



NETWORK *Notification*

Notice Date: May 23, 2024
To: Ohio MyCare Waiver Personal Care Providers
From: CareSource
Subject: Service Plan Enhancements
Effective Date: July 1, 2024

Summary

As we continuously strive to improve the experience for our Home and Community Based Services (HCBS) Waiver providers, we are implementing changes around the Waiver Service Plan authorizations.

- The Waiver Service plan authorizations will change from six-month timelines to a 12-month authorization period. This change will reduce the administrative burden on the providers.
- Authorized units are based on a standard work week, which is Sunday through Saturday.
- Providers should bill according to the weekly frequency included on the authorization letter. Please note: since authorized units are based on a weekly basis, they will not carry over.
- The functionality to view service plans and submit claims on the Provider Portal will remain the same.
- This change will impact authorizations entered on July 1, 2024 and forward. There will be no change to authorization entered prior to July 1, 2024.

This change will be effective July 1, 2024.

Impact

The goal of this enhancement is to ensure members receive access to services and enhance provider experience.

The enhanced capabilities, which outline the authorized units on a weekly basis, will optimize authorizations and claims processing.

Questions?

For questions, please contact CareSource Provider Services at **1-800-488-0134**, Monday through Friday 8 a.m. to 6 p.m. Eastern Time (ET).

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