



Network Notification

Date: July 17, 2017

To: Home Modification Providers

From: CareSource

Re: Changes to the home modification process

Effective, 6/29/2017, all providers are expected to be aware and compliant of the following changes for any home modification.

1. Permits may be required for certain home modifications. It is the providers responsibility to determine if a permit is required. All permits must be obtained and a copy submitted before work begins.
2. When the work is complete, the Provider will submit a copy of the permit with the inspectors stamp (if applicable). The Care Manager will upload the documentation into CCA and approve final payment.

Effective 7/7/2017, if providers try to submit a claim prior to the Care manager final approval, they will receive the following error: "Claim cannot be submitted until completed work is verified by Care Manager". Please continue to collaborate with the Care Manager when work has been completed so a visit can be scheduled to verify the satisfaction of the member.

If there are any questions about the new process, please contact Provider Services at 800-488-0134.

Thank you,