



NETWORK Notification

Notice Date: January 10, 2026
To: Ohio MyCare Waiver Providers
From: CareSource
Subject: MyCare Waiver Claim Submissions
Effective Date: January 10, 2026

Summary

Due to service plan availability in the provider portal, some waiver providers have been unable to submit waiver claims for members. CareSource has solutioned a workaround while service plans are being made available. Information on this temporary solution can be found once inside the provider portal.

Impact

Ohio MyCare waiver providers that have members without a service plan should proceed to the provider portal to view information on how to submit claims in the absence of a service plan.

Portal Messages

These messages will be displayed to OH Waiver providers when they visit these pages.

Service Plans Page:

Search for a member to view their service plans. You can enter the member's CareSource ID, Medicaid ID, or Member information to find the member and view service plans. If you cannot find the service plan you are looking for, go to the State Plan Services Claims page to submit your claim. This page can be used to submit waiver claims when Service Plans are not yet available.

State Plan Services Claims page:

This page can be used to submit State Plan Services claims and Waiver services claims. Only submit claims for waiver services here if you are unable to find the member's service plan on the Service Plans page.

Waiver Claims page:

Providers can use this page to view claims submitted on the Service Plans or on the State Plan Services Claims page. Search using the claim number or the member to find claims and view status.

Questions?

If you have questions or are in need of technical assistance, please contact the LTSS Provider Relations team at:

CareSourceOHLTSSHCBSupport@caresource.com

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