



CareSourceTM

PASSE

Our focus is you.

This booklet is an overview of your CareSource PASSE benefits. It has everything you need to know as a member. Keep it handy so that you can look at it later.



Care Coordination

Your care coordinator is your main point of contact. They help build strategies for your health care needs. This is more than just visits with providers. They care for you as a whole person.

Our team will reach out soon to let you know who your care coordinator is. Write their name and phone number here.

Care Coordinator Name

Care Coordinator Phone Number





Your Resources



Member Services

1-833-230-2005 (TDD/TTY: 711)

We are open Monday through Friday from 8 a.m. to 5 p.m. Central Time. We can help you:

- ✓ Learn more about your benefits and how to access them.
- ✓ Find out if a service needs prior authorization.
- ✓ Get printed copies of materials like the member handbook.
- ✓ Help find providers near you, and much more!



CareSource24® Nurse Advice Line

1-833-687-7305 (TDD/TTY: 711)

Get the help you need 24 hours a day, 7 days a week, 365 days a year. CareSource24 can help you:

- ✓ If you need to speak with a care coordinator after hours.
- ✓ Learn about a health problem.
- ✓ Decide when to go to your doctor, urgent care or the emergency room.
- ✓ Find out more about your medications, health tests or surgery.
- ✓ Learn about healthy eating.





CareSource PASSE Pharmacist 1-833-230-2073 (TDD/TTY: 711)

Do you have questions about your medications?
Talk to a CareSource PASSE pharmacist.
You do not need an appointment. We are open
Monday through Friday, 8 a.m. to 4:30 p.m. CT.



My CareSource®

My CareSource is your personal online account.
View claims, look over your plan details and tell us
how you want to hear from us. It is easy to set up
your account:

1. Go to **MyCareSource.com**.
 2. Click *Sign Up* at the bottom of the page.
 3. Answer the questions.
 4. Click *Register*. You are all set!
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myStrengthSM

Take charge of your mental health! myStrength
has personalized support to better your mood,
mind, body and spirit. Visit **bh.mystrength.com/
CareSource** to sign up.



MyResources

Use MyResources to find free or low-cost local
resources for food, housing, school, financial
support and more. Go to **CareSource.findhelp.com**
to get started.





Where to Get Care

From preventive care to emergencies, get the care you need, when you need it.

Primary Care Provider (PCP)



Used for common illnesses and advice. You will get most of your preventive care from your PCP. See your PCP on a routine basis even if you are healthy. It helps your providers find and treat problems early before they get worse.

Telehealth



Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth.

Urgent Care



Used to treat non-life-threatening issues like illnesses or a deep cut. Visit them when your PCP is not available and your health issue cannot wait.

Hospital Emergency Room



Used for life-threatening issues like chest pain or a head injury. Call 911 or go to the nearest ER.



Not sure where to go for care?

Call CareSource24 at **1-833-687-7305** (TDD/TTY: 711). We are here for you 24 hours a day, 7 days a week.





Resources for Caregivers



Caregiving can be hard. We want to make it easier on caregivers. Your loved one's care coordinator is a great resource. They can help find support like in-home care, meals on wheels, home repair programs and more.

We do not endorse any of these groups or their resources. They are here for reference only.

Arkansas Disability Coalition

www.ardisabilitycoalition.org

(501) 614-7020

Helps families and those with disabilities with support, resources and training.

Caregiver Action Network

www.caregiveraction.org

855) 227-3640

Education, resources and support for those who care for loved ones with chronic conditions, disabilities, disease or old age.

Disability Rights Arkansas

www.disabilityrightsar.org

(501) 296-1775

Advocate for the civil and legal rights of people with disabilities.

Family Caregiver Alliance

www.caregiver.org

(800) 445-8106

Supports caregivers through research, advocacy and services.

NAMI Arkansas

www.namiarkansas.org/home

(800) 844-0381

Helps people living with mental illness, their families and the community.

Sources of Arkansas

www.arsources.org

(888) 284-7521

Services, support and advocacy for those with disabilities and their families.





Grievances and Appeals

Let us know if you are unhappy or do not agree with a decision made by us or our providers. We want to make it right.

Find out more about grievances and appeals in your member handbook. You can also learn more at **CareSourcePASSE.com**.

Grievances

A grievance is a formal complaint about us, our providers or the care you get. You or an authorized representative may file a grievance at any time.



Call Member Services at **1-833-230-2005** (TDD/TTY: 711). We can also mail you a form to send back.



Fill out the form at **CareSourcePASSE.com** under *Forms*.



Mail a letter to:
CareSource PASSE, Attn: Member Grievances
P.O. Box 1947
Dayton, OH 45401-1947

Grievance Process

We will send you a letter within five business days to let you know that we got your grievance. We will reply within 30 days. The people who decide grievances are health care professionals. They are not part of prior reviews or decisions. Please call Member Services if you are not happy with our decision.



Appeals

An appeal is how you ask us to review our actions. You might get a decision letter telling you that a service is ending. You can appeal if you disagree. You must ask for one within 60 days from the date listed on the letter. We will give you an answer within 30 calendar days once we get your appeal.



Call Member Services at **1-833-230-2005** (TDD/TTY: 711). We can also mail you a form to send back.



Fill out the form at **CareSourcePASSE.com** under *Forms*. We can also mail you a printed copy.



Mail a letter to:
CareSource PASSE, Attn: Member Appeals
P.O. Box 1947
Dayton, OH 45401-1947

Appeal Decision

We will send you a letter the day of the decision. We will respond to an appeal in writing as fast as your health issue needs. It will be no later than 30 days for a standard appeal. It will be within 72 hours for an expedited appeal. Appeals are expedited when the standard time to make a decision could harm your life, health, or ability to gain, maintain or regain full function.

State Fair Hearings

You can ask for a State Fair Hearing if you do not agree with the appeal decision. You can also ask if it is not resolved within 30 calendar days for a standard request or 72 hours for an expedited request. You must ask for a hearing within 90 calendar days of the date on your decision letter.



Send a letter to:

DHS Office of Appeals and Hearings
P.O. Box 1437, Slot S101
Little Rock, AR 72203-1437



Fax: 501-404-4628



Call: 501-682-8622 (TDD/TTY: 711)



Email: dhs.appeals@dhs.arkansas.gov

State Fair Hearing Process

We will go over why we made our decision. You will then go over why you think we were wrong. The hearing officer will listen and decide who is right. Their decision will be based on the information given and whether we followed the rules.

- If it is in your favor, we will provide the services as quickly as we can. It will be no later than 72 hours after we get the decision.
- If it is not in your favor, we may ask you to pay for the services you got while the appeal and/or State Fair Hearing were going on.





Your Benefits

This list has all the covered care and services you can get as a CareSource PASSE member. Questions about your benefits? Call Member Services at **1-833-230-2005** (TDD/TTY: 711). We are open Monday through Friday from 8 a.m. to 5 p.m. Central Time.

Some of these services may need prior authorization or a referral before you get the care. Prior authorization is the approval that may be needed from CareSource PASSE before you get a service. Your provider will take care of this for you. A referral is an order from your provider for you to see a specialist or get certain health care.

There may also be coverage limits or requirements like medical necessity to get the service. Please work with your care coordinator or call Member Services if you have questions.

Health Care Visits

- Chiropractor
- Emergency room
- Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC)
- Hospital (inpatient and outpatient)
- Primary care providers like doctors, physician assistants or nurse practitioners
- Telehealth
- Specialists like podiatrists, neurologists or oncologists
- Urgent care

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) (for those under the age of 21)

- Comprehensive health and developmental exam
- Health education
- Hearing exam
- Immunizations (shots)
- Lab tests
- Lead screening
- Nutritional assessment



Preventive Care/Screenings

- Abdominal aortic aneurysm screening
- Allergy testing and treatment
- Annual well-visit
- Autism Spectrum Disorder screening
- Blood pressure screening
- Breast cancer screening (mammogram)
- Cervical cancer screening (Pap test)
- Cholesterol screening
- Colorectal cancer screening
- Diabetes screening
- Hearing exam
- Heart disease testing
- Hepatitis A, B, and C screenings
- HIV screening
- Immunizations (shots)
- Lung cancer screening
- Nutritional counseling
- Obesity/BMI screening and dietary counseling
- Physical exams
- Prostate cancer screening
- STI/STD screening and counseling
- Tobacco/smoking cessation screening and counseling
- Vision exam
- X-Rays and diagnostic imaging

Health Management

- Chemotherapy and radiation
- Clinical therapeutic intervention
- Dialysis
- Hospice facility services
- Imaging (CT/PET/MRI)
- Inhalation therapy
- Infusion therapy
- Inpatient hospital rehab therapy
- Inpatient physician services
- Inpatient respite care
- Intermediate care facilities
- Long-Term Acute Care (LTAC)
- Pain management
 - Epidurals
 - Facets medial nerve branch
 - Implanted pain pumps
 - Joint fusions
 - Sacroiliac joint injections
 - Spinal Code Stimulators (SCS)
 - Trigger point injections
- Smoking/tobacco cessation
- Some surgeries
- Therapy services (PT/OT/ST)

Mental Health and Substance Use Disorder

- Adaptive behavior treatment
- Assertive Community Treatment (ACT)
- Behavioral health nursing services
- Crisis stabilization intervention
- Family, group and individual therapy
- Group and individual pharmacologic counseling
- Intensive In-Home (IIH) for children
- Psychiatric diagnostic evaluation with medical services
- Psychosocial rehabilitative services
- Psychiatric Residential Treatment Facility (PRTF)
- Outpatient mental health services
- Outpatient substance use services
- Substance Use Disorder (SUD) detoxification and aftercare recovery support

Pharmacy

- Pharmacist helpline
- Lock-in program
- Medication Therapy Management (MTM)
- Medication disposal supplies

Home and Community-Based Services

- Adaptive equipment
- Adult rehabilitative day service
- Behavioral assistance
- Caregiver respite services
- Certified nurse aides/home health aides
- Child and youth support services
- Community transition services
- Complex care homes for IDD
- Environmental modifications
- Home hospice services
- Infusion therapy
- Personal care services
- Physical therapy
- Private duty nursing
- Residential community reintegration program
- Supportive employment, housing, and life skills development
- Therapeutic communities
- Therapeutic host homes

Medical Supplies

- Cochlear implants and batteries
- Diabetic supplies
- Eyeglasses
- Incontinence supplies
- Oxygen and related supplies
- Prosthetic and orthotics
- Wheelchairs and walkers
- Wound care

Family Planning and Maternity

- Birth control
- Breastfeeding/lactation classes
- Family planning exams
- Infertility services (diagnostic only)
- Inpatient hospital maternity/delivery
- Lamaze classes or refreshers
- Parent education
- Prenatal and postnatal provider and home visits
- Well-baby visits



Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2005** (TDD/TTY: 711).

Obtenga ayuda gratuita en su idioma a través de intérpretes y otros materiales en formato escrito. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame al **1-833-230-2005** (TDD/TTY: 711).

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2005** (TDD/TTY: 711).

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على المساعدات والدعم مجانًا. اتصل على الرقم **1-833-230-2005** (TTY: 711) "الهاتف النصي للصم وضعاف السمع: 711".

通过口译员和其他书面材料，获得您所使用语言的免费帮助。如果您有残疾，可以获得免费的辅助设备和支持。请致电：**1-833-230-2005**（听语障人士专用电话：711）。

Erhalten Sie kostenlose Hilfe in Ihrer Sprache durch Dolmetscher und andere schriftliche Unterlagen. Beziehen Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Rufen Sie folgende Telefonnummer an: **1-833-230-2005** (TDD/TTY: 711).

Obtenez une aide gratuite dans votre langue grâce à des interprètes et à d'autres documents écrits. Si vous souffrez d'un handicap, vous bénéficiez d'aides et d'assistance gratuites. Appelez le **1-833-230-2005** (ATS : 711).

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị với thông dịch viên và các tài liệu bằng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi **1-833-230-2005** (TDD/TTY: 711).

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आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-833-230-2005** (TDD/TTY: 711).

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요.
장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-833-230-2005**
(TDD/TTY: 711) 로 문의하세요.

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Gba irànlówọ ọfẹ ní èdè rẹ pẹlú àwọn ògbifẹ àti àwọn ohun èlò miràn tí a kọ sílẹ̀. Gba àwọn irànlówọ àti àtilẹyìn ọfẹ bí o bá ní àìlera kan.
Pe **1-833-230-2005** (TDD/TTY: 711).

Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at mga ibang nakasulat na materyales. Makakuha ng mga libreng pantulong at suporta kung may kapansanan ka. Tumawag sa **1-833-230-2005** (TDD/TTY: 711).

په خپله ژبه کې د ژباړونکو او نورو لیکلي شوو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلومات لرئ نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمېرې ته زنگ ووهئ (TDD/TTY: 711) **1-833-230-2005**

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్‌తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-833-230-2005** (TDD/TTY: 711)

दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-833-230-2005** (TDD/TTY: 711) मा कल गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် - **1-833-230-2005** (TDD/TTY: 711)

Bök jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bök jerbalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejin utamwe. Kalle **1-833-230-2005** (TDD/TTY: 711).

We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost. We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you. Call **1-833-230-2005** (TDD/TTY: 711) if you need any of this help. We are open Monday through Friday, 8 a.m. to 5 p.m. Central Time (CT). We are here for you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.

Mail: CareSource PASSE Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, OH 45401

Phone: 1-844-539-1732 (TTY: 711) | **Fax:** 1-844-417-6254

Email: CivilRightsCoordinator@CareSource.com

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

Mail: U.S. Department of Health and Human Services
200 Independence Ave., S.W.
Room 509F, HHH Building
Washington, D.C. 20201
Mail the complaint form found at
www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf.

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

Online: ocrportal.hhs.gov

