



# CSINetworkServices™

An Option Care Health Company

## Newsletter – January 2026

In this edition of our newsletter, we are sharing several important updates and reminders to help ensure smooth operations and continued collaboration. You will find guidance on billing accurately according to authorization forms, details on our Wound Care Connect program through Anthem Carelon, and information about a new agency update form for keeping contact details current. We are also highlighting our 2026 KPI's as we look forward to the year ahead, and closing with a heartfelt farewell to our teammate, Becky Milia, as we thank her for her contributions and wish her all the best in her retirement.

## Billing – Review Authorization Form Information

As a reminder, please take a moment to carefully review authorization forms for any changes or clarifications prior to billing. Doing so helps prevent claim delays and rejections. When reviewing your authorizations, be sure to:

- Ensure patient information on the claim exactly matches the CSI authorization form to avoid discrepancies, such as spelling of the patient's name, Date of Birth (DOB), etc.
- Confirm that contracted codes, units, number of visits allowed, and date range correlates with your authorization form
- If the admission or Start of Care (SOC) changes after the authorization has been secured, please send a Mail Message through the CSI AlayaCare Portal to notify the CSI Authorization team of the revised SOC date.

## Wound Care Connect Program – Anthem Carelon

We are excited to highlight our Wound Care Connect (WCC) Program, a collaborative partnership between CSI Network Services and Anthem Carelon designed to support agencies caring for complex wound patients in the home. Below you will find an overview of how this program enhances clinical support, improves patients' outcomes, and provides meaningful value to your agency and clinical team.

- Since launching in November 2022, the Wound Care Connect (WCC) program has been designed to support Home Health agencies in improving wound healing outcomes while minimizing avoidable ER visits and hospital readmissions.
- WCC is a highly collaborative resource built to support your agency—and especially your field nurses—who manage complex wound patients in the home. Through the program, your team gains access to ongoing clinical input and treatment suggestions from a dedicated team of Wound Ostomy Certified Nurse (WOCN) experts, including specialized nurses and physicians, all guided by evidence-based care pathways.
- Our shared goal is to establish a true partnership with your agency to support wound management, particularly for complex and chronic wounds. While your agency always remains the driver of care, the WCC team serves as an extension of your clinical resources, offering thoughtful suggestions, alternative treatment considerations, and added clinical insight.
- A key component of the program is ongoing engagement. Each participating agency is assigned a dedicated WCC liaison who continually reviews enrolled patients and serves as a consistent point of contact. These discussions focus on current wound status, successes, and challenges—leading to richer clinical conversations and more tailored recommendations as the WCC team becomes familiar with your patients firsthand.
- There are no minimum patient enrollment requirements and no downside risk to participate. Agencies can opt in, experience the value firsthand, and determine how the program best supports their goals. Favorable outcomes are expected, along with the potential for increased revenue through improved care delivery.
- Feedback from participating agencies has been overwhelmingly positive, with comments such as: “Very collaborative, very educational, and very affirming to our staff.”
- In short, WCC has proven to be a win-win—minimal commitment and resource investment for agencies, paired with improved patient outcomes, enhanced clinical support, and added value for your organization.
- We invite you to opt in and experience the benefits for yourself. Please contact CSI Network Services Contracting and Credentialing Department to learn more! 888-873-7888 option 6 or email – [agencyupdategroup@optioncare.com](mailto:agencyupdategroup@optioncare.com)

To help us keep our records accurate and ensure seamless communication, agencies are required to complete an update form anytime there are changes to contact information. If you have any changes in agency name, address, email address, phone, fax, ownership, or administration, please provide us with your latest information. Complete the Agency Update Form and return to CSI with any changes. As a reminder, to comply with IRS standards, a current copy of your W-9 must be on file with CSI Network Services. CSI sends updates to your agency via email. Please be sure we have a current and accurate list of email addresses to ensure your agency receives updates timely. This allows us to maintain up-to-date records and continue providing timely support without interruption. This form consists of 3 pages and can be found on CSI website:

<https://optioncarehealth.com/csi>

### **AlayaCare Reminder**

Please be sure to fully submit all forms in AlayaCare. If a form is not fully submitted and you don't see the success confirmation pop up, it will remain saved as a draft. Draft forms are not received by our team, so always double-check for that confirmation before exiting.

### **A Farewell to Becky Milia – Best Wishes On Your Retirement**

As we close this quarter's newsletter, we want to take a moment to recognize and celebrate our teammate Becky Milia as she begins her well-deserved retirement. Becky's dedication, professionalism, and positive spirit have made a lasting impact on our team and the partners we support. Her contributions, mentorship, and commitment to excellence will be greatly missed, and we are incredibly grateful for all she has given over the years. We wish Becky nothing but happiness, fulfillment, and joy in this next chapter.

Thank you for all you do!



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**Get connected with the right resources and people to support your needs.**

## **Intake, Benefits and Authorization Departments**

Questions regarding new referrals or authorization status [440-717-1700](tel:440-717-1700) option 1

General Email - [CSIESCALATION@optioncare.com](mailto:CSIESCALATION@optioncare.com)

*Marija Manson*

Manager, Revenue Cycle Management

Email: [marija.manson@optioncare.com](mailto:marija.manson@optioncare.com)

## **Claims Resolution and Billing Departments**

Claims inquiries and questions [440-717-1700](tel:440-717-1700) option 5

General email – [agencyclaims@optioncare.com](mailto:agencyclaims@optioncare.com)

*Brooke Shireman*

Supervisor, Revenue Cycle Management

Email: [brooke.shireman@optioncare.com](mailto:brooke.shireman@optioncare.com)

*Jennifer Hassinger*

Manager, Revenue Cycle Management

Email: [jennifer.hassinger@optioncare.com](mailto:jennifer.hassinger@optioncare.com)

## **Contracting and Credentialing Department**

Questions regarding contracts, credentialing, or training needs [440-717-1700](tel:440-717-1700) option 6

General email – [agencyupdategroup@optioncare.com](mailto:agencyupdategroup@optioncare.com)

*Karen Skoczen, RN*

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