



Network Notification

Date: December 22, 2016

To: CareSource MyCare Ohio Provider Education Forums

From: CareSource

Re: Provider Portal Training / Learn about Prior Authorization Changes

On January 11, 12 and 13th CareSource will be participating in several provider education sessions to review the CareSource provider portal and prior authorization (PA) changes that will go in to effect on January 15, 2017. Several times and locations are available; please plan to attend a session that's convenient for you. We will have subject matter experts on hand to review the changes, the provider portal process and answer any questions.

CareSource will no longer pay claims for waiver services without a prior authorization on the member's service plan. Your attendance at one of the following educational sessions will ensure your understanding of 2017 PA changes and prepare you to process claims smoothly.

We look forward to seeing you at one of the below scheduled educational sessions:

January 11, 2017 10:00AM – 12Noon

Cleveland Clinic Akron General Health & Wellness Center (Green)
1940 Town Park Boulevard
Uniontown, Ohio 44685
(330) 896-5010

January 12, 2017 1:00 – 3:00PM

Ciminero's Banquet Center
123 N. Main Street
Niles, Ohio 44446
(330) 652-1064

January 13, 2017 9:30AM – 11:30AM and 12:30PM – 2:30PM (2 sessions)

Mayfield County Library
500 SOM Center Road
Mayfield Village, Ohio 44143
(440) 473-0350

What is changing?

Effective January 15, 2017, CareSource will require prior authorization of the following services:

T1019 Personal Care
S5130UA Homemaker
S5160 ERS
S5160UA ERS
S5160UB ERS
S5161 ERS
S5161U1 ERS
S5161U2 ERS
S5161U3 ERS
S5162 ERS
S5170 Home Delivered Meals
S5170UA Home Delivered Meals
S5170UB Home Delivered Meals
S5170U2 Therapeutic Meals
S5170U6 Therapeutic Meals
S5170U7 Kosher Meals
T1002 RN Waiver Nursing
T1003 LPN Waiver Nursing
S5125 Home Care Attendant
T2025U1 Enhanced Community Living
S5135UA Independent Living Assistance – In person Activities
S5135U5 Independent Living Assistance – Travel Attendant
T2025 Independent Living Assistance – Telephone Assistant
T2025UB Choices Home Care Attendant

Why is this changing?

CareSource must ensure that members are receiving the appropriate type and frequency of services.

Will this change affect my ability to provide services to CareSource MyCare members?

You can still provide services to CareSource MyCare members. Beginning January 15, 2017, please ensure you have the waiver services you are providing approved by the member's Care Manager. Please contact the member's Care Manager to request the new services. Once approved, they will be uploaded to the service plan.

What about the CareSource MyCare members we are already serving?

Effective January 15, 2017 you will not be able to submit Waiver claims for any members, new or existing, unless the member's Care Manager has authorized the waiver service on the member's service plan. Please contact the member's Care Manager to request the new services. Once approved, the services will be updated on the service plan and the provider will have the ability to view and submit claims.

How do I submit a prior authorization request?

The most efficient way is to submit a request via the secure provider portal online at CareSource.com. On January 15th 2017, there will no longer be a link to enter claims for services not addressed on service plans.

How can I request a retro authorization?

You may fax a retrospective review to our Retrospective Medical Management department at 1-888-527-0016. This does not guarantee authorization will be granted for services that required prior authorization; however, you may request a review of services rendered through this process.

Thank you for your ongoing service to our members.

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