

CareSource Quick Reference Guide

CareSource® currently serves Georgia Medicaid and PeachCare for Kids® members enrolled in the Georgia Families® program and women enrolled in the Planning for Healthy Babies® program. This quick reference guide will help answer some basic questions about working with our plan.

ABOUT CARESOURCE GEORGIA FAMILIES:

- Health partners should refer members to in-network providers only. If you cannot find an in-network provider, please contact Health Partner Services at 1-855-202-1058.
- Please check member eligibility every time a member receives care.

GEORGIA FAMILIES MEMBER ID CARD



Member ID: <12345676>
Member: <Janet Smith>
Primary Care Physician
<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)

Medicaid ID: <123456789101>
Effective Date: <07/01/2017>
Dental Home
<Jill Doe
12345 Main Street
Atlanta, Georgia 30307
1-404-555-1213>


GA-MMED-0013

CareSource.com
If you have an emergency, go to the nearest ER or call 911
MEMBER SERVICES 1-855-202-0729 (TTY:1-800-255-0056 or 711)
24-HOUR NURSE LINE 1-844-206-5944 (TTY:1-800-255-0056 or 711)
PHARMACY 1-855-202-1058 (TTY:1-800-255-0056 or 711)
PRIOR AUTHORIZATION 1-855-202-1058 (TTY:1-800-255-0056 or 711)
PROVIDERS 1-855-202-1058
GEORGIA CRISIS AND ACCESS LINE 1-800-715-4225

Claims mailed to: **BIN** - 004336
CareSource, Attn: Claims Department **PCN** - MCAIDADV
P.O. Box 803, Dayton OH 45401 **RXGROUP** - RX0835

PLANNING FOR HEALTHY BABIES (P4HB) MEMBER ID CARDS

Interpregnancy Care (purple)




Member ID: <12345676>
Member: <Janet Smith>
Primary Care Physician
<John Doe
12345 Main Street
Atlanta, Georgia 30307
1-404-555-1213>
<PCP After Hours: 1-404-123-1234>

P4HB ID: <123456789101>
Effective Date: <07/01/2017>
Member Services
1-855-202-0729
(TTY:1-800-255-0056 or 711)
24-Hour Nurse Line
1-844-206-5944
(TTY:1-800-255-0056 or 711)

GA-MMED-0014

Family Planning (pink)




Member ID: <12345676>
Member: <Janet Smith>
Primary Care Physician
<John Doe
12345 Main Street
Atlanta, Georgia 30307
1-404-555-1213>
<PCP After Hours: 1-404-123-1234>

P4HB ID: <123456789101>
Effective Date: <07/01/2017>
Member Services
1-855-202-0729
(TTY:1-800-255-0056 or 711)
24-Hour Nurse Line
1-844-206-5944
(TTY:1-800-255-0056 or 711)

GA-MMED-0451

Resource Mother Outreach (yellow)



Member ID: <12345676>
Member: <Janet Smith>

P4HB ID: <123456789101>
Effective Date: <07/01/2017>
Member Services
1-855-202-0729
(TTY:1-800-255-0056 or 711)
24-Hour Nurse Line
1-844-206-5944
(TTY:1-800-255-0056 or 711)

GA-MMED-0452

CareSource.com
IN CASE OF EMERGENCY CALL 911 OR GO TO THE NEAREST ER
and call your Primary Care Provider as soon as possible.

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PROVIDERS 1-855-202-1058
GEORGIA CRISIS AND ACCESS LINE 1-800-715-4225

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CONTACTING CARESOURCE

Health Partner Services	1-855-202-1058
Website	CareSource resources at CareSource.com/providers
Provider Portal	https://providerportal.caresource.com/GA
Medical Management	1-855-202-1058
Claims Inquiries	1-855-202-1058
Check Claims Status	https://providerportal.caresource.com/GA

CLAIM SUBMISSIONS

CareSource encourages health partners to submit claims electronically for the most efficient processing. Paper claim forms are encouraged for services that require clinical documentation or other forms to process.

Electronic Funds Transfer (EFT):

Complete enrollment form on “Claims Payment” page of CareSource.com and fax it to InstaMed at **1-877-755-3392**.

Electronic Claims Submission:

EDI CareSource payer ID **GACS1**

Timely Filing: 180 calendar days from the date of service or discharge

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

COVERED SERVICES

Please note: This is not a comprehensive list. Log in to the Provider Portal at CareSource.com to view a more complete list of covered services and limitations.

- Primary care and specialty physician services
- Outpatient services
- Hospitalization
- Emergency services
- Maternity and newborn care
- Mental health and substance abuse treatment
- Prescription drug coverage
- Preventative and wellness services
- Rehabilitative and habilitative services and devices
- Laboratory services
- Podiatry care
- Diagnostic imaging
- Family planning services
- DME/orthotics/prosthetics
- Home health services
- Dental and vision coverage

SERVICES THAT REQUIRE PRIOR AUTHORIZATION

Services are provided within the benefit limits of the member’s enrollment. Prior authorization requirements by service type may be found on the CareSource website or on the searchable authorization lookup tool.

PRIOR AUTHORIZATION PROCESS

The Georgia Department of Community Health has a centralized prior authorization feature. This feature allows participating health partners to submit prior authorization requests through a centralized source, the Georgia Medicaid Management Information System (GAMMIS) at www.mmis.georgia.gov.

For questions related to prior authorization for health care services, you can contact the Medical Management department by phone, fax, mail or email.

- **Email:** gamedmgt@caresource.com
- **Fax:** 844-676-0370.
- **Mail:** CareSource
Attn: Medical Management Dept.
PO Box 1598
Dayton, OH 45401-1598
- **Phone:** 1-855-202-1058

When requesting an authorization, please provide the following information:

- Member/patient name and CareSource member ID
- Health partner name and NPI
- Anticipated date of service
- Diagnosis code and narrative
- Procedure, treatment or service requested
- Number of visits requested, if applicable
- Reason for referring to an out-of-plan health partner, if applicable
- Clinical information to support the medical necessity for the service

Please review the [CareSource Health Partner Manual](#) for additional information. You may find it on CareSource.com.



CareSource.com