



NETWORK *Notification*

Notice Date: October 18, 2024
To: CareSource PASSE Providers
From: CareSource PASSE
Subject: **Update:** Prior Authorization Portal Enhancement Update

This notification is an **update** to the network notification posted on October 16, 2024. Updated information is indicated in red.

Summary

In September 2023, CareSource PASSE™ shared a network notification regarding our [Prior Authorization Process Enhancement](#) project. Since that time, several system enhancements have been made that will allow all provider types to submit authorizations through the [provider portal](#) with a projected Go Live date of **November 4, 2024**.

Impact & Importance

Enhancements to the Prior Authorization Enhancement project include:

- Waiver, atypical providers and other outpatient behavioral health providers including ABA, will be able to submit via the provider portal
- Outpatient authorization type to reflect Home and Community Based Services category
- Electronic form enhancements to include the addition of multiple modifier fields to allow for specification of services
- Immediate notification of authorization submission through provider portal
- Procedure Look up tool language updates to align with process changes
- Updated Prior Authorization forms identifying the provider portal as the preferred and faster method for submitting a request

CareSource PASSE will be offering training on the Prior Authorization Portal Enhancements. To learn more, please see the training schedule in the table below.

CareSource PASSE Provider Portal Enhancement Training		
Date	Time	Registration Link
Thursday, November 7, 2024	12:00 p.m. to 1:00 p.m. Central Time (CT)	Register
Thursday, November 14, 2024	12:00 p.m. to 1:00 p.m. CT	Register
Tuesday, November 19, 2024	12:00 p.m. to 1:00 p.m. CT	Register

To help you prepare for using the provider portal, you are encouraged to check out the provider portal. The provider portal makes it easier for you to work with us 24/7. It has critical information and tools like the following to save your practice time:

- Member & Eligibility Search
- Claims Search, EOP & Submissions
- Prior Authorization Search & Submissions
- PCP Roster & Clinical Practice Registry

Questions?

Should you have any additional questions about the authorization process or how this communication

applies to you or your agency specifically, please do not hesitate to contact the Service Determination department at ServiceDeterminations@CareSourcePASSE.com. All other questions can be directed to the Provider Services line at **1-833-230-2100**.

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PARTNER with **PURPOSE**