

Working with CareSource

Contact Reference Guide

We want to help you find the quickest path to answers. Use this guide for all points of contact to get assistance and questions answered. CareSource Provider Services offers **call center** support for your immediate needs and links you to a **regionally-assigned specialist** who will help you navigate operations and collaborate with you to meet your needs.

SAVE TIME. GET ANSWERS. PROVIDER SERVICES HOTLINE

When you call the **Provider Services Hotline**, you will be directed to a plan-specific specialist who can help answer your questions and address your needs.



	Medicaid	Marketplace	D-SNP
Provider Services	1-800-488-0134	1-833-230-2101	1-833-230-2176
Hours	Monday-Friday 7 a.m. to 8 p.m. (ET)	Monday-Friday 7 a.m. to 7 p.m. (ET)	Monday-Friday 8 a.m. to 6 p.m. (ET)
Member Services	1-800-488-0134	1-833-230-2099	1-833-230-2020
Hours	Monday-Friday 7 a.m. to 8 p.m. (ET)	Monday-Friday 7 a.m. to 7 p.m. (ET)	Monday-Friday 8 a.m. to 8 p.m. (ET)

SAVE TIME AND MONEY. PROVIDER PORTAL

Use our secure online **Provider Portal** to:

Check member eligibility and benefit limits

Submit claims and verify claim status

Find prior authorization requirements

Verify or update Coordination of Benefits (COB) information

Submit & check the status of a prior authorization request

And more!

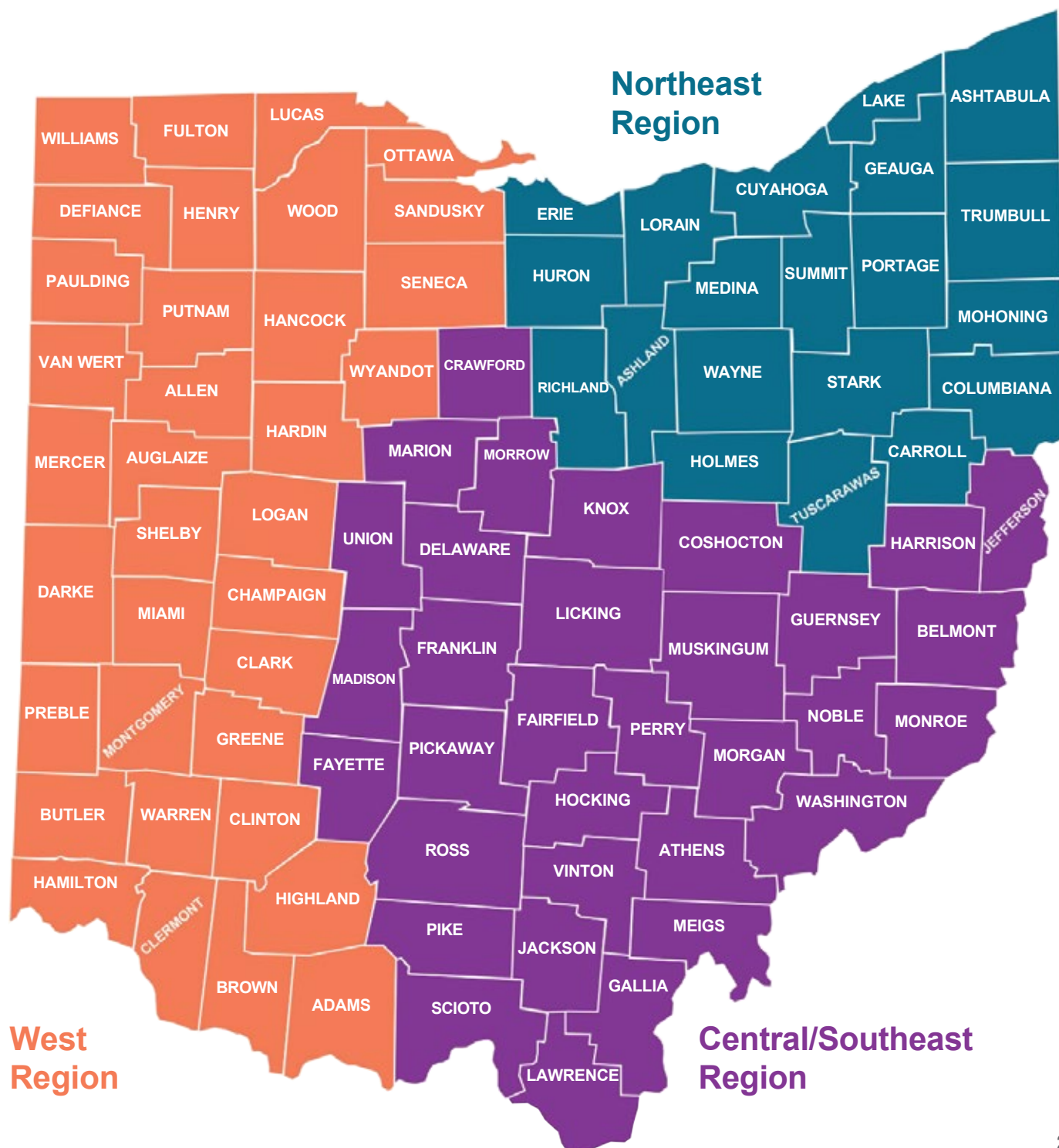


Access the Provider Portal 24 hours a day, seven days a week, at **CareSource.com**.

Ohio Provider Territories

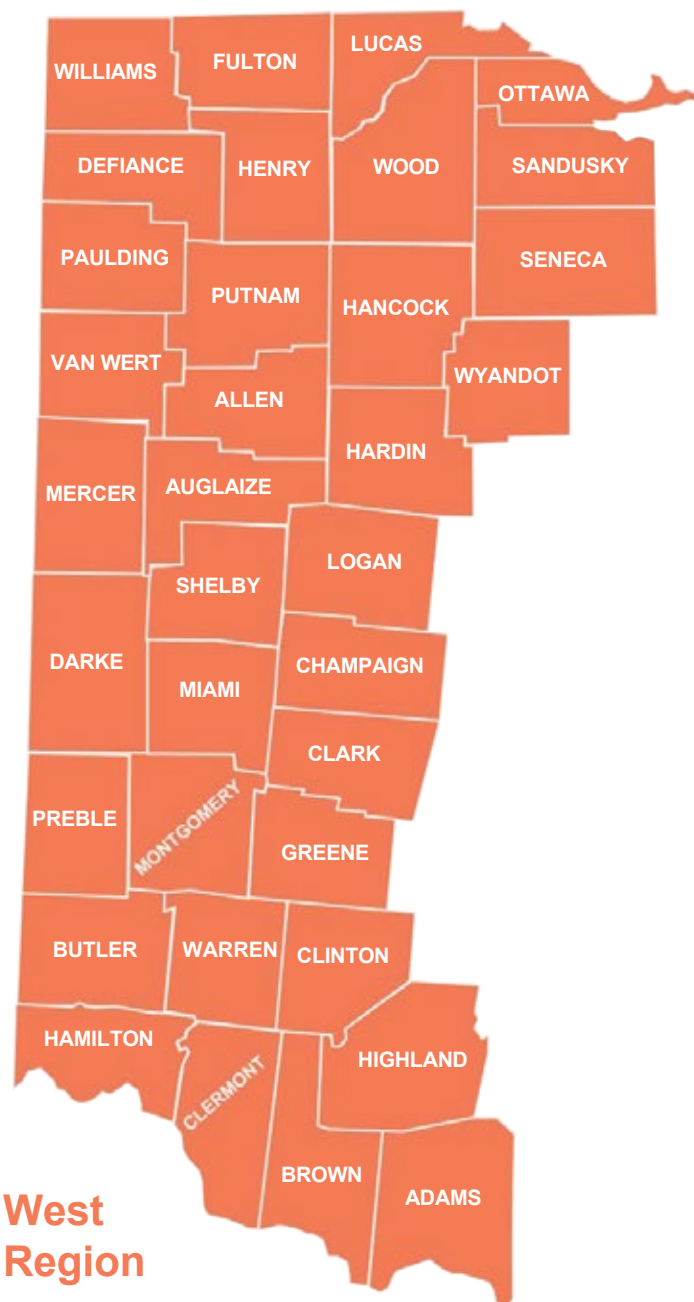
County Regions

Please contact Provider Services for all of your questions or concerns. Please see the following pages to find the Provider Relations assigned to your territory.



West Region

County Territory Assignments



**West
Region**

Tracey Rucker

Director, Provider Relations
West Region

1-937-487-4573

Tracey.Rucker@CareSource.com

Tye Hill

AVP, Provider Relations

1-937-487-4521

Tye.Hill@CareSource.com

Central/Southeast Region

County Territory Assignments

Derek Vanderzwan

Director, Provider Relations
Central/Southeast Region

1-614-673-2010

Derek.Vanderzwan@CareSource.com

Tye Hill

AVP, Provider Relations

1-937-487-4521

Tye.Hill@CareSource.com



**Central/Southeast
Region**

Northeast Region

County Territory Assignments

Jacqueline Shorter

Director, Provider Relations
Northeast Region

1-216-647-2284

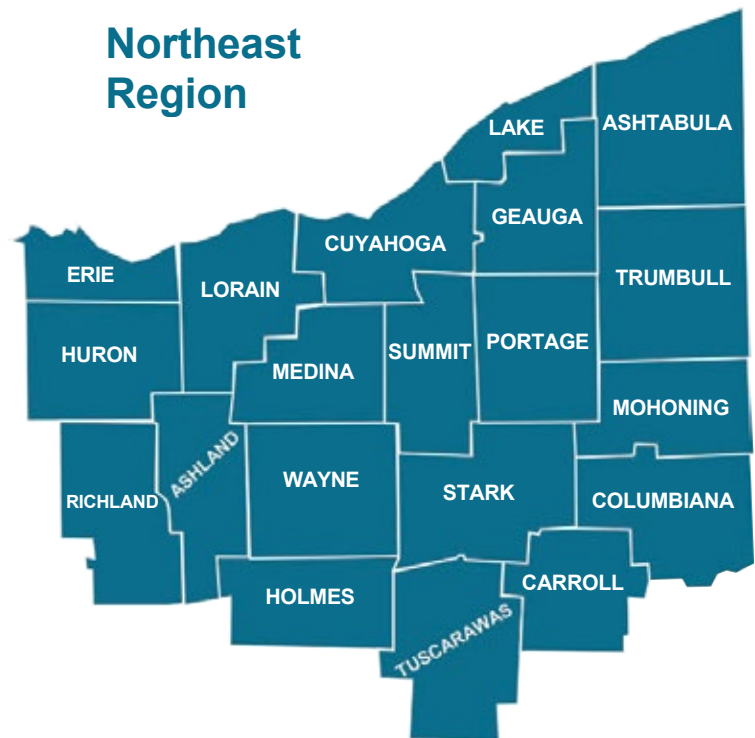
Jacqueline.Shorter@CareSource.com

Tye Hill

AVP, Provider Relations

1-937-487-4521

Tye.Hill@CareSource.com



Ohio Behavioral Health Provider Territory

(Statewide)

Please contact: Stephanie Stitt, Director Behavioral Health 1-440-591-1850
Stephanie.Stitt@CareSource.com. You may also email CareSource_OH_BH@CareSource.com.

