

CareSource Advantage[®]

HMO SNP Plan

Provider Directory

This directory provides a list of CareSource Advantage's network providers.

This directory is for the following counties in Michigan:

- Alpena
- Genesee
- Hillsdale
- Kalamazoo
- Lenawee
- Macomb
- Monroe
- Oakland
- Saginaw
- St. Joseph
- Van Buren
- Wayne

This directory is current as of August 2, 2011. Some network providers may have been added or removed from our network after this directory was printed. We do not guarantee that each provider is still accepting new members. To get the most up-to-date information about CareSource Advantage's network providers in your area, you can visit www.caresource.com or call our Member Services Department at 1-877-725-4581, Monday – Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-649-3777 or 711.

Disclaimers

This document may be available in an alternate format such as Braille, larger print or audio.

You must use plan providers except in emergency or urgent care situations or for out-of-area renal dialysis services. If you obtain routine care from out-of-network providers neither Medicare nor CareSource Advantage will be responsible for the costs.

A Coordinated Care plan with a Medicare Advantage contract and a contract with the Michigan Medicaid program.

Section 1 – Introduction

This directory provides a list of CareSource Advantage’s network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage.

You will have to choose one of our network providers who are listed in this directory to be your **P**rietary **C**are **P**rovider (PCP). The term “PCP” will be used throughout this directory. Generally, you must get your health care coverage from your PCP.

When you become a member of CareSource Advantage, you must choose a network provider to be your PCP. Your PCP is a physician who meets state requirements and is trained to give you basic medical care. You will get your routine or basic care from your PCP. Your PCP can also coordinate the rest of the covered services you need. In most cases, you will see your PCP before you see any other health care provider.

The “network providers” listed in this directory have agreed to provide you with your health care coverage. You may go to any of our network providers listed in this directory; however, some services may require a prior authorization. You must use network providers for services to be covered by us at plan cost-sharing levels, except in emergencies, for urgently needed care out of the area, or for out-of-area dialysis services. Please see the CareSource Advantage Evidence of Coverage for more details.

If you have been going to one network provider, you are not required to continue going to that same provider. In some cases, you may get covered services from non-network providers. If you get a bill from a non-network provider, please submit it to CareSource Advantage for processing. We can help determine how much you are responsible for paying, if any.

Emergency care can always be obtained in or out of the service area from the nearest available provider. When in the service area you must use plan providers for urgent care. When out of the service area, urgent care may be obtained from the first available provider. In addition, when out of the service area, you can obtain dialysis treatment from any qualified dialysis provider. If you obtain routine care from out-of-network providers, neither Medicare nor CareSource Advantage will be responsible for the costs. Please call our Member Services Department for help with questions regarding access to non-network providers.

What is the service area for CareSource Advantage?

The counties in our service area are listed below. Please refer to the map of Michigan on page iv.

- Alpena
- Genesee
- Hillsdale
- Kalamazoo
- Lenawee
- Macomb
- Monroe
- Oakland
- Saginaw
- St. Joseph
- Van Buren
- Wayne

How do you find CareSource Advantage providers in your area?

The provider directory is a list of doctors and other health care providers who accept CareSource Advantage members in your area. To find a network provider close to your home, look in the section for the county you live in.

If you haven't chosen a PCP yet, please choose one from the directory or call us for help in selecting one. It is important that you start to build a good doctor/patient relationship with your PCP as soon as you can.

If you have questions about CareSource Advantage or require assistance in selecting a PCP, please call our Member Services Department at 1-877-725-4581, Monday – Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-649-3777 or 711. Or visit www.caresource.com.

