



NETWORK *Notification*

Notice Date: November 2, 2022
To: Indiana 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' set to '10101010101' and a 'Date of Service' set to '8/10/2022'. A 'Search' button is visible. Below the search bar, there is a 'Member Information' section. This section contains various fields for member details, including 'Member Name', 'Address', 'CareSource Id', 'County of Residence', 'County of Eligibility', 'Medicaid Id', 'Phone', 'Case Number', 'Date of Birth', 'Gender', 'Relationship to Subscriber', 'Member Profile', 'Program Details', 'Original Effective Date', 'Member Eligibility Date', 'Program', 'Member Alerts', 'Member Eligibility Date Span Last Updated', 'Language Preference' (set to 'English'), 'Alternate Communication Format Needed' (highlighted with a red box), 'Visual Impairment', 'Special Communication Needs', and '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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