



## **Network Notification**

**Notice Date:** 09/05/2019  
**To:** Ohio Providers  
**From:** CareSource  
**Subject:** UPDATE: Consent Form Upload Enhancement to the Provider Portal

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### **Update**

In May of 2019, CareSource implemented a new function on the [provider portal](#) to upload abortion, hysterectomy, and sterilization (AHS) consent forms. We asked providers for their feedback, and they told us they needed a way to verify their submissions.

CareSource is happy to announce that we have added the ability to view uploaded consent forms on the 'provider documents' page of the provider portal. Detailed instructions to upload AHS consent forms and verify the uploads are provided on the 'member eligibility' page of the provider portal, where you upload the forms.

### **Summary**

CareSource providers have a new tool on the provider portal to submit Ohio consent forms for sterilization, hysterectomy and abortion. They may also submit supporting documentation with the form (12MB file size limit). After verifying a member's eligibility, providers now have the option to upload consent documents. It's as easy as selecting the documents and clicking submit.

### **Impact**

The upgrade to the provider portal will greatly improve claims processing efficiencies with better document tracking. The enhancements will provide for faster and more reliable claims processing, leading to an improved user experience.

### **Importance**

We're working hard to improve your experience and outcomes for our members. This change improves the speed and the accuracy of our document handling for Ohio consents. To that end, we look forward to hearing your experience with this new capability, as we expand it to do more.

### **Questions?**

For questions about the upgraded consent form, please contact CareSource Provider Services at **1-800-488-0134**.

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