



# Communicating with CareSource



| Phone Numbers                | Medicaid                                       | CareSource MyCare Ohio (HMO D-SNP)             |
|------------------------------|------------------------------------------------|------------------------------------------------|
| Provider Services            | 1-800-488-0134                                 | 1-800-488-0134                                 |
| Prior Authorizations         | 1-800-488-0134                                 | 1-800-488-0134                                 |
| Claims Inquiries             | 1-800-488-0134                                 | 1-800-488-0134                                 |
| Member Services              | 1-800-488-0134<br>(TTY: 1-800-750-0750 or 711) | 1-855-475-3163<br>(TTY: 1-833-711-4711 or 711) |
| 24-Hour Nurse Advice Line    | 1-866-206-0554                                 | 1-866-206-7861                                 |
| Fraud, Waste, and Abuse      | 1-844-415-1272                                 | 1-844-415-1272                                 |
| TTY for the Hearing Impaired | 1-800-750-0750 or 711                          | 1-833-711-4711 or 711                          |
| Care Management              | 1-844-438-9498                                 | 1-855-475-3163                                 |

| Fax Numbers                                                  | Medicaid       | CareSource MyCare Ohio (HMO D-SNP) |
|--------------------------------------------------------------|----------------|------------------------------------|
| Care Management Referral                                     | 1-877-946-2273 | 1-877-946-2273                     |
| Credentialing                                                | 1-937-396-3168 | 1-937-396-3168                     |
| Contract Implementation                                      | 1-937-396-3632 | 1-937-396-3632                     |
| Fraud, Waste, and Abuse                                      | 1-800-418-0248 | 1-800-418-0248                     |
| Medical Prior Authorization                                  | 1-888-752-0012 | 1-844-417-6157                     |
| Pharmacy Prior Authorization                                 | 1-833-679-5491 | 1-877-251-5896                     |
| Specialty Pharmacy Prior Authorization                       | 1-888-399-0271 | N/A                                |
| Provider Claims, Disputes & Appeals                          | 1-937-531-2398 | 1-937-531-2398                     |
| Provider Information Change                                  | 1-937-396-3076 | 1-937-396-3076                     |
| Medicare Part D Formulary Exception/Prior Authorization Form | N/A            | 1-877-328-9660                     |

**Web Links and Email Addresses**

|                             |                                    |
|-----------------------------|------------------------------------|
| Website                     | CareSource.com                     |
| Provider Portal             | ProviderPortal.CareSource.com/OH   |
| Provider Information Change | ProviderMaintenance@CareSource.com |
| Learning Management System  | healthplanresources.com/learn      |