



PO Box 723308, Atlanta, GA 31139-0308 | CareSource.com

<Date>

<FIRST_NAME> <LAST_NAME>

<ADDRESS1>

<ADDRESS2>

<CITY>, <STATE> <ZIP>

ID: <Member ID #>

Effective Date of Coverage:

<Effective Date of Coverage>

Dear <Member First Name> <Member Last Name>,

Welcome to CareSource! We are excited to provide Georgia Families[®] benefits for you and/or your family. We want to help you improve your health and well-being by giving you Medicaid and MORE!

Make sure you get the most from your Georgia Families[®] coverage by learning about your benefits and how to use them. You can get all of the information you need online at **CareSource.com/GA**, including:

- Member handbook
- Videos
- Find a Doctor/Provider online search tool
- Find a Pharmacy and Find My Prescription online search tools
- Extra benefits, like programs for pregnant members, kids programs, online health and wellness tools, rewards for wellness, job and GED help, convenient services and MORE!

If you do not have online access or would prefer a hard copy of our provider directory or handbook, you can ask for a printed copy by returning the request card in this mailing or calling Member Services.

Here are a few things to keep in mind as you start to use your CareSource benefits:

- Your CareSource benefits start on the effective date of coverage listed in the top right heading of this letter.
- Separate ID cards will be sent to each covered member.
- You can go to **My.CareSource.com** to set up your secure My CareSource[®] account for free. This will let you access your private CareSource information, choose providers, change contact information and more.

- Your ID card will have a Primary Care Provider (PCP) and Primary Dental Provider (PDP) on it. If you want to change these providers, you can do so through your My CareSource® account or by calling Member Services.
- To use and manage your benefits on the go, download the CareSource mobile app for free through Google Play or the Apple App Store.

If you have questions about your health, you can call our CareSource24® nurse advice line anytime, 24 hours a day, seven days a week. Our registered nurses are always ready to help you.

If you have questions about your benefits, you can call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711) Monday through Friday from 7 a.m. to 7 p.m. We look forward to showing you the difference Health Care with Heart makes in your life.

Sincerely,

CareSource

GA-MMED-1770