



NETWORK *Notification*

Notice Date: March 27, 2024
To: West Virginia Marketplace Providers
From: CareSource
Subject: Provider Portal Claim Submission Tool Update
Effective Date: Tentatively April 29, 2024

Summary

CareSource has updated its Provider Claim Submission feature. The new portal contains all the functionality that is in place today with a new look and feel. You will still have access to the previous functionality, including the features listed below:

Features
Claim Entry Health Insurance Claim Form (HCFA), Uniform Billing (UB) Form, Dental
Claim Entry HCFA, UB, Dental - Partial form save & begin at previous saved location
Claim Entry HCFA, UB, Dental - Recent History
Claim Entry HCFA, UB, Dental - Clone Claim (Full, Partial)
Claim Entry HCFA, UB, Dental – Resubmission
Claim Attachment
Claim Upload - No Direct Data Entry required
Copy a previously submitted claim
Pre-Load Provider Information (NPI, TIN, Billing address and name)
End User Dashboard
Search Capability
Document Status Tracking

Impact

Providers who have saved a draft claim will no longer be able to access that draft once the changes go into effect. Claims previously submitted through our existing Claim Submission feature within the last 45 days cannot be viewed through the new Claims Submission page, but can be viewed on the Provider Portal by searching for a claim by Claim Number.

Importance

There are new user guides and training videos available to help you get familiar with the new Claim Submission feature. These are available on the [Provider Portal](#) under Users > Provider Training.

Questions?

If you have any questions or concerns, please contact Provider Services at **1-833-230-2101**.

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