



CARESOURCE TOOLS & RESOURCES



An essential part of working with CareSource is accessing and understanding how to navigate our online tools and resources. We provide information for submitting prior authorizations, claims, as well as the necessary forms to use for submissions.

Accessing our website, CareSource.com, is quick and easy. On the Provider section of the site, you will find a menu of page options that directs you to certain topics related to working with us.

For behavioral health, we provide specific pages, tools, and resources to assist behavioral health providers in their practice and facilitate collaboration between behavioral health and physical health providers.

CareSource.com Resources

Provider Manual

CareSource's [Provider Manual](#) is a resource for working with our health plan. It communicates policies and programs, and outlines key information on claim submissions, authorizations, member benefits, and more.

Our Provider Manual has a dedicated web page at: caresource.com/in/providers/tools-resources/provider-manual/medicaid/.

Network Notifications

We regularly update information and notify you as needed about updates on our website. We do our best to communicate in an efficient manner through plan-specific network notifications. These are bulletins containing any updates, changes, and policies we need to share with you.

You can access our network notifications at: caresource.com/in/providers/tools-resources/updates-announcements/medicaid/.

Newsletters

CareSource publishes newsletters so you can stay informed about plan news and explore new ways with us to improve the lives of our members.

In each issue, you may find information about:

- Provider Portal online tools
- Program announcements and updates
- Policy and procedure changes
- Clinical resources

Claims Information

Learn more about claims at: caresource.com/in/providers/provider-portal/claims/medicaid/

On this page, you will find information on:

- Submitting claims online
- Getting paid electronically
- Paper claim submissions
- Emergency room claims
- Overpayment recovery requests
- High-dollar claim submissions
- Denied claims
- Explanation of Payment

Prior Authorizations

Learn more about prior authorizations at: caresource.com/in/providers/provider-portal/prior-authorization/medicaid/

On this page, you will find information on:

- Covered services and prior authorization requirements
- Prior authorization procedures for submission
- Advanced imaging prior authorizations

Disputes & Appeals

Learn more about claim disputes and claim/clinical appeals at: caresource.com/in/providers/provider-portal/appeals/medicaid/

On this page, you will find information on:

- Claim disputes
- Definitions of claim and clinical appeals
- Requirements for submitting claim and clinical appeals
- How to submit appeals
- Expediting clinical appeals
- Notification of resolution
- Denied expedited appeals
- Extending an appeal

Behavioral Health Page

Our Behavioral Health page is designed as a one-stop shop for behavioral health providers to quickly access common tools straight from the page. In addition, you will find the following added resources to supplement your practice:

- Behavioral Health Reference Guide
- Coordination of care resources
- Pregnancy, transportation, and addiction resources

Visit our Behavioral Health page at: caresource.com/in/providers/education/patient-care/behavioral-health/medicaid/

Suicide Prevention Toolkit

CareSource is committed to zero suicides. We are committed to partnering with you by offering resources to help integrate suicide prevention strategies into your appointments with patients. In our toolkit, you will find suicide prevention resources such as:

- Suicide screening and assessments
- Safety interventions
- Therapies
- Member materials
- Other suicide prevention websites

Visit our Suicide Prevention Toolkit at: **CareSource.com** > Providers > Behavioral Health > [Suicide Prevention Toolkit](#)

Opioid Toolkit

As part of our commitment to providers and members to address the opioid epidemic, we provide resources that support providers' practices in opioid use and pain management for treating patients with opiates prescribed. These resources include:

- Prescribing/dosage guidance
- Tapering guidance
- Drug safety takeback programs

Visit our Opioid Toolkit at: **CareSource.com** > Providers > Behavioral Health > [Opioid Toolkit](#)

Depression Toolkit

We understand the importance of integrating physical and behavioral health care for seamless coordination of care across the health care continuum. We are committed to addressing the physical and behavioral health needs of our members so that their underlying needs are met. In this toolkit, you will find depression-related resources such as:

- Depression overview and practice guidelines
- Postpartum depression overview and practice guidelines
- Depression screening tools

Visit our Depression Toolkit at: **CareSource.com** > Providers > Behavioral Health > [Depression Toolkit](#)

Substance Use Disorder Toolkit

CareSource understands that many members will visit their primary medical provider (PMP) first when an underlying substance use disorder (SUD) condition exists and PMPs are often the first line of defense to getting these members needed treatment. We have developed this toolkit to empower both primary and behavioral health providers in everyday practice to make SUD education and screening a priority when seeing members. In this toolkit, you will find SUD-related resources such as:

- SUD overview and practice guidelines
- SUD screening tools

Visit our SUD Toolkit at: **CareSource.com** > Providers > Behavioral Health > [Substance Use Disorder Toolkit](#)

Member Behavioral Health Resources

Providers can access the member Behavioral Health page to understand some of the digital resources we offer to members in need of behavioral health. These include:

- Addiction help
- Guidance on where to get care
- Transportation
- Pharmacy resources
- Support groups and online communities
- Crisis numbers
- National addiction resources

We offer several programs and interactive tools to help engage members in their physical and mental health and well-being:

- Care Management – We staff nurses, social workers, and community health workers who will work with members one-on-one to help coordinate their health, behavioral health, and social needs
- MyHealth – an online benefit members can access to take interactive health assessments and receive personalized health guidance on nutrition and exercise, preventive health, emotional health, safety behaviors, etc.
- MyStrength – an online benefit members can access for personalized support to help improve their mood and strengthen their mind, body, and spirit

Provider Portal

Our secure Provider Portal is a one-stop shop, accessible 24 hours a day, seven days a week, for completing important business transactions. Registering for the portal will allow access to the following time-saving functions and tools:

- Member profile – Includes behavioral health information, such as: SUD residential, BH outpatient visits, pharmacy information, admission/discharge information
- Payment history – Search for payments by check number or claim number
- Claim status – Search for status of claims and claim appeals
- Coordination of benefits – Confirm for patients
- Prior authorizations – Direct submission for services
- Member eligibility – View the member's termination date under the Eligibility tab
- Benefit limits – Track benefit limits electronically, including service limits and total/remaining balance for patient deductible and out-of-pocket costs
- Care treatment plans – Providers now have the option to view care treatment plans for their patients
- Clinical Practice Registry – Filter patient data to identify opportunities for preventive health screenings
- Submit claims – Submit claims using online forms or upload a claim; submit medical records needed for claim processing; claim submission through the portal is available to traditional providers, community partners, delegates, and health homes
- Monthly membership lists – View and download current monthly membership lists
- Submit dispute and claim appeals, as well as recovery requests
- File grievances
- Provider Information Maintenance – Update your practice information, such as adding or removing providers to your group

Behavioral Health Member Profile

For PMPs, we offer a behavioral health member profile on the Provider Portal. This profile assists in the exchange of health information between the PMP and the behavioral health provider treating the member to aid in coordination of care. The profile lists the physical and behavioral health treatment received by that member. Information about substance abuse treatment and HIV is only released if the member has signed a consent form. Providers can check the Provider Portal at any time for updates and changes to behavioral health member profile.

If you are a PMP and want to view one of your member's behavioral health profiles, you can visit the Provider Portal at: <https://providerportal.caresource.com/IN/>.

Contacting CareSource

Providers can call CareSource and talk with our Provider Services staff to get general questions answered about doing business with us.

Our Provider Services department is available Monday through Friday, 8 a.m. to 8 p.m. Eastern Standard Time. You can reach them by calling **1-844-607-2831**.

Providers can also email questions to: IN_Provider_Relations@caresource.com.