

Working with CareSource

Contact Reference Guide

We want to help you find the quickest path to answers. Use this guide to know 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	MyCare	D-SNP
Provider Services	1-800-488-0134	1-833-230-2101	1-800-488-0134	1-833-230-2176
Hours	Monday-Friday, 8 a.m. to 6 p.m. Eastern Time (ET)			
Member Services	1-800-488-0134	1-833-230-2099	1-855-475-3163	1-833-230-2020
Hours	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 COB information

Submit & check the status of a prior authorization request

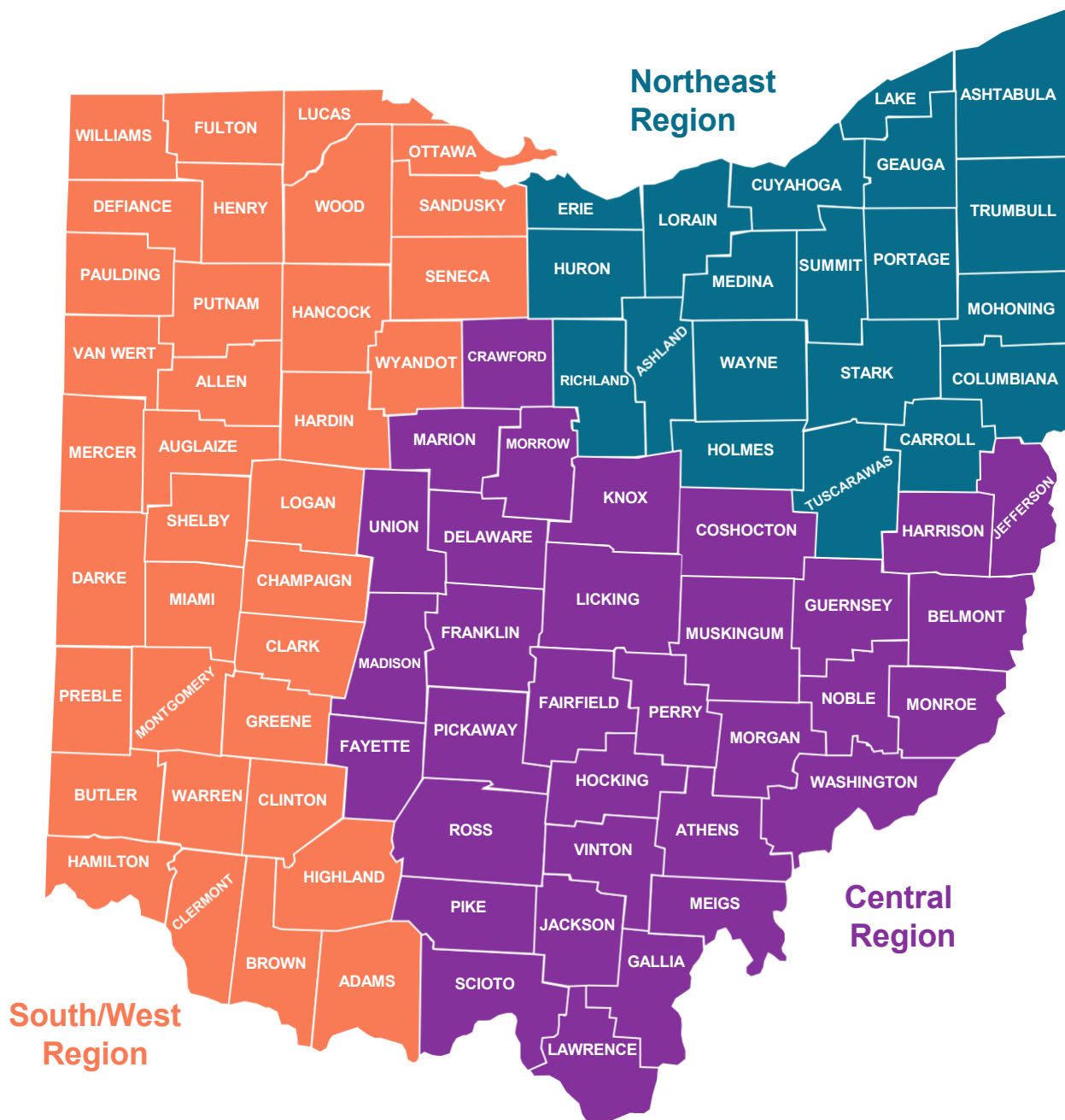
And more!

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

Ohio Provider Territories

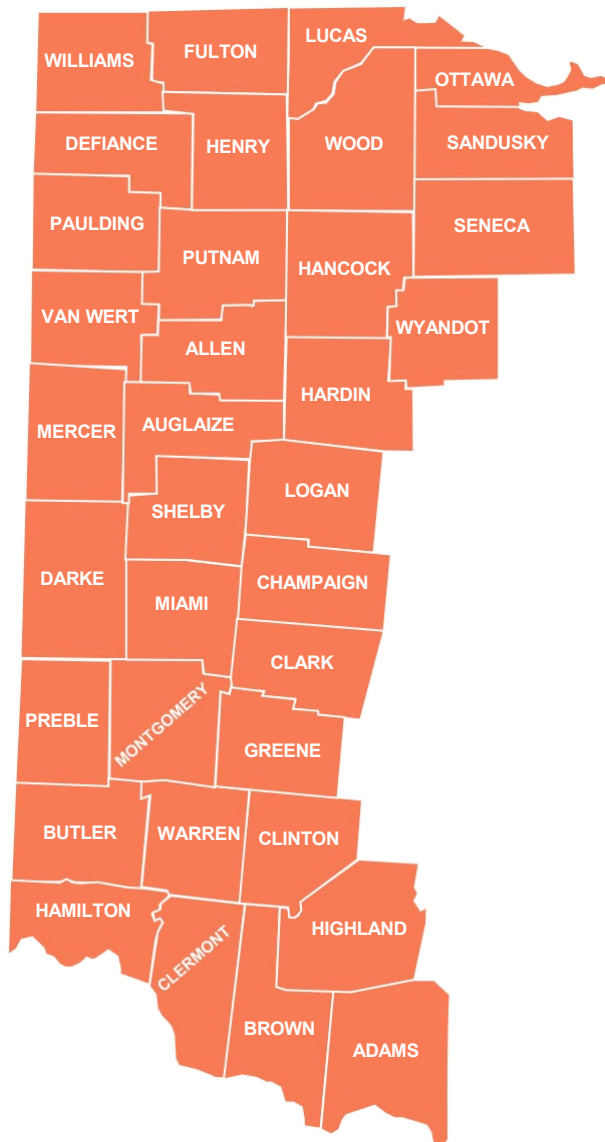
County Regions

Please contact Provider Services for all of your questions/concerns. Please see the following pages to find the Health Partner Manager assigned to your territory.



South/West Region

County Territory Assignments



Tracey Rucker

Director, Health Partner Engagement
South/West Region

1-937-487-4573

Tracey.Rucker@CareSource.com

Tye Hill

AVP, Health Partners

1-937-487-4521

Tye.Hill@CareSource.com

Central Region

County Territory Assignments

Katherine Gibson

Director, Health Partner Engagement
Central Region

1-937-751-0213

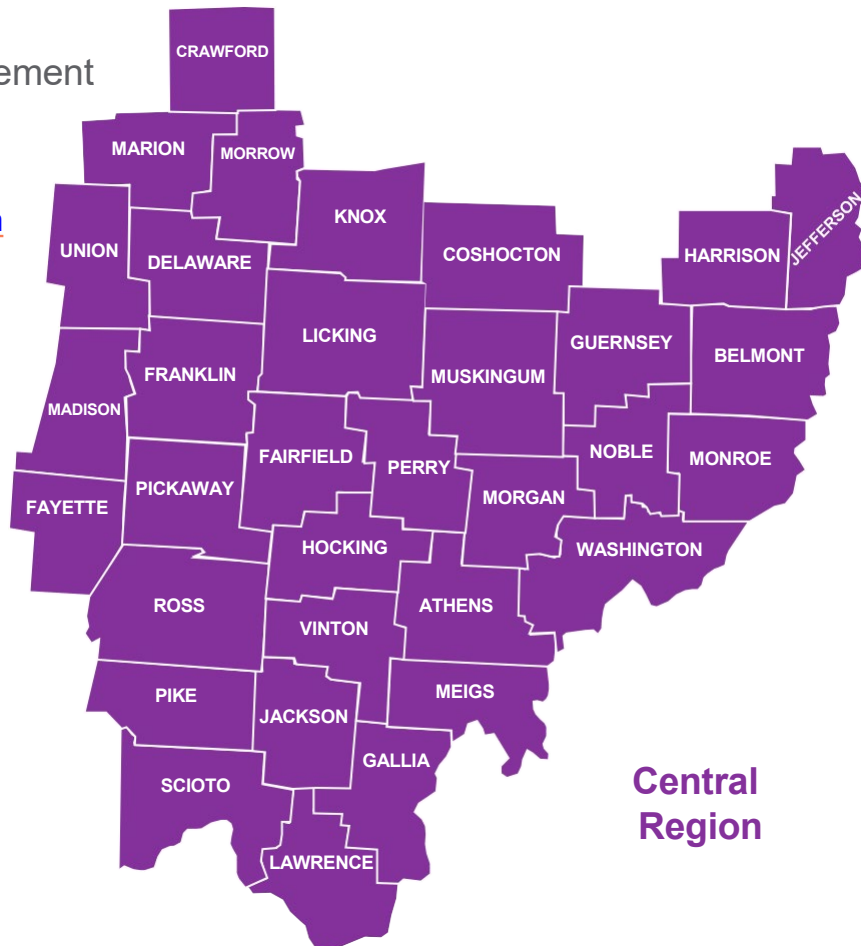
Katherine.Gibson@CareSource.com

Tye Hill

AVP, Health Partners

1-937-487-4521

Tye.Hill@CareSource.com



Central
Region

Northeast Region

County Territory Assignments

Jacqueline Shorter

Director, Health Partner Engagement
Northeast Region

[1-216-647-2284](tel:1-216-647-2284)

Jacqueline.Shorter@CareSource.com

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Northeast Region

