



## Network Notification

**Notice Date:** **October 3, 2019**  
**To:** **Ohio (All Plans); Indiana Marketplace; Kentucky Marketplace; West Virginia Marketplace Providers**  
**From:** **CareSource**  
**Subject:** **Recent Provider Portal Updates - **UPDATED****

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This notification has been updated from the original message on Sept. 23, 2019. Information was added, as listed in **red text** below.

### Summary

Your partnership is important to us, and we strive to ensure you're aware of the latest updates to our tools and resources. This network notification highlights recent and upcoming Provider Portal updates.

You can access the CareSource Provider Portal at **CareSource.com** > Login > [Provider Portal](#). Simply enter your username and password (if already a registered user), or submit your information to become a registered user.

### Claim Disputes

The option to submit a claim dispute using the Provider Portal is now available **for the following plans:**

- **Ohio – Medicare Advantage and MyCare**
- **West Virginia – Marketplace**
- **Indiana – Marketplace**

**The clam dispute feature will be available for Ohio Medicaid providers starting on Nov. 1, 2019.**

If you need to submit an appeal or dispute involving a dental claim, you can continue to either mail or fax the submission to CareSource:

**Fax:** 937-531-2398

### Mailing Address:

CareSource  
Attn: Grievance & Appeals  
P.O. Box 1947  
Dayton, OH 45401-1947

### Updated Branding

The look and feel of the Provider Portal has been updated to align more closely with the branding that was rolled out for **CareSource.com**.

### Updates to the Indiana Behavioral Health Member Profile

The information presented in the profile has been adjusted from 3 months to a 15-month look-back period.

# Kentucky Hospital Paid Claims Listing Report

The KY hospital paid claims listing report, also called the Appendix O document, is now available on the Provider Portal on the Provider Documents page.

## Rejected Claims Visibility – Ohio and West Virginia

Providers can now view rejected claims based upon certain search criteria. The claims that initially display on the new **Rejected Claims** page are the rejected claims from the previous two years (24 months) that are directly associated with their Provider ID, Tax ID or NPI. To locate rejected claims that do not appear in the initial result set, the provider can use the other search criteria available on the page to find them. The results can be exported to a .csv file.

