



NETWORK *Notification*

Notice Date: June 4, 2024
To: North Carolina Marketplace Providers
From: CareSource North Carolina Co.
Subject: Prior Authorization Update

Summary

CareSource North Carolina Co. requires prior authorization on various services provided to our members. Our prior authorization lists can be found on [CareSource.com](https://www.caresource.com). For prior authorization requirements by code, please utilize our [Prior Authorization Look Up Tool](#).

Prior authorization is not a guarantee of payment of services and can be dependent, but not limited to, the following criteria:

- Member eligibility
- Members under 21 years old
- Medical necessity
- Covered benefits
- Modifiers
- Diagnoses and revenue codes
- Limits and number of old visit variances
- Provider contracts
- Provider types
- Correct coding and billing practices

For faster authorization submission and to review the status of any authorization, please utilize the [CareSource Provider Portal](#).

*If you need instruction on how to submit an authorization request via the Provider Portal, or you receive an error message during the process, please email the Provider Portal Engagement team at CiteAutoAssistance@CareSource.com.

Questions?

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

NC-EXC-P-2973354

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