



Network Notification

Date: October 25, 2012

Number: OH-P-2012-18a

To: Ohio Dental Providers

From: CareSource

Subject: Enhanced Dental Management Provider Portal Functionality and Claims Processing

New Effective Date: November 26, 2012

CareSource continues to partner with our Dental Providers to improve and maintain the dental health of our members. To make it easier for you to do business with us, we are in the process of making changes that will enhance the efficiency and consistency of our Dental Management Services.

New Effective Date

Previously we communicated that beginning October 29, 2012, we would offer enhanced functionality on our secure Provider Portal located on our website, www.caresource.com. **Due to additional required testing, we plan to launch the new functionality Monday, November 26, 2012.**

Please note
- this
section is
updated.

The new functionality on the Dental Provider Portal will include:

- **Online Claim Submission**
- **Online Prior Authorization Submission** (*with the ability to attach supporting documents such as x-rays, for services performed*)
- **Check Prior Authorization Status**

Note: Current functionality on the Portal includes Member Eligibility Check, view Coordination of Benefits Information, and Claim Appeals.

Benefits to Providers of the new Portal Functionality

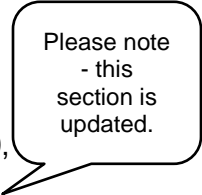
- **Claims Payment Management** - Greater security and accuracy of data, along with faster processing and payment.
- **Authorization Management** – Ability to quickly and easily submit authorizations, attach electronic files, review submitted authorizations and monitor the status of previously submitted authorizations.
- **Reduced Administrative Cost** – Depending on a provider's claim volume, submitting claims electronically could significantly decrease an office's administrative cost and improve cash flow.

Streamlined Claims Processing

CareSource continues to be committed to industry standard claim adjudication practices. We are implementing methodology that will assure accurate claims adjudication consistent with Medicare and other national coding standards. Improvements will include transparency and more detailed information regarding adjudication of your submitted claims.

Educational Webinar Available on our Provider Portal

30-minute educational webinars about the enhanced provider portal functionality and claims processing took place earlier this month. For your convenience, during the week of October 29, 2012, we will post one of the recorded webinars on our Provider Portal Login page, <https://providerportal.caresource.com/OH/>. This will be available to view through the end of November. We encourage you to view this to become familiar with the new Dental Portal functionality.



Please note
- this
section is
updated.

Thank you for your continued participation with CareSource and for delivering the highest quality dental care to our members. If you have any questions about our Enhanced Dental Management Services, please contact our Provider Services Department at 1-800-488-0134.

Visit the previous version of this [network notification](#).