



Guide to Update Your Practice Information



A quick guide to keeping your data current so members can find you easily, claims can be processed quickly, and you can spend less time on audits.

Save Time, Help Members!

1. **Maintenance:** Notify us of any changes promptly via the Provider Network Management (PNM) or roster submissions.
2. **Respond to Audit Inquiries:** Timely responses help maintain data integrity.

Why Update Your Data?

- **Save Time:** Spend less time on disruptive audits.
- **Accurate Data for Member:** Help patients find you easily.
- **Timely Reimbursements:** Ensure claims are processed without delays.
- **Regulatory Compliance:** Meet Centers for Medicare & Medicaid Services (CMS) and state requirements.

How CareSource Uses Your Data

- **Find A Doctor Tool:** Help members locate providers easily.
- **Printed Directories:** Give those who need a reference document provider information.
- **Network Adequacy Reporting:** Support our commitment to providing accessible care and meeting government mandated requirements.

If Your Data Changes, Please Follow These Steps:

If updating demographic information

Update via Ohio Department of Medicaid (ODM) PNM module

1. To access the PNM module, you need to use your OH|ID account.
2. For more information, visit [About the PNM Module & Centralized Credentialing](#).

If you are part of a health system that has a delegated credentialing arrangement with CareSource

Continue to submit demographic changes as you currently do through roster submissions to CareSource.

CareSource Data Verification and Maintenance

We will regularly verify your data to ensure accuracy. Here's how we do it:

Provider Verification Survey: A random sample of providers will be surveyed quarterly to confirm data accuracy.

PRO TIP: Keeping your data updated makes these verification steps easier.

Additional Online Resources

- Stay connected with **CareSource**
- Create a **Provider Portal Account**
- Watch the **Provider Portal Overview** video
- Add or remove a product or change Taxpayer Identification Number (TIN) or Internal Revenue Service (IRS) name on the **Health Partner Contract Form**



How to Get Help

Questions? Call Provider Services at the appropriate number below:

- Medicaid: **1-800-488-0134** available Monday through Friday, 7 a.m. to 8 p.m. Eastern Time (ET)
- CareSource MyCare Ohio: **1-800-488-0134** available Monday through Friday, 8 a.m. to 6 p.m. ET