MyCare Ohio Provider Portal
User Guide

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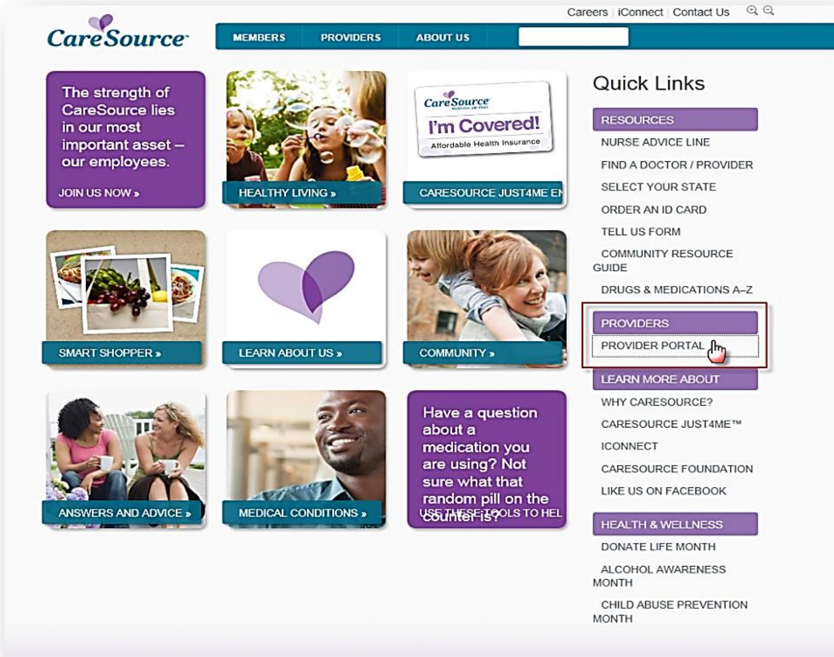
MYCARE OHIO PROVIDER PORTAL

The Provider Portal is a secure online application that provides access to member Service Plans and allows for HIPAA-compliant claim submissions.



LOG IN

Before you log in the portal the first time, you must complete the Registration process to create a username and password.

When you have a username and password, complete these steps to log in the Provider Portal:

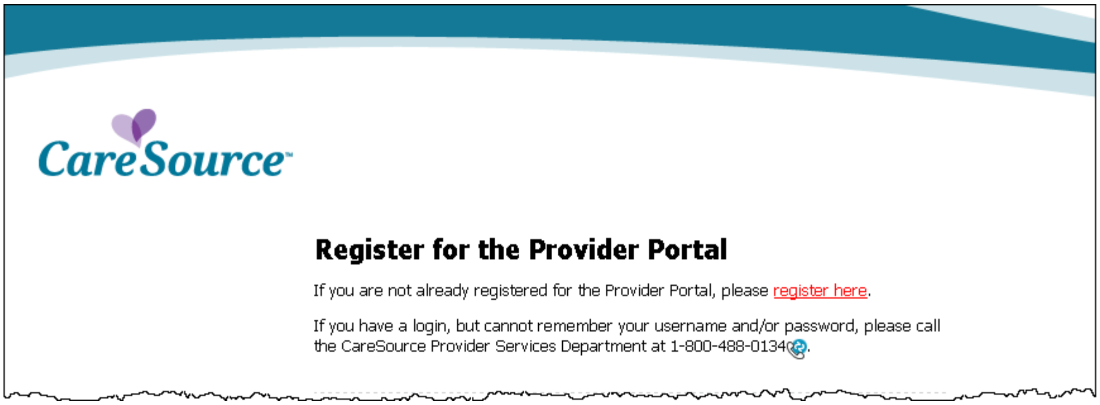
STEP	ACTION
1.	Access the CareSource home page (www.caresource.com).
2.	Click the **Provider Portal** link
3.	Select the appropriate provider state (e.g., Ohio or Kentucky).
4.	Complete the case-sensitive *Username* and *Password* fields.
5.	Click **Log In**.

LOG OUT

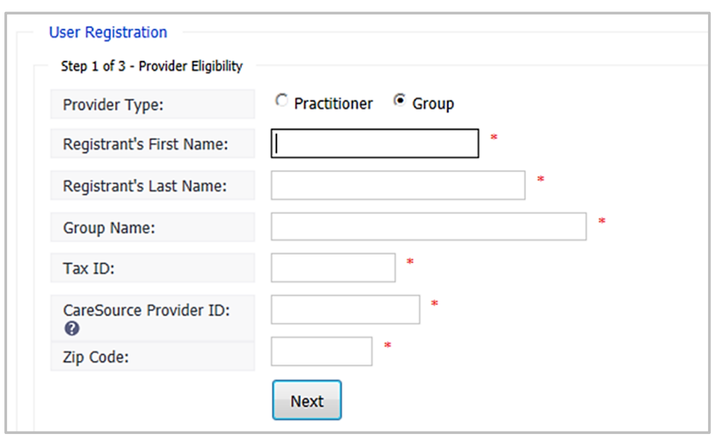
To exit the provider portal, click the **Logout** link in the upper right corner of any screen.

REGISTRATION

You can register as a group or as a practitioner. After the information is validated, the provider can create a username and a password.

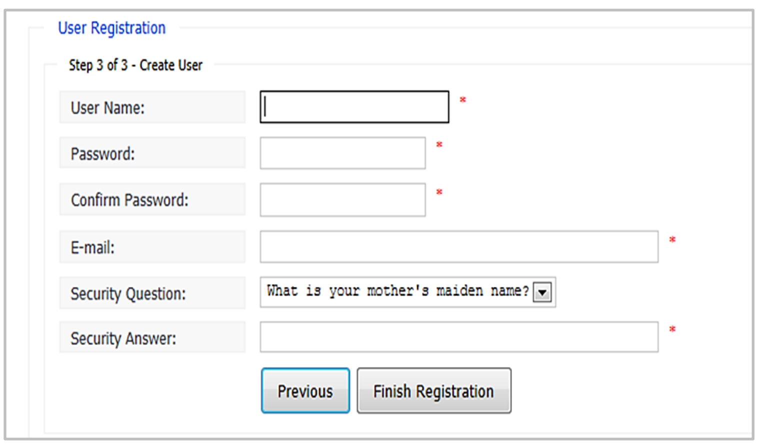


After you click *register here*, complete this three-step process:

STEP	ACTION
1.	Provider Eligibility a. Complete the following required fields: *Provider Type*: select Practitioner or Group *Registrant's First Name* *Registrant's Last Name* *Group Name*: required only if **Group** is selected in *Registration Type* *Tax ID* *CareSource Provider ID* *Zip Code*: the zip code for any CareSource address record (e.g., remit, billing, practice)  b. Click the **Next** button.

<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>2.</td><td>Accept Provider Agreement screen

a. Review the agreement.
b. Click the I Accept radio button at the bottom of the agreement.
c. Click the Next button.</td></tr>
<tr><td>3:</td><td>Create User screen

a. Enter a username in the <u>User name</u> field.
b. Enter the same password in the <u>Password</u> and <u>Confirm Password</u> fields.
✍ Password must be at least eight characters, and include one non-alphanumeric character (e.g., #, -, ^, $)
c. Enter an email address in the <u>E-mail</u> field.
✍ Email address must be unique for each registration request (e.g., cannot use a practice email for the provider, office manager, and billing clerk).
d. Select a security questions in the <u>Security Question</u> dropdown list.
e. Enter the answer in the <u>Security Answer</u> field.
f. Click the Finish Registration button.

</td></tr>
</table>

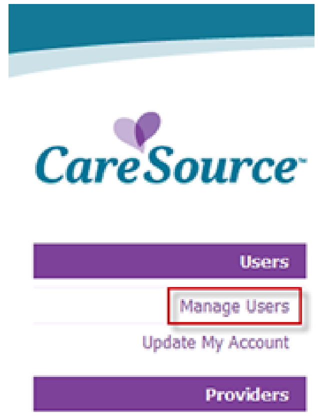
MANAGE USERS

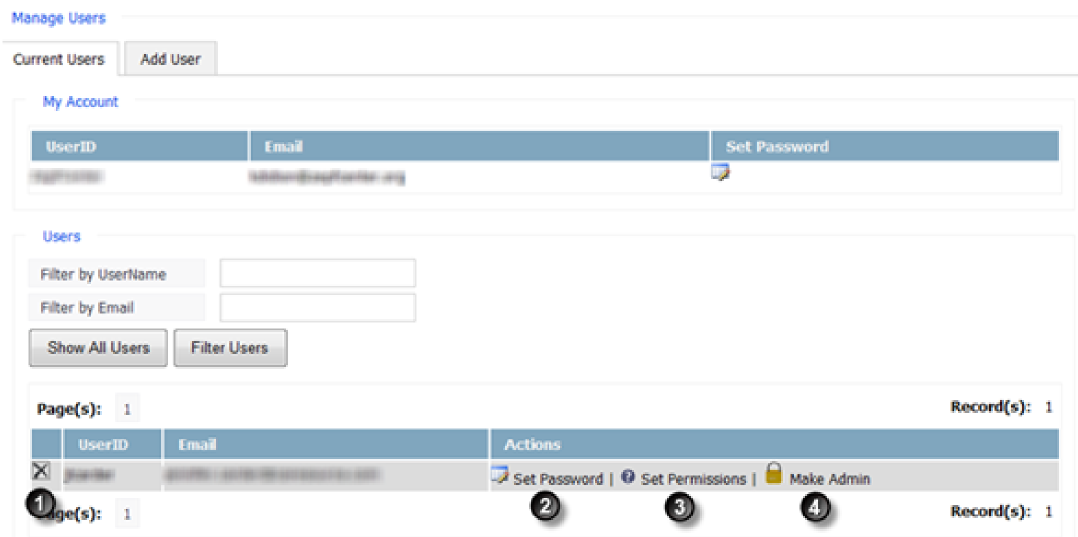
In this section, the Admin adds, changes, or deletes users and manages user permissions.

Click **Manager User** to display the Current Users and Add User tabs.

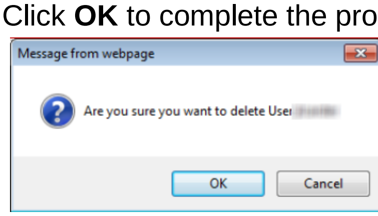
You can:

- Filter users by UserName or Email.
- Select Show All Users or Filter Users





CURRENT USER TAB

STEP	ACTION
1	User Access to the Portal: a. Click ✕ next to the user's name. b. Click **OK** to complete the process. 

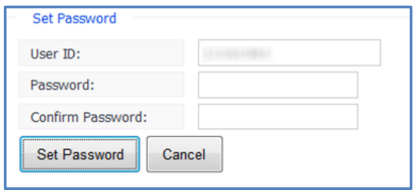
<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>2</td><td>

Set Password

- If users forget their passwords, you can reset them.
- If the primary account password need to be reset, call CareSource Provider Service Center (800) 488-0134 from 8 AM to 6 PM Monday through Friday. You will need your Userid for the primary account.

To change a user’s password, complete these steps:

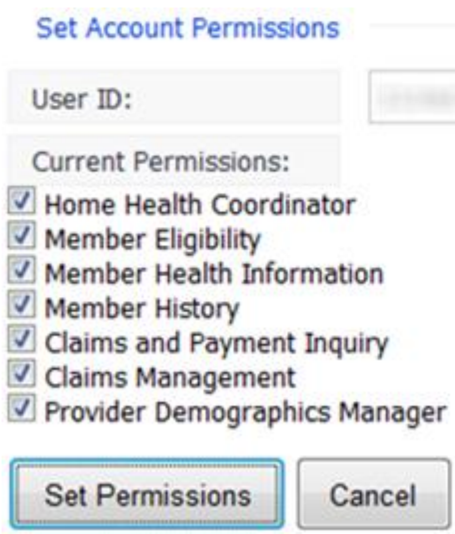
a. Click **Set Password** to enter a new password for the account.
b. Enter the user’s ID in the *User ID* field.
c. Enter the same password in the *Password* and *Confirm Password* fields.
d. Click **Set Password**.



</td></tr>
<tr><td>3</td><td>

Set Permissions

By default, when you create users, they have access to all permissions. You use this feature to change what users see in the portal.



a. Click **Set Permissions** to set what items a user can see.
b. Click a checkbox to select / deselect a permission.

</td></tr>
<tr><td>4</td><td>

Make Admin

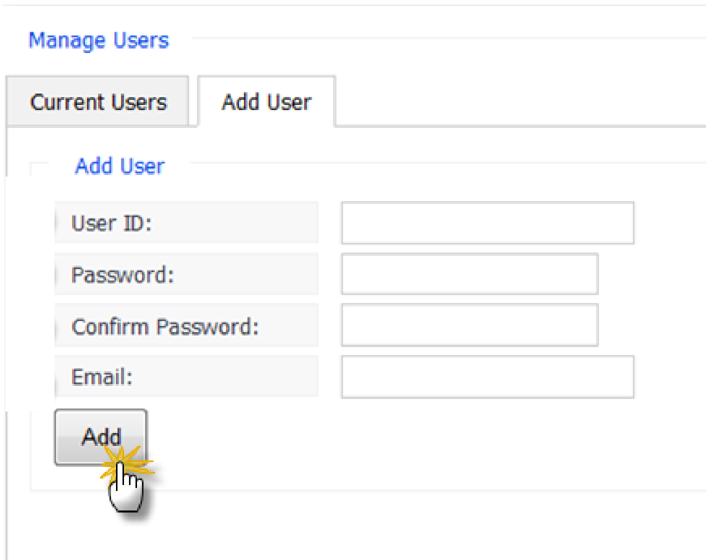
Click **Make Admin** to select a different user as the Admin account.

</td></tr>
</table>

ADD USER TAB

Click the **Add User** tab to add users to the portal.

STEP	ACTION
1.	Enter the new user's name in the *User ID* field.
2.	Enter a password in the *Password* field.
3.	Re-enter the same password at the *Confirm Password* field.
4.	Enter the user's email address in the *Email* field.
5.	Click **Add** to add the new user.

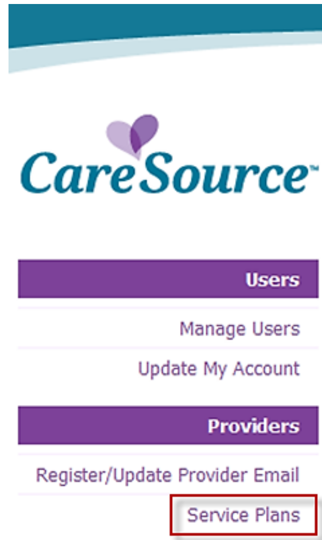


SERVICE PLANS

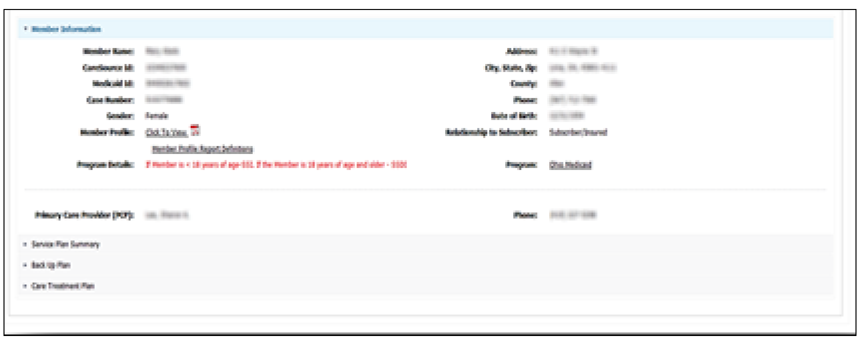
In this section you view Service Plan details and interact with plan information.

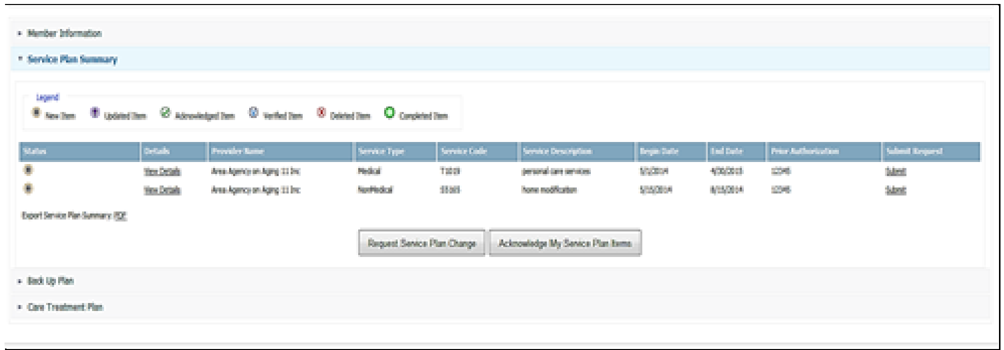
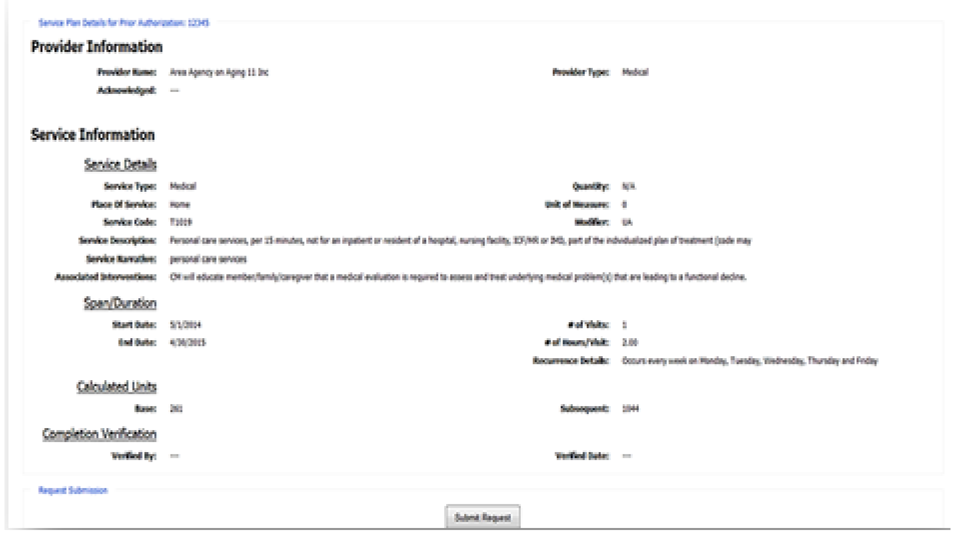
You may receive Alerts, acknowledge service plans, request changes, and export a service plan with details to a PDF.

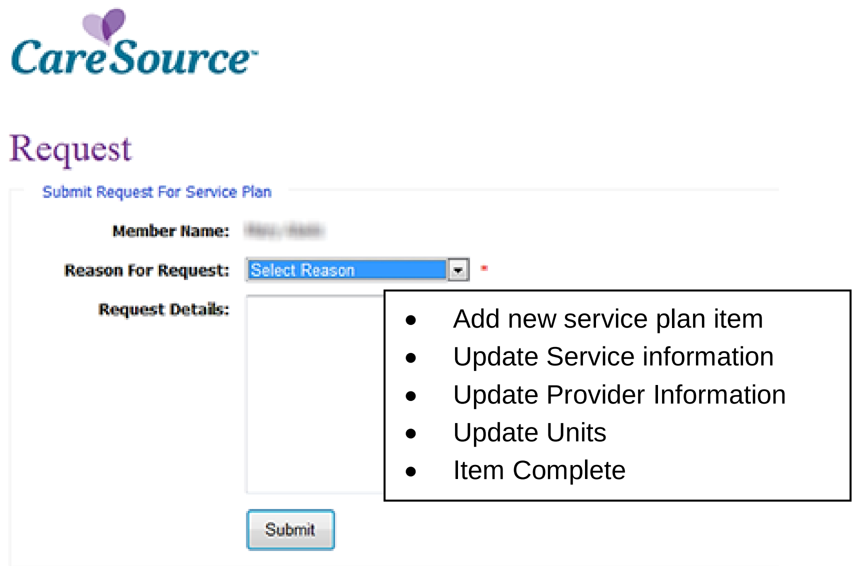
Alerts indicate if a member has a new Service Plan or if any item has been updated on a member's service plan, etc.



VIEW MEMBER SERVICE PLAN

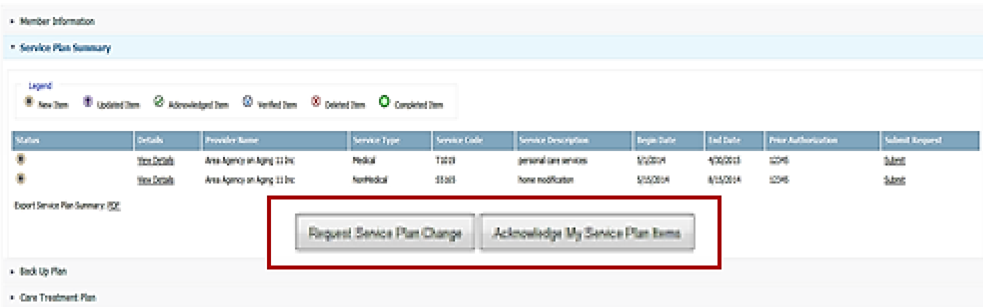
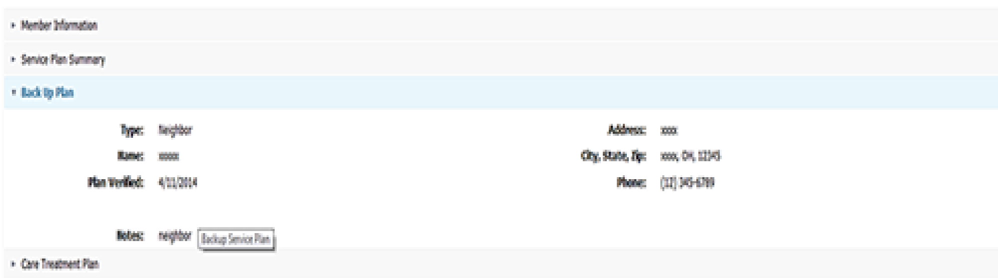
<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>1.</td><td>Click Service Plans under the <u>Providers</u> on the left side of the screen.</td></tr>
<tr><td>2.</td><td>Click view Member Roster, and complete these steps:
<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>a</td><td>Specify tab selection: CareSource ID, Medicaid ID or Member Info.</td></tr>
<tr><td>b</td><td>Enter search criteria in the field.</td></tr>
<tr><td>c</td><td>Click the Search button.
Use Reset to begin a new search</td></tr>
</table></td></tr>
<tr><td>3.</td><td>Click the appropriate Last Name to view member details in the Member Information section.
</td></tr>
</table>

STEP	ACTION
4.	Click **Service Plan Summary** to view service plan items for the member.  Reference the *Legend* for Alert status. Alerts indicate if: • a new Service Plan Item has been added • an item has been updated • the assigned provider has acknowledged the service plan • an item has been verified complete by the Care Manager • an item has been deleted from the care plan • an item is complete (date span has ended)
5.	Click **View Details** to view the Service Plan details 
6.	Click **Submit Request** to send a note about the Service Plan Item to the Care Manager to request a copy of the Service Plan.

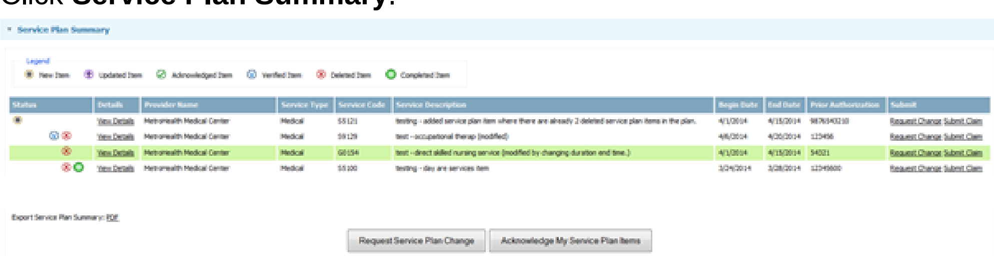
<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>7.</td><td>Choose the appropriate reason in the <u>Reason For Request</u> dropdown list.


Add new service plan item
Update Service information
Update Provider Information
Update Units
Item Complete
</td></tr>
<tr><td>8.</td><td>Enter details regarding your request in the <u>Request Details</u> field.</td></tr>
<tr><td>9.</td><td>Click Submit to send the request.</td></tr>
</table>

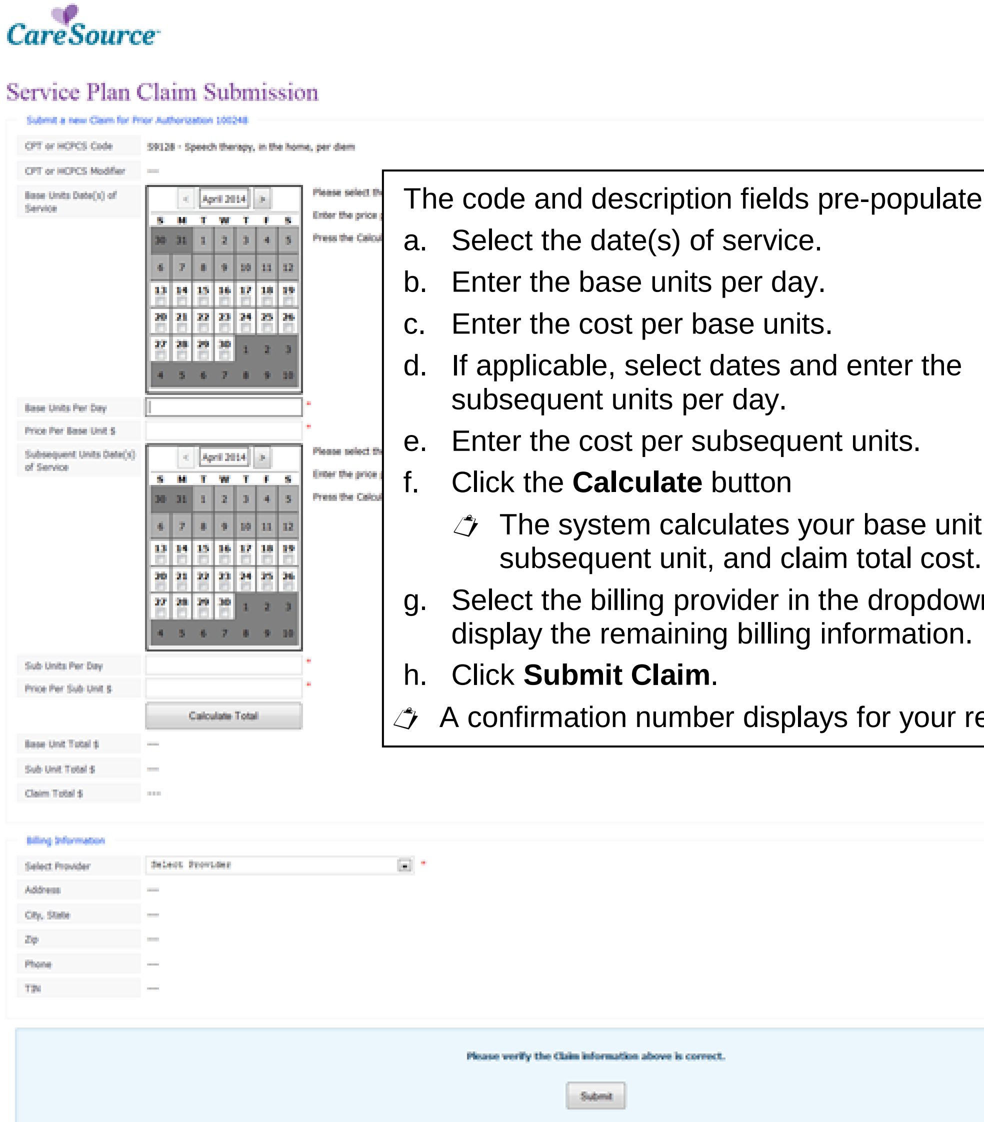
OTHER SERVICE PLAN ACTIONS

STEP	ACTION
1.	Click: • **Request Service Plan Change** to send a note to the Care Manager about a change request to the Service Plan. • **Acknowledge Service Plan** to send a note to the Care Manager to let them know you have reviewed the Service Plan. 
2.	Click **Back Up Plan** to view backup plan details regarding the member's Service Plan**.** 

CLAIM ENTRY STEPS

STEP	ACTION
1.	Click **Service Plans** under Providers.
2.	Search for or select the member to submit a claim for.
3.	Click **Service Plan Summary**. 
4.	Click **Submit Claim** next to the appropriate service plan item.

<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>5.</td><td>Complete the Service Plain Claim Submission screen.



The code and description fields pre-populate.

a. Select the date(s) of service.
b. Enter the base units per day.
c. Enter the cost per base units.
d. If applicable, select dates and enter the subsequent units per day.
e. Enter the cost per subsequent units.
f. Click the **Calculate** button
The system calculates your base unit, subsequent unit, and claim total cost.
g. Select the billing provider in the dropdown list to display the remaining billing information.
h. Click **Submit Claim**.
A confirmation number displays for your record.</td></tr>
</table>

