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Network Notification

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Date: January 20, 2012   **Number: OH-P-2012-04**
                                                                          MI-P-2012-02

To: Ohio & Michigan Providers

From: CareSource

Subject: Update on 5010 Clearinghouse Claims Transactions and Issues

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CareSource would like to give providers an update on 5010 transactions and paper claims issues that have affected a small percentage of our providers.

EDI Transactions

Recently, CareSource has identified some issues related to the 5010 transition effective January 1, 2012. Prior to January 1, some clearinghouses were accepting and stepping down 5010 transactions to the 4010 format, which was required through the end of 2011. The step down process resulted in claims missing information required in the 4010 format. These claims were rejected and not received by CareSource.

Additionally, the number of claims rejected as being non-HIPAA compliant has increased since January 1. Although we believe this to be associated with the 5010 implementation "learning curve," we encourage providers to review CMS data and formatting requirements and to work with their clearinghouse to identify claims that have been rejected for non-compliance.

CareSource returns a HIPAA 997, EDI Functional Acknowledgment, to clearinghouses indicating claims that were non-compliant and not accepted by us. These claims will need to be corrected and resubmitted. Providers should contact their clearinghouse with questions or review the Centers for Medicare and Medicaid (CMS) 5010 [Companion Guide.]

<u>Paper Claims</u>

A small percentage of paper claims received during the timeframe of mid-November through the end of December were not processed due to a technical issue.

CareSource is automatically handling claims impacted by this issue and has reprocessed the majority of these claims as of the date of this communication. We expect to reprocess the small number of outstanding claims by the end of January. No action is required on your part; please do not resubmit claims.

CareSource will continue to update providers on our [Provider Portal](#) as additional information becomes available.