



Network Notification

Date: April 6, 2011

Number: OH-P-2011-18

To: Ohio Providers

From: CareSource

Subject: New Improved Explanation of Payment Form

Based upon your recent Provider Survey feedback, we have revised our Explanation of Payment (EOP) form to better meet your needs. More than 80 percent of providers surveyed preferred and recommended adoption of this new format.

Key improvements include:

- An easier-to-use format
- Industry-standard, HIPAA-compliant Adjustment Reason Codes
- An image of check payment on the first page
- Page numbers on every page, headers on every other page

For your reference, we have included a detailed EOP sample attached.

If you have questions, please talk with your Provider Relations Representative or call Provider Services at 1-800-488-0134.



CareSource
 P.O. Box 1920
 Dayton OH 454011920

010000X/

Any Name Medical Center
 987654321
 NA
 10101010X
 \$0.00
 Page 1 of 2

O100004 01 SP 0.440 **SNGLP T1 1 0321 45404-189801 -C01-P00000-I



Any Name Medical Center
 1234 Any Street
 Anytown, US 09876-1234

EXPLANATION OF PAYMENT

PAYMENT DATE: 10/20/2010
 PAYEE ID: 987654321
 CHECK NUMBER: NA
 CLAIM COUNT: 0001
 TOTAL CHARGES: \$ 3,478.00
 TOTAL PAYMENT: \$ 180.13
 PAYMENT AMOUNT: \$ 180.13

Total number of claims contained on this EOP

If you have questions, please visit our Provider Portal at www.caresource.com 24 hours a day, 7 days a week

Medicaid: CFC, ABD
 Medicare: SNP
 Montgomery County Care,
 Children's Buy In

Coordination of Benefits
 Amount Paid by Primary

CLAIM SUMMARY

SERVICE DATES FROM TO	PROCEDURES (MODIFIER)	NO. OF UNITS	AMOUNT BILLED	ALLOWED	PAYMENT	PATIENT RESPONSIBILITY	OTHER INS. PAID	NOT COVERED	ADJUSTMENT REASON	REMARKS
07/27/10	07/27/10	99213	1	65.00	20.00	20.00	0.00	0.00	0.00	CR-97
07/27/10	07/27/10	36415	1	27.00	10.00	10.00	0.00	0.00	0.00	CR-97
07/27/10	07/27/10	85024	1	27.00	10.00	10.00	0.00	0.00	0.00	CR-97

Patient: 10203040506 Jane Q. Doe
 Pat. Acct. #: 908070605

Insured: 10203040506 Jane Q. Doe
 Product Name:
 Status: Information Here Regarding Payment

Payer Claim: 10503070204
 DRG:
 POS: 11

Units field is limited to 2 digits

Claim Status

HIPAA Standard Codes — Explanation Key found at end of EOP

Claims adjusted on current or previous EOPs

PROVIDER ADJUSTMENTS

ADJUSTMENT REASON	AMOUNT
Total Adjustments	

ADJUSTMENT REASON CODES		REMARKS CODES	
CODE	DESCRIPTION	CODE	DESCRIPTION
CR-97	Payment is included in the allowance for another service/procedure.		
CR-22	Payment adjusted because this care may be covered by another payer per coordination of benefits.		
CR-45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).		