



NETWORK Notification

Notice Date: January 3, 2023
To: Georgia Medicaid Providers
From: CareSource
Subject: Provider Alternative Format Request

Summary

Providers can now see whether their CareSource members have requested an alternate format for communications when they check the member's eligibility. This information can be found on the [Provider Portal](#) under the member eligibility screen (see below).

The screenshot shows the CareSource Provider Portal interface. At the top, there are tabs for 'CareSource Id', 'Medicaid Id', 'Member Info', 'Case Number', 'Multiple CareSource Ids', and 'Multiple Medicaid Ids'. Below the tabs, there is a search bar with 'CareSource ID' (10101010101) and 'Date of Service' (8/10/2022). A 'Search' button is located below the search bar. A blue notification box states 'Member is eligible for service on the specified date'. Below the search bar is a 'Member Information' section with various fields. A red box highlights the 'Alternate Communication Format Needed' field, which is currently blank.

Member Name:	Address:
CareSource Id:	County of Residence:
Medicaid Id:	County of Eligibility:
Case Number:	Phone:
Gender:	Date of Birth:
Member Profile:	Relationship to Subscriber:
Original Effective Date:	Program Details:
Program:	Member Eligibility Date
Member Alerts:	Span Last Updated:
Language Preference: English	Alternate Communication Format Needed:
Special Communication Needs:	Visual Impairment
Member Aid	

Alternative format options include braille, large print, audio CD or verbal. If no alternative format has been requested, the field will be blank.

CareSource encourages providers to consider these needs when communicating with their patients.

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DCH Approved: 11/26/2022