



Network Notification

Notice Date: August 22, 2019
To: Ohio Providers
From: CareSource®
Subject: Issues with Outpatient Claim Denials Due to Authorizations Expiring

The purpose of this communication is to provide an update on claims denying for an apparent authorization expiration.

Issue: Some outpatient claims are denying for authorization when an authorization exists due to a professional claim coming in first and exhausting the authorization.

Solution: CareSource is working to correct this issue in our system. Providers do not need to resubmit denied claims to CareSource. We have reprocessed the denied claims, which should reflect on subsequent check writes.

There is no need to file a dispute or appeal for these claims. If you have questions, please contact Provider Services at **1-800-488-0134**.