



P.O. Box 8738
Dayton, Ohio 45401-8738

Planning For Healthy Babies®

Important Plan Information





MEMBER ID CARDS

This ID card shows you are a P4HB® CareSource member. Always show your ID card to health care providers before you get care. Check the card to make sure it is correct.

Please call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711) if you have any questions.

Thank you.





Member ID: 123455676

Effective Date: 07/01/2017

Member: Mary Doe

Primary Care Provider:

John Doe
12345 Main Street
Atlanta, Georgia 30307

1-404-555-1213
PCP After Hours: 1-404-123-1234

Member Services: 1-855-202-0729 (TTY:1-800-255-0056 or 711)



RxBIN - 003858
RxPCN - MA
RxGRP - RXINN01



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IN CASE OF EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM (ER). ONLY P4HB® EMERGENCIES ARE COVERED UNDER THIS P4HB® PLAN.

PHARMACIST: 1-800-416-3630

PROVIDERS: 1-855-202-1058

GEORGIA CRISIS AND 715-4225

CARESOURCE24® N 844-206-5944 (TTY: 711)

Mail claims to:

CareSource, Attn: Claims Department
P.O. Box 803, Dayton OH 45401

CareSource.com GA-MMED-2987

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Thank you for being with CareSource!

What's included in this booklet

It is our goal to improve your health and well-being. We know life is busy. We are here to make things simpler. You deserve more. You deserve Health Care With Heart®.

CareSource Member ID Card

Always keep your member ID card with you. You will need it to get services and care.

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Contact Us

Have questions?

Call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711) Monday through Friday, 7 a.m. – 7 p.m. We are ready to help you:

- Get a new ID card
- Change the PCP on your ID card
- Make appointments with your providers
- Get a printed copy of your Member Handbook or Provider Directory
- Answer any questions

If you do not understand something, call us at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). We can explain it in English or in another language. If you have problems seeing or hearing, special help is available. This is all at no cost to you.



Quick Start Steps

Here are easy steps for you



1. Check your CareSource P4HB® Enrollee ID card.

Your ID card is in this booklet.



2. Learn about your benefits.

Read this booklet for a quick overview of your health care benefits. You can also visit [CareSource.com/ga/members/tools-resources/quick-start-guide/p4hb](https://www.caresource.com/ga/members/tools-resources/quick-start-guide/p4hb).



3. Keep your current treatment plans and care.

If you are being treated for a health issue, call us. We can help you keep your care.



4. Set up a **My CareSource®** personal online account.

Log in to change your doctor, ask for a new ID card. You can view claims and plan details. You can update your information and choose how you want us to communicate with you. It's easy to do:

1. Go to **MyCareSource.com**.
2. Click *Sign Up* at the bottom of the page.
3. Answer the questions.
4. Click *Register*.



5. Get the **CareSource Mobile App**.

This mobile app lets you see your CareSource health plan on the go. The app is free. With the mobile app you can:

- See your My CareSource® account.
- View your digital CareSource ID card.
- Find a doctor, hospital, clinic or urgent care near you through the Find A Doctor tool.
- Call CareSource24®, our Nurse Advice Line, and speak with a registered nurse 24/7.
- Call and speak with Member Services.
- Connect with Teladoc® and speak with a doctor.
- And more!

Get the CareSource mobile app through the App Store® for iPhone® or Google Play® for Android®*.



6. Complete your Health Needs Assessment (HNA).

Answer a few questions about your health and lifestyle. This can help your providers coordinate your care.

You can take the HNA by:

- Calling: 1-833-230-2011 (TTY: 711) between 7 a.m. to 6 p.m., Monday – Friday.
- Online: **MyCareSource.com**, log in, and click on the Health tab.



7. Get a printed copy of your P4HB® Handbook or Provider Directory.

You can ask for the P4HB® Handbook and Provider Directory in paper form. This is at no cost to you. Please see the postcard in this booklet. There is no postage needed. You can also call us at to get these mailed to you.





Plan Details

This list is the covered care and services you have with us.
You can find out more in your P4HB® Handbook,
at **CareSource.com/Georgia**, or call us.



Services Not Covered

CareSource and the P4HB® program cover only the services listed in the Covered Services sections. These are listed under each plan in the next few pages. All other services are not covered. Some examples of services and benefits not covered are:

- Chiropractic (back doctor) services.
- Abortions (ending pregnancy) or abortion-related services.
- Partial dentures.
- Disposables (throwaways) like diapers, cotton or bandages.
- Cosmetic surgery.
- Experimental (trial) and investigational items.
- Hysterectomy (removal of the uterus).
- In-patient and Emergency Room visits for services unrelated to a family planning related service and/or complication such as broken bones.



Family Planning



Find a Doctor

Choose a Family Planning Provider if one is not listed on your ID card. This is a provider that offers services related to family planning. If you need to choose a Family Planning Provider or change your provider, visit **CareSource.com/Georgia**. Click on *Find a Doctor/Provider*. You can also call us, or login to **MyCareSource.com**.

If you need services from a primary care provider (PCP), not covered under P4HB®, visit Georgia Association for Primary Health Care at www.GAphc.org. Or you can call Member Services for help finding a PCP.



Prescriptions

Family Planning members have birth control, folic acid and/or a multi-vitamin with folic acid, and select vaccine coverage only. Call us if you have questions.



Covered Services

Family Planning members have these benefits:

- Family planning annual exams.
- Follow-up family planning visits.
- Contraceptive (birth control) services and supplies.
- Pregnancy tests and pap smears.
- Testing, medicine and follow up for sexually transmitted infections found during the family planning exam (does not include HIV/AIDS and hepatitis).
- Tubal ligation (sterilization.)
- Family planning pharmacy visits.
- Counseling and referrals to social services and primary health care providers.
- Vitamins/folic acid.
- Select immunizations for participants ages 19 and 20. Participants age 18 receive vaccines at no cost.
- Limited inpatient and ER services-related to Family Planning services and/or complications only. (They are only covered when related to a family planning service and/or complication.)
- Transportation (rides): Call MTM **1-866-733-8997** (TTY: 711) for details.

InterPregnancy Care and Family Planning (IPC)



Find a Doctor

Your PCP will serve as your primary way to get needed services. If you want to change your PCP, visit **CareSource.com/Georgia** and click on *Find a Doctor/Provider*. You can also call us.



Prescriptions

IPC members have contraceptive and limited prescription drug coverage. Check to see if your prescriptions are covered by CareSource. Search our online formulary or drug list at **CareSource.com/Georgia** and click Find My Prescriptions. You can also call us.



Covered Services

Inter-Pregnancy Care members have these benefits:

- Family planning initial exam and annual exam.
- Follow-up family planning visits.
- Contraceptive (birth control) services and supplies.



- Pregnancy tests and pap smears.
- Testing, medicine and follow up for sexually transmitted infections (STI) found during the family planning exam. (This does not include HIV/AIDS and hepatitis.)
- Counseling and referrals to social services and primary health care providers.
- Tubal ligation (sterilization.)
- Family planning pharmacy visits.
- Vitamins/folic acid.
- Select immunizations (shots) for members ages 19 and 20. Members aged 18 get vaccines at no cost.
- Primary care: five office/outpatient visits.
- Management and treatment of chronic diseases by a PCP only.
- Substance abuse treatment: detox and intensive outpatient rehabilitation (rehab.)
- Case management including Resource Mother outreach.
- Limited dental services.
- Prescription drugs for chronic diseases (non-family planning.)
- Non-emergency transportation (rides.)
- Limited Inpatient and ER services related to family planning services and/or complications only.
- Transportation (rides): call Member Services **1-855-202-0729** (TTY: 1-800-255-0056 or 711) for details.

Resource Mother Outreach



Find a Doctor

Primary care services are not available to Resource Mother members under the P4HB® program. They are available under the women's Medicaid/PeachCare for Kids® benefit.



Prescriptions

Resource Mother members do not have contraceptive or prescription drug coverage under the P4HB® program. This is covered under the Medicaid/PeachCare for Kids® benefit. Set up a My CareSource® account or call us.



Covered Services

Resource Mother members get care management services such as:

- Help dealing with health care and social needs.
- Referrals to social services in your area.
- Counseling services.
- Help getting needed medication (drugs).
- Links to community resources for mothers.
- Transportation (rides): call Member Services **1-855-202-0729** (TTY: 1-800-255-0056 or 711) for details.

Your Care Team Member will help set you up with health care services. They will review your care plan as needed. Medical related services are covered under your Medicaid benefit plan. Contact Georgia Medicaid at 1-866-211-0950 or dch.georgia.gov to find out about your benefits.





Handbook and Provider Directory Request Cards

**Want a Printed Copy of The Member Handbook
or Provider Directory?**

Tear off the card(s) and drop in the mail. We will mail you a Member Handbook or a Provider Directory. This is at no cost to you.



PLEASE TEAR OFF THIS CARD AND DROP IN THE
MAIL FOR A PRINTED **PROVIDER DIRECTORY**.

We will also send you them in:

- A different language
- Large print
- Audio

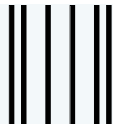
Let us know, call **1-855-202-0729** (TTY: 1-800-255-0056 or 711).



Thank you for your request.



FOR CARESOURCE
USE ONLY



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

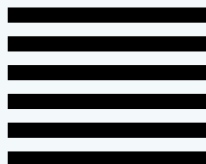
PERMIT NO.91

PLANO TX

POSTAGE WILL BE PAID BY ADDRESSEE

CARE SOURCE
PO BOX 940569
PLANO TX 75094-9818

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



PLEASE TEAR OFF THIS CARD AND DROP IN THE
MAIL FOR A PRINTED **HANDBOOK**.

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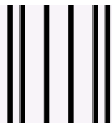
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