Notice Date: January 7, 2025
To: Ohio Medicaid and MyCare Providers
From: CareSource
Subject: Provider Network Management Provider Directory Information
Effective Date: March 11, 2024

Summary

Ohio Department of Medicaid (ODM) recently updated provider directory data in the Provider Network Management (PNM) module. This update resolved all known issues with the opt-in and opt-out indicator used for inclusion on the Ohio Medicaid provider directory, accessed by Ohio Medicaid members.

Impact

Continue to update provider (e.g., addresses, affiliations, specialties, locations) data as changes occur to ensure that all data submitted on a claim and within the PNM module is up to date and accurate. Managed Care Entities (MCEs) will use this information as the system of record moving forward.

Importance

Verify and update your PNM Provider Directory information. Please review your provider profile information to verify it is accurate, including all organizations, groups, and individual practitioner records. You can reference the Provider Directory Opt-In or Opt-Out Quick Reference Guide for step-by-step instructions on how to view and update this indicator accordingly.

Questions?

For technical support or assistance, contact Ohio Medicaid's Integrated Helpdesk (IHD) at 800-686-1516 and follow the prompts for Provider Enrollment (option two, option two) or email IHD@medicaid.ohio.gov. Representatives are available Monday through Friday, 8 a.m. to 4:30 p.m. Eastern Time (ET).

For questions not addressed on CareSource's website, please call Provider Services at **1-800-488-0134** Monday through Friday from 7 a.m. to 8 p.m. ET.

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