

2025 Member Handbook Update

Information has changed since the 2025 Member Handbook was printed and posted on **CareSource.com**.

If you wish to file a grievance by mail, visit **CareSource.com/ga/members/tools-resources/forms/medicaid**. Then choose "Grievance/Appeal Form." You will fill out the form and print it. Where you send it depends on the type of grievance you file.

There is a new address for dental grievances.

Dental Grievances	All Other Grievances
CareSource Attn: Member Appeal and Grievance P.O. Box 1251 Milwaukee, WI 53201	CareSource Attn: Member Grievances P.O. Box 1947 Dayton, OH 45401

You can still file a grievance online or by calling us. You can do this for any grievance, which includes dental.

Call: **1-855-202-0729 (TTY: 711)**

Visit: **MyLife.CareSource.com**

To learn more about grievances, see pages 52 and 53 of your Member Handbook.

Questions? Call Member Services at **1-855-202-0729 (TTY: 711)**. We are open Monday through Friday, 7 a.m. to 7 p.m. Eastern Time (ET).

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