

CareSource Connections



Transforming the Provider Experience

Dedicated to excellence in customer service, the CareSource Behavioral Health Provider Relations team has created a dedicated, monthly platform for Ohio Behavioral Health (BH) providers to directly engage with our team. This connection is geared towards offering our valued BH provider partners insight on claim denial trends, offer billing and coding education, systems and process education, a chance to connect with fellow BH providers, and help reduce overall administrative burden.

Topics include, but are not limited to:

- Monthly claim denial/rejection trends
- Trending issue resolution guidance and updates
- Education related to prior authorization process, BH specific billing, CareSource provider portal, dispute & appeal process, contracting & credentialing process, PNM assistance, operational issues/inquiries....and much more!

If you would like to attend and/or have specific items you want to have included for future meetings, please send a separate email titled "CareSource Connections" to CareSource_OH_BH@CareSource.com.

Technical Assistance Sessions

Are you experiencing claim denials/rejections, PNM issues, portal navigation concerns, or other operational challenges you are unable to resolve? The CareSource BH Provider Relations team is here to help!

As part of our commitment to our BH Provider Partners, 30 minute-one-on-one technical assistance sessions are now available **on demand!** This is dedicated time to collaborate with our BH Provider Relations team to review and resolve operational concerns you may be unable to root cause and resolve.

Using Microsoft Bookings, you can select a date and time that works best for you, please include the following:

- Group Info (Name/TIN/NPIs)
- Claims impacted, as applicable
- Brief summary of issue/concerns

