




CareSource[®]

PARTNER with *Purpose*

At CareSource, we partner to help physicians spend more time seeing and serving patients.

We provide analytics, data and payment models that create greater collaboration, and help providers and health systems focus on improved health outcomes.

We help doctors be doctors again.



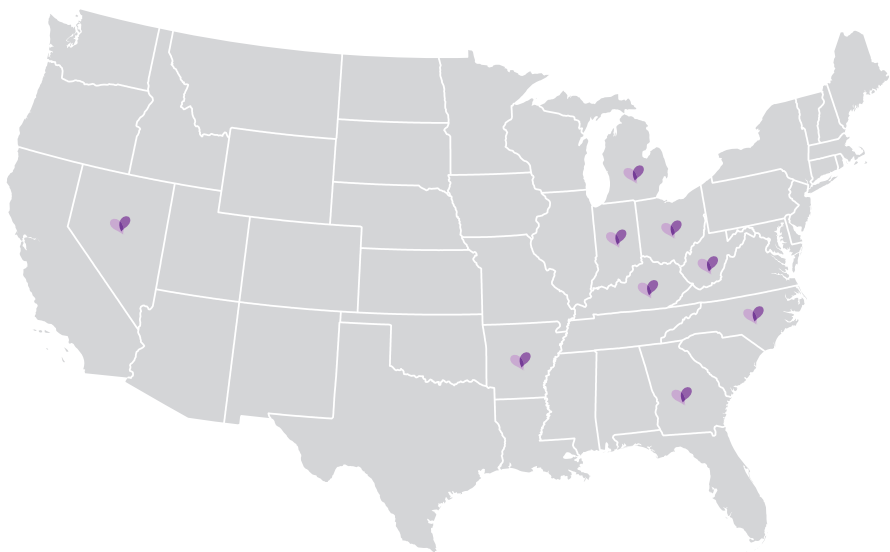
Health Care with Heart[®]



At CareSource, we recognize a true partnership can only exist when we listen to and understand your needs. We are dedicated to partnering with you in the most effective way to improve member outcomes and make it easier for you to care for our members.

About CareSource

CareSource was founded in 1989 with an unwavering mission **to make a lasting difference in members' lives by improving their health and well-being.** With over 30 years of experience serving members with some of the most complex needs, CareSource deeply understands the challenges consumers face navigating the health care system and works to put health care in reach for them. As a **non-profit organization**, CareSource invests back into members and relentlessly pushes for innovations to improve their quality of care.



Purposefully Local

CareSource strongly believes in collaboration with our participating providers to improve the health and well-being of our members. As part of our Nevada provider network, you will have a local provider representative to work with you and your staff. Our local provider representatives will be in the field answering questions.



An Industry Leader in Operational Excellence

CareSource ranks among the best in the nation at meeting and exceeding state and federal claim payment metrics. Through our ongoing emphasis on getting things right the first time, ***we are among our industry's leaders in operational efficiency.***

0.1 Days Pended Claim Volume Receipts on Hand

0 Claims Aged Over 30 Days (Clean and Unclean)

98.6% Claims Systematically Processed Without Manual Intervention

99.6% Claims Processed within Seven Days

99.8% Claim Payment Financial Accuracy Rate

Person-Centered Care

Our innovative model of care is at the heart of our mission. Having a ***non-profit mission***, CareSource has always been uniquely focused on circumstances far beyond the health care of our members.

Holistic Approach for the Member

With a people-first focus and a community-based approach, our priority is helping members live happier, healthier lives. We meet them where they are and help them find answers with information, resources, supportive services, innovative programs and meaningful guidance at every step along their journey. In addition to our traditional provider contracting, CareSource contracts directly with behavioral health and Home and Community-Based Services (HCBS) providers to support a holistic approach to care.

Social Determinants of Health

We shape our benefits to integrate social and economic solutions seamlessly into our members' care to have maximum impact on their social support, stability, health and wellness. CareSource Life Services® is the umbrella framework through which CareSource addresses social determinants of health including hunger, housing, social stability, workforce development and employment.

Within CareSource Life Services®, our CareSource JobConnect™ program addresses the education and employment barriers that many of our members face and that impede their path to self-sufficiency. CareSource JobConnect™ is widely recognized within the managed care industry for reducing dependence on governmental services by providing members with life coaching, access to community-based resources, and support setting and reaching their professional and educational goals.





Electronic Claims Payment

We partner with ECHO Health to provide electronic funds transfer (EFT) as a payment option. Providers who are registered for EFT benefit from:



Simplicity – Paper checks and Explanation of Payments (EOPs) will be eliminated for increased efficiency and payment processing.



Convenience – Electronic Remittance Advice (ERAs) are available 24/7.



Reliability – Claim payments are electronically deposited to your bank account.



Security – Access your ECHO account through CareSource's secure Provider Portal to view (and print, if needed) remittances and transaction details.

For more information visit <https://www.echohealthinc.com/>.



Pharmacy Benefits

CareSource Pharmacy uses the Express Scripts pharmacy network as its partner to process pharmacy claims. The CareSource Pharmacy approach to administering pharmacy benefits and services provides:



A local pharmacy network for convenient access to medications



Availability of 90-day refills for increased medication adherence



An integrated, industry-leading data platform driving real-time opportunities to improve member health outcomes and lower costs

Prior Authorizations & Referral

We keep our administrative processes simple for you and our members. We offer medically necessary services, some of which require prior authorization. Our online Procedure Code Lookup Tool provides transparency into what codes require prior authorization.

Many health services provided by specialists do not require a referral and can be arranged by the member. You will not need to arrange or approve these services as long as applicable benefit limits have not been exhausted. Prior authorization of services may still be required.



Provider Portal

Our secure online provider portal allows instant, 24/7 access and is accessible on any PC, without any proprietary software requirements. Our time saving tools include:

- **Check Eligibility** – Verify patient eligibility for coverage and learn more about health statuses.
- **Payment History** – Search for payments by check number and claim number.
- **Claim Status** – Search for status of claims and claim appeals.
- **Coordination of Benefits (COB)** – Confirm COB for patients.
- **Prior Authorization** – Submit medical inpatient/outpatient, newborn delivery notification, and observation.
- **Care Management Referrals** – Refer a member for case management.
- **Benefit Limits** – Track benefit limits electronically in real time before services are rendered.
- **Care Treatment Plans** – View care treatment plans.
- **Clinical Practice Registry (CPR)** – Filter patient data to identify opportunities for preventive health screenings.
- **Submit Claims** – Submit claims using online forms.
- **Claims Disputes and Appeals** – File claim disputes and appeals, and check statuses.
- **Provider Documents** – View welcome letters, dispute and appeal status, decision letters, and prior authorization status and decision letters.

Providers can access our secure CareSource provider portal at [CareSource.com](https://www.caresource.com).



Claims

We work to remove any barriers you face and are committed to ensuring you receive timely and accurate reimbursement.

Although we accept claims in a variety of formats, we encourage our providers to submit routine claims electronically to allow for:



Faster claims processing



Reduced administrative costs, probability of errors and missing information



A streamlined path for solutions to claim questions

Clearinghouse Information

CareSource partners with Availity to offer electronic claim payment to our health partners.

We're more than a health insurance plan, ***we're a neighbor, a partner, and an ally*** whose heritage is built upon being devoted to those we serve. CareSource is working to redefine what it means to make a difference.

Sign up today to join us.



Visit
CareSource.com
to sign up today!

It's not just about making a change; it's about making a *difference* in Nevada.

Sign up today to start making a difference.

