

# *Provider Portal – Service Plans*



# Locating Service Plan

- Click **Providers > Service Plans**
- Click **Current** or **Historical**
  - Current plans are 11/1/2020 and after
  - Historical plans are 10/31/2020 and before
- Search for the member using their:
  - CareSource ID
  - Medicaid ID
  - Member Info (name and date of birth)
- Click **Search**
- Results will display if the member has a Service Plan.
  - Alerts will display if the member has a new service plan or an update to the service plan.
- Click the **Member's Last Name > Service Plan Summary > View Details** to view the member's Service Plan information.



# Locating Service Plan

Service Plans

Please select "historical" to view services approved before 11/1/2020 and "current" to view services approved after 10/31/2020.

Service Plan View **Current** Historical

CareSource Id Medicaid Id Member Info

CareSource ID

Legend

- New Service Plan
- Service Plan Update

Page(s): 1 2 Record(s):18

Alerts	Last Name	First Name	Medicaid ID	CareSource ID
	<b>Quinn</b>	[redacted]	[redacted]	[redacted]









# View Service Plan

## Service Plan Summary

### Summary of Selected Plan

#### Status Legend

-  New Item
-  Updated Item
-  Acknowledged Item
-  Verified Item
-  Deleted Item
-  Completed Item

Status	Details	Provider Name	Service Type	Procedure	Diagnosis	Service Description	Begin Date	End Date	Prior Authorization	Submit
 	<a href="#">View Details</a>	XXXXXXXXXX	XXXXXXXXXX	XXXX	XXXX	XXXXXXXXXXXXXXXXXXXX	1/1/2020	12/31/2020	XXXXXXXXXX	<a href="#">Submit Claim</a>



# Acknowledge Service Plan

- After locating the member's Service Plan:
  - Click **Service Plan Summary** > **Acknowledge My Service Plan Items**.

**Service Plan Summary**

Summary of Selected Plan

Status Legend

- ! New Item
- ⬇ Updated Item
- ✓ Acknowledged Item
- ✓ Verified Item
- ✗ Deleted Item
- Completed Item

Status	Details	Provider Name	Service Type	Procedure	Diagnosis	Service Description	Begin Date	End Date	Prior Authorization	Submit
! ⬇	<a href="#">View Details</a>	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXX	XXXXXX	XXXXXXXXXXXX	XXXXXX	XXXXXX	XXXXXXXXXXXX	<a href="#">Submit Claim</a>

Export Service Plan Summary: [PDF](#)

**Acknowledge My Service Plan Items**



# Request Changes to Service Plan

- After locating the member's Service Plan:
- Click **Service Plan Summary > View Details > Submit Request**
  - This option will not be available if the Service Plan has already been acknowledged. Please contact the member's Care Manager if changes are needed to a Service Plan that has been acknowledged.
- Choose the **Reason for Request**:
  - Add New Service Plan Item
  - Update Service Plan Information
  - Update Provider Information
  - Update Units
  - Item Complete
- Type notes into the **Request Details** field.
- Click **Submit**.



# Request Changes to Service Plan

Request Submission

Reason For Request:


Select Reason

Request Details:

Submit Cancel



# Submit Claims for Service Plan

- After locating the member's Service Plan:
- Click **Submit Claim > Confirm Patient Selection**
- Complete the following fields:
  - Date
  - Units
  - Charge
- Additional line items can be added by clicking 
- Click the check box to agree with Terms and Conditions
- Click **Submit**





# Submit Claims for Service Plan

### Submission Form

Date	Code	Units	Charge
<input type="text"/>	88102 - Home Delivered Meals	<input type="text"/>	<input type="text"/>

### Eligible Submissions

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By checking this box, you confirm that you have read CareSource's [Terms and Conditions](#), that you understand them, and agree to be bound by them, and attest that all services were approved by a CareSource Care Manager for medical necessity, actually rendered by you or an employee under your direct supervision, and all information is true and correct.

Total: \$0.00

