



CSINetworkServices™

An Option Care Health Company

Newsletter - June 2026 - Q2

Welcome to this month's newsletter! In this edition, we are sharing important updates to our Authorization Guide, along with helpful insights from our Front-End team on creating a more efficient and streamlined process. We will also cover key billing reminders to help you stay on track and provide practical tips for recognizing and avoiding email fraud to keep your information secure. Be sure to read the latest updates, best practices, and resources designed to support your success.

Changes to Auth Guide

As part of our ongoing efforts to keep providers informed and support a smooth authorization process, we have recently updated our Authorization Guide. The updated guide is also available on our website for your convenience and reference. Please take a moment to review the following important authorization update:

Some policies will only authorize an evaluation visit on your initial request. Review your Provider Authorization form to confirm if it indicates "eval only" or a "single evaluation" for one service when multiple services were requested. If this is noted on the Provider form once the evaluation visit has been completed your agency will need to complete an Additional Authorization Request form on the portal listing all services and visits needed with the Start date outside of the (1) approved eval visit along with the evaluation notes and any documentation outlined on the Provider Form.

<https://optioncarehealth.com/csi>

Tips from the Front End

CSI Front End Department proudly supports our agency partners by managing referrals, benefits verification, and ongoing authorization requests to help create a smooth and streamlined experience from start to finish.

To help keep the process moving efficiently, here are a few helpful tips from our team:

🌟 Referral Best Practices

- Double-check patient name spellings and demographic information before submitting referrals
- Submit complete and accurate information upfront to help avoid delays or follow-up requests

✉️ Communication Matters

- Need to add services or provide updates after the initial referral? Use the Request Additional Authorization feature to keep all updates connected within the request
- Clear communication helps our teams process requests faster and more efficiently

📄 Authorization Support

- Please include applicable clinical documentation when submitting authorization requests
- Complete clinical information helps reduce processing delays and supports quicker payer review turnaround times

🤝 Working Together

CSI is committed to supporting our agencies by creating collaborative and streamlined workflow experience. Accurate submissions, proactive communication, and strong partnership between teams help improve efficiency, reduce rework, and keep patient care moving forward.

Billing Reminders

As part of our ongoing efforts to support accurate billing practices and reduce claim denials or delays processing, we would like to share the following important billing reminders. Please review these guidelines carefully and ensure your team is following current payer requirements when submitting claims. Adhering to these billing standards can help improve claim accuracy and promote timely reimbursement.

HOME HEALTH

All claims for HHA must include either SN or PT on the same claim, as this is a requirement of payers to ensure oversight of HHA visit; if billed separately, HHA may deny

No need to include supply codes on claims

HOSPICE

Bill each hospice type separately on their own claim, itemized by service date (not a date range of care)

No need to include supplies or nursing codes, as this is considered part of per diem

OC Compliance Tips for Email Fraud

As email fraud and cyber-related scams continue to increase across all industries, we want to remind agencies to remain vigilant when reviewing and responding to emails, especially those involving sensitive information, payment requests, or urgent actions. Fraudulent emails are becoming more sophisticated and may appear to come from trusted organizations, leadership teams, or familiar contacts. Taking a few extra moments to verify email authenticity can help protect your organization from security breaches, financial loss, and unauthorized disclosure of information.

Acknowledging Our Nurses

Throughout the month of May, we proudly celebrated the dedication, compassion, and professionalism of the nurses who represent our agencies each day. Your commitment to providing exceptional care and making a positive impact in the lives of those you serve does not go unnoticed.

We celebrate you during Nurses Month and throughout the year. Thank you for all that you do and for the difference you make every day!

Faxes

On May 16, 2026, CSI Network Services experienced a system issue related to a scheduled update that resulted in a number of erroneous authorization forms being generated and faxed to agencies. These forms were associated with cases that were already active with CSI and for which valid authorization forms had previously been provided at the time of referral.

If your agency received an authorization form on this date containing the language "Home Plan" in the comments section, please disregard it, as it was sent in error. The issue has

been identified and resolved, and no further erroneous authorization forms should be distributed.

We appreciate your understanding and apologize for any confusion this may have caused.

UHC

We want to inform our agencies of an important change concerning our partnership with UnitedHealthcare (UHC). Despite every effort to negotiate a more favorable contract, our relationship with UHC will end effective **October 1, 2026**. After extensive discussions and good-faith negotiations, we have been unable to reach an agreement that supports the long-term sustainability of the high-quality care and services we are committed to providing.

We will continue to accept referrals, and bill claims for dates of services prior to October 1, 2026. CSI will be sending out formal notice to all agencies to amend our Network Participation Agreements in the coming weeks.

Reminder: Keep Your Organization Information Up to Date

Please notify us of any changes to your organization. If there have been updates to your agency name, address, phone or fax number, service area, ownership, or administration, kindly submit the most current information by completing the Agency Update Form and returning it to CSI.

The Agency Update Form is available on our website at <https://optioncarehealth.com/csi> under *Providers of Care* → *Resources*.

To comply with IRS requirements, CSI Network Services must also have a current W-9 on file for your organization. Please include an updated W-9 with your submission, if applicable.

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

Marija Manson, *Manager, Revenue Cycle Management*
Email: 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

Brooke Shireman, *Supervisor, Revenue Cycle Management*
Email: brooke.shireman@optioncare.com

Jennifer Hassinger, *Manager, Revenue Cycle Management*
Email: 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

Karen Skoczen, *Manager, Network Services & Payer Relations*
Email: karen.skoczen@optioncare.com

General Manager, Network Management Services

Deanna L. Weber
Email: deanna.weber@optioncare.com



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