



CSINetworkServices™

An Option Care Health Company

Newsletter – September 2026 – Q3

Welcome to this month's newsletter!

“The smallest act of care can make the biggest difference in someone's day.”

As we continue working together to provide exceptional patient care, we would like to share several important updates and reminders from CSI. In this issue, you will find information regarding our referral process, upcoming network and reimbursement changes, agency record updates, new phone prompt options, and helpful claims and billing tips in our CSI "Did You Know" Corner. Thank you for your continued partnership, collaboration, and dedication to ensuring patients receive timely, high-quality care.

Referral Process Reminder

To help ensure timely patient placement, we would like to review CSI's referral process.

CSI verifies insurance benefits before referring a patient to your agency and only sends referrals for patients whose insurance is in-network through CSI. We ask that agencies consider accepting these in-network referrals.

We understand there may be valid reasons a referral cannot be accepted, such as staffing limitations, capacity constraints, or the patient being outside your service area. However, "insurance not valid" is not considered an appropriate reason to decline a referral when CSI has verified in-network coverage.

Please continue to communicate any barriers to acceptance so we can work together to ensure patients receive timely access to care.

Thank you for your partnership and commitment to serving our patients.

Important Update: United Healthcare (UHC) Partnership

As a reminder to our agency partners, CSI will no longer participate in the United Healthcare (UHC) network effective October 1, 2026. As previously communicated, despite extensive good-faith negotiations and significant efforts by CSI leadership to maintain our partnership with UHC, the parties were unable to reach an agreement that supports the long-term sustainability of the high-quality services our agencies provide. CSI will continue to accept UHC referrals and process claims for covered services provided prior to October 1, 2026. Agencies should have also received formal notification regarding amendments to their Network Participation Agreements reflecting this change.

We appreciate your continued partnership and support during this transition. If you have any questions or concerns, please contact the **CSI Network Department at 440-717-1700; Choose Option 2 for CSI; and Option 4 for Network Dept.** Thank you for your ongoing commitment to the patients we serve.

Important Update: MMO Sequestration Notice

As a reminder, CSI previously notified our agency partners of an upcoming reimbursement adjustment affecting Medical Mutual Medicare Advantage claims with dates of service on or after October 1, 2026. In accordance with Centers for Medicare & Medicaid Services (CMS) requirements, a 2% sequestration payment reduction will be applied to Medicare Episodic Reimbursement payments. This adjustment will be reflected in provider payments and calculated using CMS-established methodology. No action is required for this change to take effect. However, agencies are encouraged to review their internal financial, billing, and reimbursement processes to ensure they are prepared for the upcoming payment adjustment.

If you have any questions regarding this change, please contact the **CSI Network Department at 440-717-1700; Choose Option 2 for CSI; and Option 4 for Network Dept.**, or email agencyupdategroup@optioncare.com.

Thank you for your continued partnership and commitment to delivering high-quality patient care. We appreciate your ongoing collaboration and support.

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.

If your agency's legal name, remittance/billing address, or Tax Identification Number (TIN) has changed, an updated Form W-9 is required to comply with IRS requirements. Please submit a current W-9 using the IRS's most recent revision, dated March 2024.

In some cases, additional documentation may be needed. If so, CSI will contact you with specific requests.

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

CSI's "Did You Know?" Corner

A few quick reminders to help keep claims moving smoothly and reduce payment delays:

Hospice Billing Tip

CSI hospice claims currently do **not** require a Notice of Election (NOE). To help ensure efficient claim adjudication, please submit hospice services on separate claim forms and itemize services with one service day per line item.

Authorization Reminder

All non-Carelon patients must be entered into the CSI **AlayaCare portal** for benefit verification and authorization prior to billing claims to CSI.

Don't Forget Your Weekly EOP Review

The CSI Explanation of Payment (EOP) report contains valuable information to help you identify and address billing issues quickly. Be sure to review all three sections each week:

- **Payments** - Processed per line items
- **Denials** - Claims denied in whole or in part by the payer
- **Rejections** - Claims that did not reach the payer and may be corrected and resubmitted electronically (if still within timely filing limits)

Staying proactive with these key processes can help improve claim accuracy, reduce avoidable delays, and support faster reimbursement.

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

Updated CSI Phone Prompt Options: Please note that the CSI phone system has changed and is now a two-step process.

Call: 440-717-1700

Select **Option 2 for CSI**, then choose:

- **Option 1** – Referrals & Authorizations
- **Option 2** – Patient Billing Questions
- **Option 3** – Agency Claims Questions
- **Option 4** – Network Department

Intake, Benefits and Authorization Departments

General Email - CSIESCALATION@optioncare.com

Marija Manson, *Manager, Revenue Cycle Management*

Email: marija.manson@optioncare.com

Claims Resolution and Billing Departments

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

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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