



## MyCare Ohio Provider Quick Reference Guide

### Important Phone Numbers:

Provider Services:	1-800-488-0134	M-F 8am – 6pm
Prior Authorizations:	1-800-488-0134	M-F 8am – 5pm
Claims Inquiries:	1-800-488-0134	M-F 8am – 6pm
Member Services:	1-855-475-3163	M-F 8am – 8pm
CareSource 24, 24-Hour Nurse Advice Line:	1-866-206-7861	24/7/365
TTY for the Hearing Impaired:	1-800-750-0750 or 711	M-F 8am – 8pm

### Important Fax Numbers:

Case Management Referral:	1-877-946-2273
Credentialing:	1-866-573-0018
Fraud, Waste and Abuse:	1-800-418-0248
Medical Prior Authorization Fax:	1-888-752-0012
Provider Appeals:	1-937-531-2398
Provider Maintenance (e.g., office changes, adding/deleting a Provider):	1-937-396-3076

### Important Addresses:

General Correspondence:	CareSource P.O. Box 8738 Dayton, OH, 45401-8738	Claims:	CareSource P.O. Box 8730 Dayton, OH 45401
Medical Prior Authorizations:	CareSource P.O. Box 1307 Dayton, OH 45401-1307	Fraud, Waste and Abuse:	CareSource Attn: Special Investigations Department P.O. Box 1940 Dayton, OH 45401-1940
Provider Appeals:	CareSource Attn: Provider Appeals P.O. Box 2008 Dayton, OH 45401-2008	Provider Demographic Changes:	CareSource P.O. Box 8738 Dayton, OH 45401-8738 Attn: Provider Maintenance
Member Appeals & Grievances:	CareSource Attn: Member Appeals P.O. Box 1947 Dayton, OH 45401		

### Web Services:

Website = [CareSource.com](http://CareSource.com)

Secure Provider Portal = <https://providerportal.caresource.com>

**EDI: CareSource Payer ID = 31114**

**Clearinghouse**

Emdeon  
 Quadax  
 Relay Health  
 CPS (Emdeon)  
 ZirMed

**Phone**

1-800-845-6592  
 1-440-777-6300  
 1-800-527-8133 Opt 2  
 1-888-255-7293  
 1-877-494-7633

**Website**

[www.wmdeon.com](http://www.wmdeon.com)  
[www.quadax.com](http://www.quadax.com)  
[www.relayhealth.com](http://www.relayhealth.com)  
[www.cpsedi.com](http://www.cpsedi.com)  
[www.zirmed.com](http://www.zirmed.com)

**EFT Enrollment:** Instamed – Call 1-215-789-3682; *Note: In order to receive EFT payment from CareSource (Medicaid Managed Care Organization), you must enroll with Instamed.*

**Other Network Contact Information**

Radiology

NIA

Online: [www.RADMD.com](http://www.RADMD.com)**Services That Require Prior Authorization:**

- All Abortions
- All Home Care Services
- All Inpatient Care
- All Intensive Outpatient Program services
- All Partial Hospital Program services
- Assertive Community Treatment (ACT)
- Ambulance transportation – except for emergent or facility-to-facility transfers
- Chiropractic Visits greater than 12 per calendar year
- Community Psychiatric Supportive Treatment (CPST)
- Cosmetic procedures and plastic surgery
- Day Treatment
- Durable Medical Equipment over \$750.00 billed charges
  - All powered or customized wheelchairs
  - Manual wheelchair rentals over three months
  - All miscellaneous codes (ex: E1399)
- Hospice Care
- Mental Health visits greater than 10 per calendar year
- Non-emergent diagnostic imaging procedures:
  - CT/CTA scans
  - MRI/MRAs
  - PET scans
- Non-Formulary Drug Requests
- Nursing Facility Services
- Occupational Therapy visits greater than 20 per calendar year
- Organ Transplants
- Pain Management Services
- Physical Therapy visits greater than 20 per calendar year
- Podiatry office visits greater than 8 per calendar year
- Orthotics/Prosthetic devices over \$750.00 billed charges
- Some Dental Services
- Some Part B and Part D drugs
- Speech Therapy visits greater than 15 per calendar year
- Substance abuse services greater than 12 per calendar year

**Any health care provider who is not a participating provider with CareSource must obtain prior authorization for all non-emergency services provided to a CareSource member.**

***NOTE – All Waiver Services require Prior Authorization***