



Network Notification

Date: November 21, 2011

Number: OH-P-2011-51

To: Ohio Providers

From: CareSource

Subject: New Provider Portal Updates

CareSource is excited to announce new time-saving features on our Provider Portal. If you are not registered for our Provider Portal, visit www.caresource.com. Click on "Provider," then "Provider Login" under Quick Links.

- **Member eligibility termination dates** – Providers can now view the member's termination date (if applicable) under the member eligibility tab.
- **Case management referrals** – The case management form is now automated on our Portal, offering efficiency in enrolling patients in this important program.
- **Synagis prior authorization** – Providers offering Synagis during RSV season can request PA through the Portal for faster processing.
- **Prior authorization warning message** – A warning message will now appear on the inpatient/outpatient section of prior authorization upon checking eligibility asking providers to verify the information entered is accurate. If the prior authorization is an inpatient delivery and the member is 12 years old or younger, the prompt will ask providers to confirm accuracy.

Prior Authorization Example Warning Message:

Prior Authorization - Inpatient

Inpatient Type

Select Type of Prior Authorization Request

- Inpatient Delivery Admission
- Inpatient Elective Admission
- Inpatient Emergency Admission
- Inpatient Hospice
- Inpatient Long Term Accute Care
- Inpatient Psychiatric Admission
- Inpatient Rehabilitation Admission
- Inpatient Skilled Nursing Facility

Member is less than 12 years of age, please confirm that this is the correct Patient for this service.

OK

If you have a new tool or feature you would like to see on our Provider Portal, email providerportalfeedback@caresource.com.