



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

Complete your Health  
Needs Assessment  
and earn a \$10 reward.  
Call 1-833-230-2011  
(TTY: 711) Monday through  
Friday, 7 a.m. to 6 p.m.

# Important Plan Information

**Your Member ID Cards are inside**

# Welcome to CareSource!

Thank you for choosing CareSource. Our goal to make a lasting difference in our members’ lives by improving their 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.

## MEMBER ID CARDS

This ID card shows you are a CareSource member. Each person who is a CareSource member will have their own card. Always show your ID card to health care providers before you get care. It lists the name and phone number of your primary care provider (PCP). Your PCP will treat you for most of your health care needs.

Call Member Services at **1-855-202-0729** (TTY: 711) if the card information is not correct.

*Thank you.*



**Member ID:** <123455676>      **Medicaid ID:** <123456789101>  
**Member:** <Mary Doe>      **Effective Date:** <07/01/2017>  
**Primary Care Provider:** <John Doe>      **Home:** <John Doe>  
12345 Main Street      12345 Main Street  
Atlanta, Georgia 30307      Atlanta, Georgia 30307  
1-404-555-1213>      1-404-555-1213>  
<PCP After Hours: 1-404-123-1234>  
**Member Services:** 1-855-202-0729 (TTY:1-800-255-0056 or 711)



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# Your Resources

IN CASE OF AN EMERGENCY CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM (ER) AND CALL YOUR PRIMARY CARE PROVIDER (PCP) AS SOON AS POSSIBLE.

CARESOURCE24® NURSE ADVICE LINE: 1-844-206-5944 (TTY: 711)  
PHARMACIST: 1-800-416-3630  
PRIOR AUTHORIZATION: 1-800-255-0056 or 711)  
PROVIDERS: 1-855-206-4225  
GEORGIA CRISIS AND SUPPORT: 1-800-255-0056 or 711)

**Mail claims to:**  
CareSource, Attn: Claims Department  
P.O. Box 803, Dayton OH 45401  
**CareSource.com**



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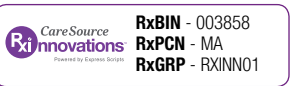
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## Member Services

If you need help or have questions, call **1-855-202-0729** (TTY: 711). We are open Monday through Friday, 7 a.m. to 7 p.m. They can answer your questions, find a provider, set up a ride, and more!

## CareSource24 Nurse Advice Line

If you aren't sure what to ask or where to go for care? Call our CareSource24® Nurse Advice Line. Call **1-844-206-5944** (TTY: 711). We are here for you 24 hours a day, 7 days a week, 365 days a year.

## CareSource Substance Use Hotline

If you would like to make changes like limiting alcohol use or stopping drug use, we can help. Call the Substance Use Hotline at **1-833-674-6437** (TTY: 711).

DIAL 9-1-1 if you or someone else is in danger now.

DIAL 9-8-8 if you or someone else is:

- Thinking of suicide
- Having a mental health crisis
- Having a substance use crisis



## MyCareSource®

My CareSource is your personal online account. You can view claims and plan details, update your information, and choose how you want to hear from us. You can link accounts from other family members to have them in one place. Go to **MyCareSource.com** to get started.

## CareSource Mobile App

View your CareSource account on the go using our mobile app. You can show your digital member ID card to providers from your phone. Get the mobile app free through the App Store® or Google Play®.

## Accommodations

Are you or someone you care for a CareSource member who:

- Does not speak English?
- Has hearing or vision problems?
- Has trouble reading or speaking English?

We can help! We can get you sign language interpreters or interpreters in the language you speak. We can explain our information in English or in your primary language. Interpreters can help you talk with us or your providers. You can also get materials in other formats. These formats can be large print, braille, or audio. This is all at no cost to you. Call us at **1-855-202-0729** (TTY: 711).



### Go Paperless!

Use your My CareSource account Preferences to tell us your email address and mobile phone number. By selecting your communication preference, you can get a \$15 reward.



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GEORGIA CRISIS AND SUPPORT: 1-855-206-4225

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P.O. Box 803, Dayton OH 45401

CareSource.com



RxBIN - 003858  
RxPCN - MA  
RxGRP - RXINN01

GA-MMED-2986

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# Health Tools

## Where to Get Care

### Find a Provider

We are always adding new practitioners to the CareSource network. To see the most up-to-date list, you can visit our website at **findadoctor.CareSource.com** or call Member Services. You will be able to get information about in-network practitioners including: name, address, telephone numbers, professional qualifications, specialty, medical school attended, residency completion, board certification status, etc.

### Your Prescriptions

Use the Find My Prescriptions search tool to see what drugs and medical supplies are covered. Go to **CareSource.com/Georgia**, click *Tools and Resources*, and then click *Find my Prescriptions*.

### Health Needs Assessment (HNA)

Answer a few questions about your health and lifestyle to help your providers plan your care. You can take the HNA in one of these ways:

- Call: **1-833-230-2011** (TTY: 711)  
Monday through Friday, 7 a.m. to 6 p.m.
- Online: **MyCareSource.com** account and click on the Health tab.
- Mail: You will receive the survey in the mail to fill out and return to us.

Complete your Health Needs Assessment and earn a \$10 reward.





## Preventive Care

Seeing your PCP on a routine basis even when you are healthy helps your PCP find and treat problems early before they get worse. This includes:

- Yearly well-adult exams
- Cancer screenings
- Routine dental, vision, and medical exams

Visit **CareSource.com/ga/members/education/preventive-care/medicaid/** to see the full list, or call us. You and your family can even earn rewards for gift cards by getting preventive care!



## Mental and Behavioral Health

Your mental health is key to your overall health. CareSource covers many services. Go to **CareSource.com/Georgia** or call Member Services.

We offer myStrength<sup>SM</sup>. It is a proven tool that can help strengthen your mind, body and spirit. myStrength is for members 13 years of age and older. Go to **bh.mystrength.com/CareSource** and sign up. You can also download the mobile app. This is at no cost to you.

Earn up to \$40 in Antidepressant Medication Management Rewards.

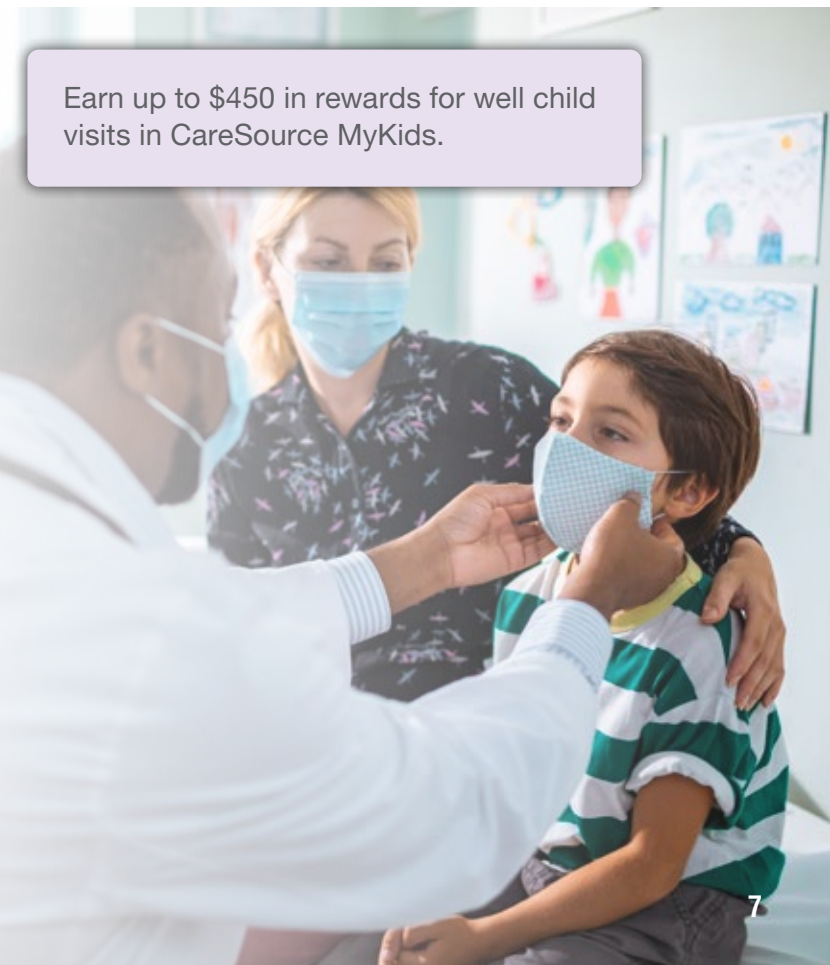
## Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

EPSDT covers care for those under the age of 21 at no cost to you. Your child's PCP will work with you to make sure your child gets the needed care. EPSDT includes:

- Well-child exams
- Vision and hearing tests
- Health education
- Lab testing
- Lead screening





EPSDT also covers medically necessary care for issues found by an exam. This could be glasses or hearing aids. There are Care Management services for members under the age of 21 with special health care needs. Call us at **1-855-202-0729** (TTY: 711) and ask for Care Management.




Earn up to \$450 in rewards for well child visits in CareSource MyKids.





We want you to have access to the right care when you need it.

			
<b>Primary Care Provider (PCP)</b>	<b>Dental Home</b>	<b>Telehealth</b>	<b>Convenience Care Clinics</b>
Used for common sicknesses and tips. You will get most of your preventive care from your PCP. You should see your PCP the most often.	Go to the dentist regularly for exams, x-rays and teeth cleanings. This will help with your overall health.	Visit with a PCP by phone or computer. Ask them if they offer telehealth. If your PCP is not available or does not offer telehealth, call Teladoc® at 1-800-TELADOC (835-2362) or visit Teladoc.com/CareSource	See health care providers inside local drug and grocery stores. Use for common illnesses and advice if your PCP is not available.

		
<b>Community Behavioral Health Centers (CBHCs)</b>	<b>Urgent Care</b>	<b>Hospital Emergency Room</b>
CBHCs give health and social services for mental health and/or substance use problems. CBHCs are often the first place people go to get help for behavioral health issues.	Used to treat non-life threatening issues. When You cannot visit your PCP, and your health issue cannot wait.	Use for life-threatening issues or emergencies. Call 911 or go to the nearest ER.

**Not sure where to go?**

Call our CareSource24 Nurse Advice Line. We're here for you 24 hours a day, 7 days a week. Call **1-844-206-5944** (TTY: 711) to talk to a CareSource24 nurse.

# Set Life Goals

## CareSource Life Services

CareSource Life Services® can help you with job goals, community support and access to training. You'll be paired with a Life Coach who can set you up for success. They will give one-on-one coaching for up to 24 months. This is at no cost to you.

If you are a CareSource member or parent or guardian of a CareSource member and at least 16 years old, you can be part of CareSource Life Services. We can link you to services and support for:

- Employment opportunities (CareSource JobConnect™)
- Food assistance
- Rides
- Housing
- Education or training programs
- Budgeting and finances

To learn more:

Fill out the form at:

**[secureforms.caresource.com/en/LSRInfo/](https://secureforms.caresource.com/en/LSRInfo/)**

Call:

**1-844-607-2828** (TTY: 711)

Email:

**[LifedServicesGeorgia@CareSource.com](mailto:LifedServicesGeorgia@CareSource.com)**



# Need a Ride?

You get free rides to and from your health care visits. You can also call us. Call at least two business days before your visit. All other members should contact the company that is listed listed on the next page.



## Rides For Food

You can get free rides to and from:

- Food pantries or food banks
- Churches for food pickups
- Food pickups through other organizations
- Grocery stores to pick up a grocery order (such as curbside pickup)

Call us at **1-855-202-0729** (TTY: 711). Tell them you are scheduling a food trip. Make sure that you call for your ride two business days before your trip. Rides to grocery stores are for curbside pickup only. Give your order number, store location, and pickup time when you call.



Area	Phone Number	Counties
North	Verida Toll free: 1-866-388-9844	Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Cobb, Dade, Dawson, Douglas, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Jackson, Lumpkin, Morgan, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, Walton, White and Whitfield
Atlanta	Verida Toll free: 1-866-388-9844 Local: 404-209-4000	Fulton, DeKalb and Gwinnett
Central	ModivCare Toll free: 1-888-224-7981	Baldwin, Bibb, Bleckley, Butts, Carroll, Clayton, Coweta, Dodge, Fayette, Heard, Henry, Jasper, Jones, Lamar, Laurens, Meriwether, Monroe, Newton, Pike, Putnam, Rockdale, Spalding, Telfair, Troup, Twiggs and Wilkinson
East	ModivCare Toll free: 1-888-224-7988 For Crisis Stabilization Units and Psychiatric Residential Treatment Facilities call 1-800-486-7642 Ext. 461 or 436	Appling, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clarke, Columbia, Effingham, Elbert, Emanuel, Evans, Glascock, Glynn, Greene, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Liberty, Lincoln, Long, Madison, McDuffie, McIntosh, Montgomery, Oconee, Oglethorpe, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Treutlen, Ware, Warren, Washington, Wayne, Wheeler and Wilkes
Southwest	ModivCare Toll free: 1-888-224-7985	Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crawford, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Houston, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Peach, Pulaski, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Upson, Webster, Wilcox and Wort



## Get Rewards

CareSource rewards you and your family for taking an active role in being healthy. Depending on the program, you can earn dollars loaded to a rewards card, or points that can be redeemed for gift cards. See *Rewards Program* on **CareSource.com** or call us.

### CareSource MyKids

For newborns through age 17. You must sign up your children for CareSource MyKids at **MyCareSource.com** or call Member Services. By seeing the doctor for well checks, your child can earn up to \$450\*.

### MyHealth Rewards

Adults ages 18 and older can earn up to \$360\* in rewards. You are already signed up for MyHealth Rewards. Earn rewards for wellness visits, screenings, dental exams and more. Your rewards can become gift cards to many retailers. Visit **MyCareSource.com** to see how to earn.

\*Rewards are subject to change and may vary by age, gender and health needs. If you are no longer a CareSource member, your access to the Rewards Portal will be deactivated and any unused rewards may no longer be available.

## Benefits At-A-Glance

This is a list of the covered care and services you have with us. Find out more in your Member Handbook, **CareSource.com/Georgia**, or call Member Services.

### Health Care Visits

- Community Service Boards (CSBs)
- Convenience Care Clinics like Kroger Little Clinic® and CVS Minute Clinic®
- Emergency Room (ER)
- Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC)
- Free-Standing Birth Centers
- Hospital (Inpatient\* and Outpatient)
- Teladoc® (Virtual doctor visit over the phone or online)
- Primary Care Providers: Family Physicians, Pediatricians, OB-GYNs, and Nurse Practitioners
- School Based Health Centers

- Specialists (Foot doctor, heart doctor, etc.)
- Urgent Care

### Preventive and Early Detection Care/Screenings

- Annual Wellness Visit
- Autism Spectrum Disorder Screening
- Breast Cancer Screening (Mammogram)
- Blood Pressure Screening (Adults)
- Cervical and Vaginal Cancer Screening (Pap smear)
- Cholesterol Screening (Adults)
- Colorectal Cancer Screening (Adults)
- Diabetes Tests
- Hepatitis, HIV, STI/STD Tests and Treatments



- Immunizations (Shots)
- Lung Cancer Screening
- Nutritional Assessment
- Obesity/BMI Screening and Dietary Counseling
- Physical Exams
- Prostate Cancer Screening
- Sports Physicals

#### **Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) (Under the age 21)**

- Comprehensive Health and Developmental Exam
- Dental Screening
- Developmental/Behavioral Test
- Health Education
- Hearing Tests
- Lab Tests
- Lead Screening
- Nutritional Assessment
- Vaccines

#### **Diagnostics**

- Blood Work/Lab Testing\*
- Scans (CT, MRI, PET)\*
- X-rays

#### **Health Condition Management**

- Chemotherapy and Radiation
- Diabetes Screening
- Diabetes Self-Management Training
- Diabetic Services and Supplies
- Dialysis
- Kidney Disease Services and Supplies\*
- Pulmonary Rehabilitation Services\*

#### **Heart**

- Abdominal Aortic Aneurysm Tests
- Cardiac Rehabilitation Services\*
- Electrocardiogram (ECG/EKG)
- Heart Disease Risk Reduction Visit (Therapy for Heart Disease)
- Heart Disease Testing

#### **Behavioral Health Services (Mental Health)**

- All Inpatient Services\*
- Assertive Community Treatment (ACT)\*
- Community Support Services\*
- Electroconvulsive Therapy (ECT)\*
- Depression Screening
- Family Therapy\*
- Group Therapy
- Individual Therapy\*
- Intensive Customized Care Coordination (IC3) Services\*
- Intensive Outpatient Program (IOP) Services\*
- Medication Assisted Treatment (MAT)
- Narcotic Treatment Program (NTP) Services
- Partial Hospitalization Program (PHP) Services\*
- Pharmacological Management
- Psychiatric Diagnostic Evaluation\*

- Psychiatric Residential Treatment Facility (PRTF) Services\*
- Psychological Testing

#### **Pharmacy and Medications**

- Brand and Generic Drugs
- Mail Order Drugs
- Over-the-Counter Items\*

#### **Medical Supplies**

- Cochlear Implants
- Diabetic Supplies
- Diapers (limits apply by age)
- Durable Medical Equipment (DME) and Related Supplies.\* (Oxygen Tank, Wheelchair/Walkers, Wound Care, CPAP Machine, etc.)
- Nutritional Supplies
- Prosthetic Devices and Related Supplies

*\* See page 20*



## Family Planning and Maternity Services

- Birth Control
- Breast Feeding Classes
- Breast Pumps
- Family Planning Exams
- Lamaze Classes
- Nurse Midwife Services
- Parent Education
- Prenatal and Postnatal Doctor and Home Visits
- STD/STI Screenings and Treatment
- Sterilization Surgery (Male and Female)\*
- Well-Baby Check-ups

## Home Health Care\*

- Durable Medical Equipment (DME) – see Medical Supplies)
- Home Infusion Therapy
- Home Nursing Services (Skilled Nursing, Private Duty, Certified Nurse Aid, Social

- Worker and more)
- Physical, Occupational and Speech Therapy

## Eye and Vision Care

- Contacts\*
- Eye Exams
  - One each year for those under 21 years old
  - One every two years for those 21 years and older
- Glasses (under 20 years old)
- Glasses (\$75 per year for adults. Choice of frame and lenses or contacts.)
- Low Vision Exams and Aid (under 21 years old)
- Optometrist and Ophthalmologist Visits
- Vision Surgery\*
- Surgeries and Procedures\*

## Dental

- Exams and Cleanings
- Dentures/Implants\*
- Fluoride Treatments
- Labs and Tests
- Orthodontics\* (All ages. Those over 21 years old cover Craniofacial Deformity or Cleft Palate only.)
- Surgeries and Procedures
- TMJ Treatment (Jaw pain or problems with jaw movement)
- X-Rays

## Transportation Services

- Emergency (Ambulance, Air Flights\*, etc.)

## Other Care

- Applied Behavior Analysis (ABA) Therapy
- Allergy Testing and Treatment

- Bone Mass Measurements
- Cognitive Therapy
- Foot (Podiatry) Services
- Hearing (Audiology) (Exams, Hearing Aids\*, Cochlear Implant Therapy)
- Hospice (Facility and Home)
- Inhalation Therapy
- Medical Nutrition Therapy
- Nutritional Counseling
- Obesity/BMI Screening and Dietary Counseling
- Occupational Therapy
- Pain Management\*
- Physical Therapy
- Quit Smoking/Using Tobacco Counseling (Smoking Cessation)
- Respite Care (Planned Short-Term and Time-Limited Breaks for Families and Other Unpaid Caregivers at Home or In-Facility)
- Speech Therapy



- Surgeries
- Weight Loss

#### Extra Programs, Services and Rewards

- Text4Baby
- Care Management
- CareSource Life Services®
- CareSource24® Nurse Advice Line
- CareSource Mobile App
- Disease Management
- Fifth Third Express Banking®
- Health and Wellness Education Programs
- Medication Therapy Management
- myStrength<sup>SM</sup> Online Mental Health Tool
- Reward Programs
  - CareSource MyKids
  - MyHealth Rewards

\*Shows that prior authorization may be required. This means that CareSource must approve the service before you have it. Your provider will ask for the approval from CareSource.

## Handbook and Provider Directory Request Cards

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

Tear off the card(s) and drop them in the mail. We will send you a Member Handbook or a Provider Directory. This is at no cost to you. Do you want them in a language other than English, or another format? Call **1-855-202-0729** (TTY: 711).

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



**Thank you for your request.**



FOR CARESOURCE  
USE ONLY





## Renew Your Health Care Coverage

To stay with CareSource, you need to renew with Georgia Division of Family and Children Services (DFCS) office every year. If you don't, you can lose your Medicaid eligibility for health care coverage. DFCS will mail you information when you need to do this.

### Renew in One of These Ways:

**Online.** Go to the Georgia Gateway, sign in and renew your benefits.

**By Phone.** Call 1-877-423-4746. Business hours are 7 a.m. to 7 p.m., Monday through Friday.

**By Mail.** Fill out the form and mail it back right away to DFCS. Visit [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations).

**In Person.** Visit your local county DFCS office. Visit [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations).

**Questions?** Call your local DFCS office if you have any questions. Find the phone number of your local county office at [dfcs.georgia.gov/locations](https://dfcs.georgia.gov/locations). Make sure that DFCS has your current address and phone number on file. CareSource cannot process your renewal.



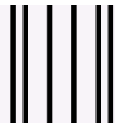
PLEASE TEAR OFF THIS CARD AND DROP IN THE  
MAIL FOR A PRINTED **MEMBER HANDBOOK.**



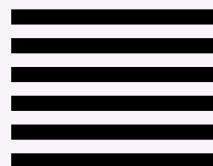
**Thank you for your request.**



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