

# 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	Medicare Advantage	D-SNP
Provider Services	1-800-488-0134	1-800-488-0134	1-844-679-7865	1-833-230-2176
Hours	Monday-Friday, 8 a.m. to 6 p.m. EST			
Member Services	1-800-488-0134	1-800-479-9502	1-844-607-2827	1-833-230-2020
Hours	Monday- Friday 7 a.m.-7 p.m. EST		Monday-Friday 8 a.m. to 8 p.m. EST	

### 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 updated 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

When you have questions, start by contacting Provider Services at **1-800-488-0134**.

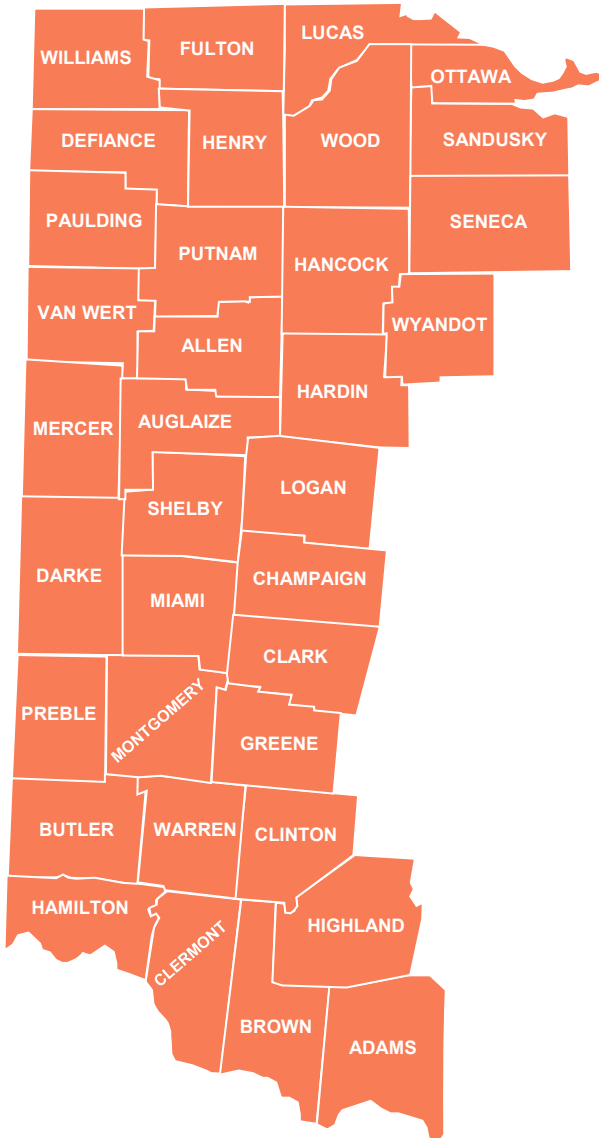
Please contact Provider Services for all of your questions/concerns. Please see the following pages to find the Health Partner Manager assigned to your territory.



# South/West Region

## County Territory Assignments

When you have questions, start by contacting Provider Services at **1-800-488-0134**.



**Ivenore “Ivy” Spitzer**  
Director, Provider Relations  
South/West Ohio Region

1-937-531-3934

[Ivenore.Spitzer@caresource.com](mailto:Ivenore.Spitzer@caresource.com)

**Ernest “Chip” Neilson**  
AVP, Provider Relations  
Statewide

1-937-307-1377

[Ernest.Neilson@caresource.com](mailto:Ernest.Neilson@caresource.com)

# Central Region

County Territory Assignments

When you have questions, start by contacting Provider Services at **1-800-488-0134**.

## Tye Hill

Director, Provider Relations  
Central Region

1-937-487-4521

[Tye.Hill@caresource.com](mailto:Tye.Hill@caresource.com)

## Ernest “Chip” Neilson

AVP, Provider Relations  
Statewide

1-937-307-1377

[Ernest.Neilson@caresource.com](mailto:Ernest.Neilson@caresource.com)



Central  
Region

# Northeast Region

County Territory Assignments

When you have questions, start by contacting Provider Services at **1-800-488-0134**.

## Ernest “Chip” Neilson

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### Northeast Region

