



Hoosier Healthwise New Member Booklet



CareSource[®]

Important Plan Information for 2025

Complete your Health Needs Screening.

You can earn a \$30 Walmart[®] gift card

It's easy to do! Just call **1-833-230-2011** (TTY: 711)
Monday – Friday between 6 a.m. Central Time (CT)/7 a.m.
Eastern Time (ET) to 5 p.m. CT/6 p.m. ET

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Member Welcome Letter

Welcome to CareSource! We are glad to have you as a member! We are excited to serve you and other Hoosier Healthwise (HHW) members. At CareSource, our mission is 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 your health journey easier. We believe you deserve more than high quality health care. You deserve Health Care with Heart®.

We are here to help you. Let us know if you have questions or concerns about your health care. Please call Member Services toll free at **1-844-607-2829** (TTY: 1-800-743-3333 or 711). We are open Monday through Friday from 7 a.m. Central Time (CT)/8 a.m. Eastern Time (ET) to 7 p.m. CT/8 p.m. ET.



Sincerely,
CareSource



Review Your CareSource ID Card(s)

Your ID card identifies you as a CareSource member. Everyone in your family who is a CareSource member will have their own card. They were included in the front of this envelope with this booklet. Always show your card to health care providers before you get care. Please call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711) if you have questions about your member ID card. Staff can be reached Monday through Friday from 7 a.m. Central Time (CT)/8 a.m. Eastern Time (ET) to 7 p.m. CT/8 p.m. ET.


Need a replacement card? You can ask for a new one on your My CareSource® account or by calling Member Services.



Member Name: <First> <Last>
Member ID (MID): <MID #>

Member Services:
1-844-607-2829 (TTY 1-800-743-3333 or 711)
Member Services Hours:
8 a.m. – 8 p.m. Monday – Friday

Log on to **MyCareSource.com** to check for eligibility and Primary Medical Provider (PMP).



RxBIN - 003858
RxPCN - MA
RxGRP - RXINN01



» REQUEST A MEMBER HANDBOOK OR PROVIDER DIRECTORY

There are cards in this envelope you can use to get a printed copy of the member handbook or provider directory mailed to you. You do not need to address or add postage.

To find the member handbook and provider directory online:

- Go to **CareSource.com/in/plans/medicaid/plan-documents/** and click on member handbook.
- Visit **findadoctor.CareSource.com** to find a provider near you. The Find a Doctor tool has the most up-to-date list of providers.

You can also call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711) Monday through Friday from 7 a.m. Central Time (CT)/8 a.m. Eastern Time (ET) to 7 p.m. CT/8 p.m. ET. We are happy to answer your questions or send you materials.





Contact Us

» MEMBER SERVICES

1-844-607-2829 (TTY: 1-800-743-3333 or 711)

We are open Monday through Friday from 7 a.m. CT/8 a.m. ET to 7 p.m. CT/8 p.m. ET. We can help you:

- ✓ Learn more about your benefits and how to access them.
- ✓ Get printed copies of member materials sent to you at no charge.
- ✓ Help find providers near you, and much more!

» CARESOURCE24 NURSE ADVICE LINE

1-844-206-5947 (TTY: 711)

Speak to a caring registered nurse 24 hours a day, 7 days a week, 365 days a year. CareSource24® Nurse Advice Line can help you:

- ✓ Learn about a health problem.
- ✓ Decide when a visit to a provider, urgent care, or an ER visit is needed.
- ✓ Find out more about prescriptions or over-the-counter medications.

» CARESOURCE ADDICTION SUPPORT LINE

If you would like to make changes like limiting alcohol use or stopping drug use, we can help. Call the Addiction Support Line at **1-833-674-6437**. We can also refer you to a provider who treats substance use disorder conditions.



» BEHAVIORAL HEALTH CRISIS LINE

If you need help, you can call the Behavioral Health (BH) Crisis line at **1-833-227-3464** or (TTY: 1-800-743-3333 or 711) and speak to a licensed professional with mental health training.



Want a full list of mental health and substance use resources? Scan this QR code. You can also visit **CareSource.com/INBehavioralHealth** or call us at **1-844-607-2829** (TTY: 711) to ask for a copy.

Need Help Now?

Call 9-8-8 or text HOME to 741741 to reach a crisis counselor with the 988 Suicide and Crisis Lifeline. You can call 24 hours a day, 7 days a week.

Problems reading or understanding this information?

Call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711). We can explain this information in English or in another language. If you have problems seeing or hearing, we can provide special help like large print, braille or audio. We can also provide materials in other languages. This is all at no cost to you. See [page 3](#) to learn how to ask for printed copies of the member handbook or provider directory.





Your Resources

Review your member handbook at [CareSource.com/in/plans/medicaid/plan-documents/](https://www.caresource.com/in/plans/medicaid/plan-documents/). You can also ask for a printed copy using the card that was included with this booklet. It has information like:

- Our benefits (including limitations)
- Plan descriptions (and how to keep your benefits when it's time to renew)
- Important phone numbers and web pages
- Pharmacy tools like Find My Prescriptions
- How to get care
- A full list of rewards and incentives
- Care and disease management

» MY CARESOURCE

My CareSource is your personal online account. View claims, plan details and tell us how you want to hear from us. You can manage your plan and your child's from one account. It is easy to set up your account:

1. Go to **MyCareSource.com**.
2. Click *Sign Up* at the bottom of the page.
3. Answer the questions.
4. Click *Register*.
5. Tell us how you'd like to hear from us (text, email, mail), so we know the best way to communicate with you.

You are all set!



» CARESOURCE MOBILE APP

View your CareSource account on-the-go with our mobile app. You can find a doctor, access your My CareSource account, and more! You can even show your digital member ID card to providers straight from your phone.



Use your phone's camera to scan the QR code to get to the mobile app. Or get the mobile app free through the Apple Store® or Google Play®.

» TELL US WHAT YOU THINK WITH CARESOURCE CIRCLE

Do you know about CareSource Circle?

It's an online community where you can share your ideas and feedback with us. You will be invited to take part in surveys, discussion boards and more! Want to sign up?

Go to **CareSource.com/CircleINMed.**



Health Needs Screening

Earn rewards* by filling out your Health Needs Screening (HNS). The HNS is a questionnaire. It asks about your health history and helps us identify health issues or concerns you may need support with. Using a few questions about your health and lifestyle, we can help your health care providers coordinate your care and connect you with services you may need. **You can earn a one-time \$30 Walmart® gift card when you take the HNS.** It only takes a few minutes.

You can take the HNS in one of these ways:

Online: Just log into your secure **MyCareSource.com** account and click on the Health tab. You can also scan this QR code:



Phone: **1-833-230-2011** (TTY: 711) Monday through Friday from 6 a.m. CT/7 a.m. ET to 5 p.m. CT/6 p.m. ET.

At a health

kiosk: In your local Walmart pharmacy.

By mail: Copies of the HNS will be sent to you in the mail soon. There will be one for each CareSource member in your household. Fill them out and send them back in the postage paid envelope provided.

* You must complete the HNS within the first 90 days that you join CareSource to get the reward. Rewards are subject to change.





Preventive Care and Staying Healthy

Preventive care is key for the whole family. You should have a primary medical provider (PMP) and a primary dental provider (PDP) that you see for health care services. Visit your provider even if you are healthy. This helps find and treat problems before they get worse. Preventive care includes:

- Yearly checkups for kids and adults
- Breast cancer screenings (mammograms) and cervical cancer screenings (Pap tests) for women
- Prostate cancer screenings for men
- Yearly dental and vision exams and much more!

Preventive care is always covered at no cost to you. You can earn rewards when you get preventive care! Learn more about these rewards on [page 20](#).

» CHOOSING OR CHANGING YOUR PMP OR PDP

Log into your **MyCareSource.com** account and choose a PMP or PDP from our network.

If you do not choose a PMP or PDP, we will choose one for you. We will choose a PMP or PDP for you based on where you live and if they are taking new patients. You can change your PMP or PDP at any time if you want a different one.

What if I can't find a health care provider?

Go to **findadoctor.CareSource.com** to look for a provider. You can also call us at **1-844-607-2829** (TTY: 1-800-743-3333 or 711). We are here to help you find a provider to meet your needs.





Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

EPSDT covers care for those under the age of 21 at no cost to you. It includes:

- Medical exams
- Vision and hearing tests
- Dental exams
- Immunizations (shots)
- Health education
- Lab tests and much more!

EPSDT also covers medically necessary care for issues found by an exam. This includes glasses and hearing aids. You can learn more at: **www.CareSource.com/in/plans/medicaid/benefits-services/early-periodic-screening-diagnostic-treatment/**. You can also ask your child's PMP about visits or shots they are due for.



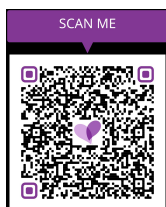


Mental Health and Substance Use Disorder

Good health means more than just taking care of your body. It also means taking care of your mental health. If you have questions about your mental health, call CareSource24 Nurse Advice Line at **1-844-206-5947** (TTY: 711). We can help you understand a diagnosis or talk you through where to get care.

Need Help Now?

Call 988 or text HOME to 741741 to reach a crisis counselor 24 hours a day, 7 days a week.



Need help finding care and getting started? See this helpful guide to Mental Health and Substance Use Care benefits and services.

>> VIRTUAL VISIT WITH A MENTAL HEALTH PROVIDER

Use your phone, tablet or computer to talk to a provider from wherever you are. Check with your Primary Medical Provider (PMP) to see if they offer telehealth. If they don't, you can access telehealth services through Teladoc®. Teladoc has mental health providers available seven days a week from 7 a.m. to 9 p.m. You need to set up an appointment before meeting with a provider on Teladoc. They can help with anxiety, depression, stress, substance use, trauma, and more. These visits are at no cost to you. Call 1-800-TELADOC (835-2362) or visit **Teladoc.com/CareSource** to get started.



» BEME HEALTH

BeMe Health is a free mobile app that supports teen mental health and wellness. BeMe supports teens through content, coaching and clinical services. It is for CareSource Hoosier Healthwise (HHW) members ages 13 through 18. Teens connect with BeMe on their phones in a safe, fun space.



Go to beme.com/CareSource to learn more or scan this QR code.

» MYSTRENGTH

Take charge of your mental health! myStrengthSM has personalized support for your mind, body and spirit. Get it through your My CareSource account or go to bh.mystrength.com/caresource to sign up.



Pharmacy

Your CareSource plan includes medication benefits and more! We partner with Express Scripts to help manage your prescriptions. You should fill your prescriptions at a pharmacy that takes CareSource.

Pharmacy Tools for You:

When you need to get or refill a prescription, find a pharmacy close to you with the [*Find a Pharmacy*](#) tool. Go to **CareSource.com/Indiana**, click on *Tools and Resources*, then click on *Find A Pharmacy* in the *Quick Links* section on the bottom left corner of the screen.

You can also find out if a drug is covered by using our [*Preferred Drug List \(PDL\)*](#). Go to **CareSource.com/Indiana**, click on *Tools and Resources*, then click on *Find My Prescriptions*, then *Drug List* to learn more.

» ASK YOUR CARESOURCE PHARMACIST

Do you have questions about your medications? You can talk to a CareSource pharmacist. Call **1-833-230-2073** to speak with a pharmacist today. We are open 9 a.m. to 5:30 p.m. Monday through Friday. They can review your medications with you and help answer questions. There is no appointment needed!





Benefits At-A-Glance

Health Care Visits

- Chiropractor
- Community Mental Health Center (CMHC)
- Convenience Care Clinics inside of stores like CVS® and Kroger®
- Emergency Room (ER)
- Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC)
- Free-standing birth centers
- Hospital (inpatient* and outpatient)
- Primary Medical Providers (PMPs) like doctors, OB/GYNs, Physician Assistants and Nurse Practitioners
- Specialists (e.g., Podiatrist, Neurologist and Oncologist)
- Telehealth
- Urgent care
- Diabetes tests
- Disease tests and treatments:
 - Hepatitis
 - Human Immunodeficiency Virus (HIV)
 - Sexually Transmitted Infection/ Sexually Transmitted Disease (STI/STD)
- Immunizations (shots)
- Lung cancer screening
- Breast cancer screening (mammogram)
- Nutritional assessment
- Obesity/Body Mass Index (BMI) screening and dietary counseling
- Physical exams
- Prostate cancer screening

Preventive and Early Detection Care/Screenings

- Annual well-visit
- Autism Spectrum Disorder screening
- Blood pressure screening
- Bone mass measurements
- Cervical and vaginal cancer test (Pap test)
- Cholesterol screening
- Colorectal cancer screening

EPSDT Program (Under age 21)

- Comprehensive health and developmental exam
- Dental screening
- Developmental/behavioral test
- Health education
- Hearing tests
- Immunizations (shots)
- Lab tests
- Lead screenings (blood test)
- Nutritional assessment
- Vision exams



Health Condition Management

- Chemotherapy and radiation
- Diabetes screening, self-management training, services and supplies
- Dialysis
- Kidney disease services and supplies*
- Pulmonary rehabilitation services*
- Select clinical trials for cancer treatment*

Diagnostics

- Blood work/lab testing*
- Scans (e.g., CT, MRI and PET)*
- X-Rays

Heart

- Abdominal Aortic Aneurysm tests
- Cardiac rehabilitation services*
- Heart disease risk reduction visit* (Therapy for heart disease)
- Heart disease testing
- Electrocardiogram (ECG/EKG)

Mental Health and Substance Use Disorder

- All inpatient services*
- Partial Hospitalization Program (PHP) services*
- Psychiatric diagnostic evaluation*
- Psychological testing
- Intensive Outpatient Program/ Treatment (IOP/IOT) services*

- Transcranial Magnetic Stimulation (TMS)*
- Individual, family and group psychotherapy*
- Substance Use Disorder (SUD) residential*
- Electroconvulsive Therapy (ECT)*
- Medication Assisted Treatment (MAT)
- Pharmacological management
- Opioid Treatment Program (OTP) services

Family Planning and Maternity Services

- Birth control
- Breast pumps
- Family planning exams
- Nurse midwife services
- Parent education
- Prenatal and postnatal doctor and home visits
- Sexually Transmitted Disease/ Sexually Transmitted Infection (STD/STI) screenings and treatment
- Sterilization surgery (male and female)*
- Well-baby check-ups



Medical Supplies

- Cochlear implants
- Diabetic supplies
- Durable Medical Equipment (DME) and related supplies* (e.g., Oxygen tank, wheelchair/walker, wound care and CPAP machine)
- Incontinence supplies
- Nutritional supplies
- Prosthetic devices and related supplies

Pharmacy and Medications

- Brand and generic drugs
- Mail order drugs
- Over-the-Counter (OTC) items (Prescription from your doctor is required)

Home Health Care*

- Home infusion therapy
- Home nursing services (e.g., Skilled nursing, private duty, certified nurse aid and social worker)
- Physical, occupational and speech therapy*

Vision/Eye Care

- Contacts*
- Eye exams
- Glasses

Dental

- Exams and cleanings
- X-Rays
- Dentures/partials*
- Fluoride treatments (For ages 0-20)
- Orthodontics (Covers medically necessary orthodontic care only, ages 0-20)
- Surgeries and procedures (e.g., extractions and restorations)

Transportation Services

- Emergency (ambulance, air flights*)
- Non-emergency (scheduled ride, food pick up, bus, wheelchair access)
- Transportation to and from Neonatal Intensive Care Unit (NICU)

Other Care

- Anesthesia
- Adaptive behavior treatment*
- Allergy testing and treatment
- Counseling/interventions to quit smoking/using tobacco (smoking cessation)
- Hearing (audiology) (e.g., exams, hearing aids* and cochlear implant therapy)
- Hospice (facility and home)
- Inhalation therapy
- Medical nutrition therapy
- Nutritional counseling

- Occupational therapy
- Pain management*
- Physical therapy
- Podiatry (foot) services
- Speech therapy
- Surgeries (e.g., general, bariatric, reconstructive and transplant)
- TMJ treatment (Jaw pain or problems with jaw movement)

KEY

* Prior authorization (PA) may be needed for some of these services. PA means that CareSource must approve the service before you get it. Your provider will take care of this for you.

Additional Programs and Services

- CareSource MyKids and MyHealth Rewards Programs
- Care and Disease Management
- Health and wellness education programs
- CareSource Life Services®, including CareSource JobConnect
- Medication Therapy Management (MTM)
- MyHealth online tool
- myStrengthsm online mental health tool
- BeMe Health (HHW ages 13 up to 18)





Where to Get Care

We want to make sure you have easy access to care from the right provider when you need it.



Not sure where to go? Call CareSource24 Nurse Advice Line. We're here for you 24 hours a day, 7 days a week. Call **1-844-206-5947** (TTY: 711) to talk to a nurse.

Primary Medical Provider (PMP)



Used for common sicknesses and advice. You will get most of your preventive care from your PMP. You should see your PMP the most often. This will help them get to know you and your health needs.

Telehealth



Visit with a PMP by phone or computer. Ask them if they offer telehealth. If your PMP is not available or does not offer telehealth, you can use Teladoc®. You can learn more at www.Teladoc.com/CareSource.

Convenience Care Clinics



Used for common sickness like coughs, colds, sore throats, and to get shots when your PMP is not available. They are found in many local drug and grocery stores, like CVS Minute Clinic® or Kroger Little Clinic®.

Mental Health Providers



Mental health providers give health and social services for people living with mental health and/or substance use problems. Mental health providers are often the first place people go to get help for mental health and substance use disorder.

Need help now?

Call 988 for the Suicide and Crisis Lifeline.

Urgent Care



Used to treat non-life threatening issues. When you cannot visit your PMP, and your health issue cannot wait.

Hospital Emergency Room



Used for life-threatening issues or emergencies. Call 911 or go to the nearest ER.





Rewards Programs

Get rewarded for taking an active role in your health. Go to **www.caresource.com/in/plans/medicaid/benefits-services/rewards/** to learn more.

» MYHEALTH

Adults 18 and older can earn rewards through the MyHealth Reward program! Rewards may vary by age, gender and health needs. You can earn rewards for getting preventive care and services you need for taking care of certain health conditions. Redeem your rewards for gift cards to your favorite stores like Walmart®, Old Navy® and TJ Maxx®. Shop for anything from groceries and clothing to home goods and personal care products. Go to **MyCareSource.com** and click the MyHealth link under the Health tab to get started.

Rewards are subject to change. You will not have access to rewards if you are no longer a CareSource member. Rewards you earned may no longer be available.

MyHealth Rewards earned in the current year expire in mid-December of the next year.

» CARESOURCE MYKIDS

Your kids can earn rewards through the CareSource MyKids program. This program is for kids ages newborn through 17 years old. Your kids can earn rewards for doing healthy activities like well-baby visits, routine exams, screenings and shots. The rewards are added to a rewards card to use at local stores.

Use this card at stores like Dollar General®, Kroger® and Walmart® to buy groceries, school supplies, diapers, personal care items and more! You can see a full list and sign up on our rewards web page linked above or call Member Services.

CareSource MyKids rewards expire one year from the date of issue.

» ARE YOU READY TO QUIT USING TOBACCO?

CareSource is here to help! Using tobacco in any form can harm your health. It can even cause diseases that can lead to death. We help members stop using tobacco and offer rewards for participating in Quit Now Indiana.

Call **1-800-784-8669** to learn more.





Health Care with Heart®

Access to healthy food, housing, transportation and community resources impact your overall health. We provide extra support with these programs and services.

» CARESOURCE LIFE SERVICES®

Connect with a Life Coach who can help you find a job, finish your degree or link you to support in your community.

Please call **1-844-607-2832** or email

LifeServicesIndiana@CareSource.com to get started.

» CARE AND DISEASE MANAGEMENT

These programs can help you learn about your health and how you can better manage your specific health conditions. Our goal is to make sure you have the right tools to stay as healthy as possible. These programs are available to you at no cost.

Want to learn more? Call **1-844-438-9498** (TTY: 711).

» MYRESOURCES

Use MyResources to find free or low-cost resources for food, housing, school, financial support and more. You can use this tool through your My CareSource account. You can also go to **CareSource.findhelp.com**.

» TRANSPORTATION

Get free rides to and from health care visits and to pick up prescriptions from a pharmacy (up to 5 trips per month). You can also get rides to any:

- Women, Infant, Children (WIC) or county Job and Family Services appointments
- Food pantries or to pick up groceries for curbside pickup (up to 5 trips per month)

Call Member Services at **1-844-607-2829** (TTY: 711) 48 hours before your visit. They can also help if you prefer public transportation. You can learn more at: **www.CareSource.com/in/plans/medicaid/benefits-services/additional-services/transportation/**



You can also schedule a ride using your smartphone! Scan this QR code.



English: Language assistance services, free of charge, are available to you.

Call: **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

SPANISH - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

NEPALI - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । फोन गर्नुहोस्: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

KOREAN - 언어 지원 서비스가 무료로 제공됩니다. 전화: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

FRENCH - Services d'aide linguistique offerts sans frais. Composez le 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

GERMAN - Es stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Anrufen unter: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

SIMPLIFIED CHINESE -

可为您提供免费的语言协助服务。请致电:

1-844-607-2829 (TTY: 1-800-743-3333 or 711).

TELUGU - భాషా సాయం సర్వీసులు, మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ చేయండి: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

BURMESE - ဘာသာစကားဆိုင်ရာအကူအညီဝန်ဆောင်မှုများအား သင့်အတွက် အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်းခေါ်ရန်: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

ARABIC - تتوفر لك خدمات المساعدة اللغوية مجانًا.

اتصل على الرقم: 1-844-607-2829

(هاتف نصي: 1-800-743-3333 أو 711).

URDU - زبان کی معاونتی ترجمانی خدمات، آپ کے لیے بالکل مفت یا -

1-844-607-2829 فری آف چارج دستیاب ہیں۔ کال کریں:

(TTY: 1-800-743-3333 or 711).

PENNSYLVANIA DUTCH - Mir kenne dich Hilf griegie mit

Deutsch, unni as es dich ennich eppes koschte zellt. Ruf

1-844-607-2829 (TTY: 1-800-743-3333 or 711) uff.

RUSSIAN - Вам доступны бесплатно услуги

языкового сопровождения. Позвоните по номеру:

1-844-607-2829 (TTY: 1-800-743-3333 or 711).

TAGALOG - May mga serbisyong tulong sa wika, na

walang bayad, na magagamit mo. Tumawag sa:

1-844-607-2829 (TTY: 1-800-743-3333 or 711).

VIETNAMESE - Dịch vụ hỗ trợ ngôn ngữ miễn

phí dành cho bạn. Gọi: 1-844-607-2829

(TTY: 1-800-743-3333 or 711).

GUJARATI - ભાષા સહાય સેવાઓ તમારા માટે નિ:શુલ્ક

ઉપલબ્ધ છે. 1-844-607-2829 (TTY: 1-800-743-3333

or 711) પર કોલ કરો.

PORTUGUESE - Serviços linguísticos gratuitos

disponíveis para você. Ligue para: 1-844-607-2829

(TTY: 1-800-743-3333 or 711).

MARSHALLESE - Jerbal in jibañ ikijen kajin, ejelok

onean, ej bellok ñan eok. Kurluk: 1-844-607-2829

(TTY: 1-800-743-3333 or 711).



NOTICE OF NON-DISCRIMINATION

CareSource complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status.

CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille, or audio at no charge. Please call MemberServices at the number on your CareSource ID card if you need any of these services.

If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource, Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401
Email: CivilRightsCoordinator@CareSource.com
Phone: 1-844-539-1732
Fax: 1-844-417-6254

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Mail: U.S. Dept of Health and Human Services
200 Independence Ave, SW Room 509F
HHH Building Washington, D.C. 20201
Phone: 1-800-368-1019 (TTY: 1-800-537-7697)
Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are found at: www.hhs.gov/ocr/office/file/index.html.

