IMPORTANT UPDATE – *CareSource Prior Authorizations*

Please forward to all staff that submit prior authorization requests for Cincinnati Children's HealthVine Members. HealthVine Members are any pediatric CareSource patients living within Ohio's southwest counties (Adams, Butler, Brown, Clermont, Clinton, Hamilton, Highland, Lawrence, Scioto and Warren).

Update:
Beginning March 11, 2024, all electronic prior authorizations and supporting documents for Cincinnati Children's HealthVine patients submitted previously through the CareSource portal must be entered via Epic Tapestry Link, via the Cincinnati Children's HealthVine portal. This new process will provide an easy to use, integrated system for processing requests. While phone and fax options are still available, we strongly recommend using Epic Tapestry.

Impact:
After March 11th, prior authorizations will no longer be accepted via the CareSource Portal but must be submitted through Epic Tapestry Link.

- If individuals already have an account with Cincinnati Children's Epic Link, they automatically have access to the portal and can login with their regular username and password.
- If individuals do not have an account, they will need to request an account here by 2/23.

New Portal Training Information:
We are hosting 2 webinars for users to learn how to use the new portal. Please be sure to attend one of these webinars as the content is the same in both sessions. If you are unable to attend, please contact HealthVineTapLink@cchmc.org to gain access to training on the new portal.

- Tuesday, March 5th from 12:00-1:00 PM EST
  - **Webinar Link**: https://events.teams.microsoft.com/event/c681cf2d-7c4e-4555-adff-f21b596ba8cd@680254d4-278b-4aa1-aca8-c2600f79c533
- Wednesday, March 6th from 12:00-1:00 PM EST
  - **Webinar Link**: https://events.teams.microsoft.com/event/eb934b66-2f31-4410-a423-777e1963644a@680254d4-278b-4aa1-aca8-c2600f79c533

Please note: Even if your practice is not a part of HealthVine, if you see CareSource patients, the patients are part of the HealthVine network. We appreciate your support in this transition in helping us ensure that HealthVine members receive high-quality, cost-effective care. For more information about HealthVine, visit healthvine.cincinnatichildrens.org.

Have questions? Please email HealthVineTapLink@cchmc.org