



## CareSource Website

Check out our website regularly for the most current updates from CareSource.

### Providers can go to [CareSource.com](https://www.caresource.com) for the Latest Updates

[Provider Overview](#) | [Ohio – Medicaid](#) | [CareSource](#)

#### Provider Quick Links

- [Provider Login](#)
- [Updates & Announcements](#)
- [Find a Doctor/Provider](#)

## Provider Training

Check out our website regularly for new events from CareSource.

### Provider Online Training

CareSource offers multiple online training courses that the providers can access at their convenience (Provider Portal education, Contracting or Credentialing and Assignment & Attribution just to name a few). To see the full list of trainings please use the link below.

[View the Provider Online Training](#)

### 2023 Q2 CareSource Live Provider Education and Training Series

CareSource offers each quarter a Live Provider Education and Training Series for all Ohio providers. Each of the Provider Education and Training topics will be interactive and informative, offering providers an opportunity to engage in more in-depth training on CareSource programs, provider resources and tools. The intended audience for the event is any new or existing provider in CareSource's network. To see the list of trainings please use the link below.

[Learn More](#)

## Health Equity and Cultural Competency CME Opportunities

CareSource is partnering with CME Outfitters to create CME education on cultural humility, health equity, trauma and gender informed care, and vaccine equity. In 2023 CareSource plans to release 4 on-demand webcasts for CMEs, 45-60 min in length on average. CME available for physicians, nurses, pharmacists and pharmacy techs, optometrists, dentists, PAs, psychologists, social workers, and dieticians.

The activity is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC). Participants will receive 1.0 Interprofessional Continuing Education (IPCE) credit.

First webcast is now available!

Foundational Principles of Cultural Humility and Safety in Healthcare Delivery click the link for more details.

[Learn More](#)

## 2023 CareSource D-SNP and MyCare Provider Model of Care Training

The center for Medicare & Medicaid Services (CMS) requires Dual-Eligible Special Needs Plans (D-SNPs) and MyCare Plans to provide initial and annual Model of Care (MOC) training to all network and out-of-network providers seen by D-SNP and MyCare members routinely. CareSource offers a slide deck that reviews the Model of Care. Please access the link below to view the Model of care training

**Important Note:** CMS requires CareSource Dual Advantage (D-SNP) and MyCare providers to attest to completing the annual Model of Care training. Please complete the Attestation Form located at the end of the training presentation to receive credit for completing the Model of Care training.

[View Model of Care Training](#)

## Provider Education Series: Timely Access to Care

CareSource members rely on us and our provider partners to deliver the right care at the right time. View this presentation to learn about the NCQA Access & Availability standards and related CAHPS survey questions.

[View the Timely Access to Care Training](#)

## Provider Education Resources

<a href="#">Provider Portal</a>	<a href="#">Provider Manual</a>
<a href="#">Provider Policies</a>	<a href="#">Provider Prior Authorization Tools</a>
<a href="#">Provider Forms</a>	<a href="#">Quick Reference Material</a>

## Policy Changes

### Upcoming Medical Policy Changes

Each month CareSource Publishes Upcoming Policy Changes. These changes can be located under Updates and Announcements at CareSource.com.

[Learn More on the most Recent Policy Changes](#)

## CareSource Contact Reference Guide

We want to help you find the quickest path to answers. Use this guide to know all points of contact to get assistance and questions answered. CareSource Provider Services offers **call center** support for your immediate needs and links you to a **regionally-assigned specialist** who will help you navigate operations and collaborate with you to meet your needs.



### SAVE TIME. GET ANSWERS. PROVIDER SERVICES HOTLINE

When you call the **Provider Services Hotline**, you will be directed to a plan-specific specialist who can help answer your questions and address your needs.

	Medicaid	Marketplace	Medicare Advantage	D-SNP
Provider Services	1-800-488-0134	1-833-230-2101	1-844-679-7865	1-833-230-2176
Hours	Monday-Friday, 8 a.m. to 6 p.m. Eastern Time (ET)			
Member Services	1-800-488-0134	1-833-230-2099	1-844-607-2827	1-833-230-2020
Hours	Monday- Friday 7 a.m.-7 p.m. ET		Monday-Friday 8 a.m. to 8 p.m. ET	

Provider Services is the providers main contact, if the issue requires more direct attention, they will direct it over to a Health Partner representative.

Thank you for your partnership!

CareSource