



CareSource[™]
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.



Your Resources

Connect with CareSource PASSE and get the tools you need to manage your benefits.

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: _____

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.
- ✓ Get printed copies of materials like the member handbook sent to you.
- ✓ 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:

- ✓ Learn about a health problem.
- ✓ Decide when a visit to a provider, urgent care or an ER visit is needed.
- ✓ Find out more about prescriptions or over-the-counter medications.

CareSource PASSE Pharmacist

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

Do you have questions about your medications? Talk to a CareSource PASSE pharmacist! They can look over your medications and answer any questions. 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. You can view claims and 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!

CareSource PASSE Mobile App

View your CareSource PASSE account on-the-go using our mobile app. You can even show your digital member ID card to providers straight from your phone! Use your phone's camera to scan the QR code to get to the mobile app.



myStrengthSM

Take charge of your mental health! myStrength has personalized support to better your mood, mind, body and spirit. Get it through your My CareSource account or visit **bh.mystrength.com/caresource** to sign up.

MyResources

Sometimes we just need a little extra help. Our search tool called MyResources helps you find programs for food, shelter, school, work, financial support and more! You can use this tool through your My CareSource account. You can also go to [CareSource.findhelp.com](https://www.caresource.com/findhelp).





Where to Get Care

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

 <p>Primary Care Provider (PCP)</p>	<p>Used for common illnesses and advice. You will get most of your preventive care from your PCP. You should see your PCP the most often.</p>
 <p>Telehealth</p>	<p>Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth.</p>
 <p>Urgent Care</p>	<p>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.</p>
 <p>Hospital Emergency Room</p>	<p>Used for life-threatening issues like chest pain or a head injury. Call 911 or go to the nearest ER.</p>

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.



Preventive Care

See your providers on a routine basis even if you are healthy. It helps your providers find and treat problems early before they get worse. Preventive care includes:

- Yearly well-adult exams.
- Early and Periodic Screening Diagnostics and Treatment (EPSDT) for those under the age of 21.
- Immunizations.
- Breast cancer screenings (mammograms) and cervical cancer screenings (Pap tests) for women.
- Prostate cancer screenings for men.
- Routine vision exams, and much more!





Resources for Caregivers

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

Helpful Resources for Caregivers

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

Arkansas Disability Coalition

www.arisabilitycoalition.org | (501) 614-7020

Helps families and those with all types of disabilities with support, resources and training.

Arkansas State Independent Living Council

www.arsilc.org | (501) 372-0607

Promotes independent living for people with disabilities.

Caregiver Action Network

www.caregiveraction.org | (855) 227-3640

Has 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

Advocates 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

Has 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) to tell us. We can also mail you a form to send back.



Fill out the grievance and appeals form. It is 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 report to the CareSource PASSE medical director. 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) to tell us. We can also mail you a form to send back.



Fill out the grievance and appeals form. It is 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 N401
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.

ENGLISH - Language assistance services, free of charge, are available to you. Call **1-833-230-2005** (TDD/TTY: 711).

SPANISH - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al: 1-833-230-2005 (TDD/TTY: 711).

NEPALI - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । फोन गर्नुहोस्: 1-833-230-2005 (TDD/TTY: 711).

KOREAN - 언어 지원 서비스가 무료로 제공됩니다. 전화: 1-833-230-2005 (TDD/TTY: 711).

FRENCH - Services d'aide linguistique offerts sans frais. Composez le 1-833-230-2005 (TDD/TTY: 711).

GERMAN - Es stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Anrufen unter: 1-833-230-2005 (TDD/TTY: 711).

SIMPLIFIED CHINESE -可为您提供免费的语言协助服务。请致电: 1-833-230-2005 (TDD/TTY: 711).

TELUGU - భాషా సాయం సర్వీసులు, మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ చేయండి: 1-833-230-2005 (TDD/TTY: 711).

BURMESE - ဘာသာစကား ဆိုင်ရာအကူအညီဝန်ဆောင်မှု များအား သင်္ခါအတွက် အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်းခေါ်ရန်: 1-833-230-2005 (TDD/TTY: 711).

ARABIC - تتوفر لك خدمات المساعدة اللغوية مجاناً . اتصل على الرقم: 1-833-230-2005 (هاتف نصي: 711).

URDU - زبان کی معاونتی ترجمانی خدمات، آپ کے لیے بالکل مفت یا 1-833-230-2005 فری آف چارج دستیاب ہیں۔ کال کریں: (TDD/TTY: 711).

PENNSYLVANIA DUTCH - Mir kenne dich Hilf griege mit Deitsch, unni as es dich ennich eppes koschte zellt. Ruf 1-833-230-2005 (TDD/TTY: 711) uff.

RUSSIAN - Вам доступны бесплатно услуги языкового сопровождения. Позвоните по номеру 1-833-230-2005 (TDD/TTY: 711).

TAGALOG - May mga serbisyong tulong sa wika, na walang bayad, na magagamit mo. Tumawag sa 1-833-230-2005 (TDD/TTY: 711).

VIETNAMESE - Dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi 1-833-230-2005 (TDD/TTY: 711).

GUJARATI - ભાષા સહાય સેવાઓ તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-833-230-2005 (TDD/TTY: 711). પર કોલ કરો.

PORTUGUESE - Serviços linguísticos gratuitos disponíveis para você. Ligue para 1-833-230-2005 (TDD/TTY: 711).

MARSHALLESE - Jerbal in jibañ ikijen kajin, ejelok onean, ej bellok ñan eok. Kurlok 1-833-230-2005 (TDD/TTY: 711).



CareSource PASSE follows all applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status.

We have free aids and services for people with disabilities or for those who do not speak English. We can get interpreters for sign language or in languages other than English. Interpreters can help people talk with us or their providers. Materials are also available in large print, braille or audio at no charge.

If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource PASSE, Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401
Email: CivilRightsCoordinator@CareSource.com
Phone: 1-844-539-1732
Fax: 1-844-417-6254

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

Mail: U.S. Dept. of Health and Human Services
200 Independence Ave, SW Room 509F
HHH Building Washington, D.C. 20201
Phone: 1-800-368-1019 (TTY: 1-800-537-7697)
Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf.
Complaint forms are found at www.hhs.gov/ocr/office/file/index.html.

