization requests through the CareSource Provider Portal effective September 14, 2025.

Why Use the CareSource Provider Portal? The CareSource Provider Portal allows for secure electronic transmission of service requests, medical information and determinations.

If this requirement cannot be met due to financial hardship or insufficient internet access, please contact CareSource at the numbers listed below for assistance.

Questions

For any questions or concerns, please reach out to Provider Services using the appropriate phone number:

D-SNP: 1-833-230-2176

Marketplace: 1-833-230-2101

Medicaid: 1-800-488-0134

MyCare: 1-800-488-0134

Thank you for your cooperation.

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