

CareSource or United Healthcare – Which Managed Care Company Has My Consumers?

<i>Provider relations contacts for the Managed Care Plans</i>	
CareSource 1-800-488-0134 hpsupport@caresource.com	United Healthcare 800-600-9007 ICDSProvider@uhc.com

As indicated previously, it's the provider's responsibility to determine which managed care plan (MCP) a consumer has joined so that the provider knows to whom they should be submitting their billing. The Agency on Aging cannot supply a list to providers of which consumers are with which plans. All providers should have access to the MITS portal at ODM (Ohio Department of Medicaid), which is where providers need to go to check consumer records to see which managed care plan a consumer has chosen (or been auto-assigned to).

The MITS portal is located at <http://medicaid.ohio.gov/PROVIDERS/ManagedCare> or <https://portal.ohmits.com/public/Providers/tabid/43/Default.aspx> and there is information on that website about using the portal. Keep in mind that the portal is administered by ODM, not ODA or the AAA. Unfortunately, it's necessary to search for consumer information one consumer at a time.

The Managed Care Plans have also indicated that providers have the ability to search their portals once they have registered in the portal as a provider in the plans' provider network.

CareSource

The CareSource Provider Portal is located at:
<https://providerportal.caresource.com/OH/>.

Providers should be registered on the portal before they can access consumer information, and if that hasn't yet been completed, the location of the registration page is:

<https://providerportal.caresource.com/OH/User/Login.aspx?ReturnUrl=%2fOH>

The provider relations department can be reached at hpsupport@caresource.com or 1-800-488-0134.

Other Important CareSource 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

United Healthcare

The provider portal for United is at:

<http://www.uhcommunityplan.com/health-professionals/oh/membersinformation.html>

Additional contact information for United:

ICDSProvider@uhc.com or the Provider Service number 800-600-9007.

Prior Authorization 800-366-7304

Care Management 800-508-2581

Remember that effective July 1, 2014, all service will be billed to the MCP in which the consumer is participating.

Additional information is available on the MyCare Ohio page of the Akron Canton Area Agency on Aging website at

<http://www.services4aging.org/resources/passport-assisted-living-provider-information/mycare-ohio-provider-information.aspx>

Thanks for your patience! It's a big change we're all going through, but we *will* all get through it.