



# NETWORK *Notification*

**Notice Date:** March 8, 2024  
**To:** Ohio D-SNP, Ohio Marketplace, Ohio Medicaid, Ohio MyCare Behavioral Health Providers  
**From:** CareSource  
**Subject:** CareSource Connections  
**Effective Date:** March 1, 2024

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## Summary

The Behavioral Health (BH) Provider Relations team is excited to continue offering CareSource Connections throughout 2024, our monthly operational engagement platform. CareSource Connections is dedicated to BH Providers: Community Mental Health Centers (Types 84 and 95), private practice BH providers, and Applied Behavioral Analysis (ABA) providers across the state of Ohio.

Education and training topics are specific to Ohio BH operations, including but not limited to:

- claims processing trends and education,
- how to submit a Prior Authorization (PA),
- portal education, dispute processes,
- contracting & credentialing processes,
- fee schedule inquiries,
- **CareSource.com** navigation,
- operational issues/inquiries,
- and much more!

## Impact

Ohio BH Providers are welcome to directly engage and connect with the CareSource BH Provider Relations team and fellow BH providers. Please see the below 2024 schedule\* for CareSource Connections:

- **Thursday, March 28, 2024, 11:30 a.m. to 12:30 p.m. Eastern Time (ET)** - special guest presentation from Customer Care
- **Thursday, April 25, 2024, 11:30 a.m. to 12:30 p.m. (ET)**
- **Thursday, May 30, 2024, 11:30 a.m. to 12:30 p.m. (ET)**
- **Thursday, June 20, 2024, 11:30 a.m. to 12:30 p.m. (ET)** - special guest presentation from Disputes & Appeals
- **Thursday, July 25, 2024, 11:30 a.m. to 12:30 p.m. (ET)**
- **Thursday, August 22, 2024, 11:30 a.m. to 12:30 p.m. (ET)** - special guest presentation from Claims Ebusiness
- **Thursday, September 26, 2024, 12:30 p.m. to 1:30 p.m. (ET)**
- **Thursday, October 31, 2024, 1 p.m. to 2 p.m. (ET)** - special guest presentation from Enrollment
- **Thursday, November 2024 - No meeting due to holidays**
- **Thursday, December 12, 2024, 11:30 a.m. to 12:30 p.m. (ET)**

\*dates subject to change

### **Registration**

To register for our webinars and email updates, please send an email to [CareSource OH BH@CareSource.com](mailto:CareSource_OH_BH@CareSource.com) with the subject line, "CareSource Connections". Please mention your request to join the mailing list. Upon receiving your email, a BH Provider Relations team member will provide you with the link for the Microsoft Teams webinar. Please include the following in your email:

- Organization Name
- Email(s) you want added to the meeting invites
- Organization type: BH Private Practice, Community Mental Health Center (type 84/95), ABA Provider, Other (Please elaborate)

### **Questions?**

If you have specific training ideas or BH operational needs, please email in advance of a CareSource Connections meeting. This ensures adequate time for the CareSource BH Provider Relations team to research and provide education and feedback on subsequent webinars. Send your email titled "**CareSource Connections**" to [Caresource OH BH@CareSource.com](mailto:Caresource_OH_BH@CareSource.com).

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