



NETWORK *Notification*

Notice Date: January 1, 2025
To: Kentucky, North Carolina and West Virginia Marketplace Providers
From: CareSource
Subject: Updating Demographics

Summary

Accurate provider data is crucial to providing high-quality health care services for our members. Changing office locations or phone numbers, adding/terminating a provider, changing/adding specialties at a location, and/or closing a location are all reasons to notify CareSource. You will find that we have added pop-ups in the [provider portal](#) and select pages on [CareSource.com](#) to remind you to check and update your information.

Impact

Ensure your claims and prior authorization requests process without delay by reviewing and updating your information on file. Visit the [Provider Maintenance](#) page, and select your plan type and state. Then follow the instructions on the page.

Importance

Accurate information ensures that our members can locate you in our [Find-A-Doctor](#) search tool, our Care Managers are able to contact you and other providers can view your location and specialty for referrals.

Questions?

Call Provider Services at **1-833-230-2101** available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

Multi-EXC-P-3422360

Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a CareSource