



Dear CareSource Provider,

Welcome to CareSource and thank you for your participation. CareSource values our relationships with Providers and is actively working to strengthen our partnership and make it easier for you to deliver quality care to our Members.

The CareSource Provider Manual is intended as a resource for working with our Plan. The Manual communicates policies and new programs implemented, such as Electronic Funds Transfer (EFT) and the transition of the pharmacy benefit back from the state to the Managed Care Plans.

This Manual also outlines key information, such as claims submission, reimbursement processes, authorizations, Member benefits and more to make it easier for you to do business with us.

CareSource communicates updates with our Provider network regularly on our secure Provider Portal. The most up-to-date information can be found on the CareSource Provider Portal at <https://providerportal.caresource.com/OH/>.

In addition, all Providers have an assigned Provider Relations Representative that can help with questions on policy changes, claims, or new initiatives. Also, you can reach a member of our External Provider Relations Management Team if you have questions or concerns. Visit our website at [www.caresource.com](http://www.caresource.com) for the list of Provider Relations Representatives in your county or counties.

We know great health care begins with you. Together we can help attain better outcomes for our CareSource Members.

Sincerely,

CareSource