



CARESOURCE AND DENTAQUEST

Meeting members where they are by providing easy access to quality dental care.

CareSource and DentaQuest have a robust, accessible network of quality providers across all coverage areas. Not only do members have a large selection of options to meet their dental care needs, but easy ways to find a provider where they are.

Find a Doctor

To access the Find a Doctor tool, navigate to findadoctor.caresource.com and locate a provider in three simple steps:

Step 1:

Choose Location. Set your location by either clicking on the Share Your Location button and allowing CareSource to access your location, or by entering in a city, street address or zip code in the Enter an Address field. Click on Continue.

CareSource

1 STEP ONE Choose Location

2 STEP TWO Choose Plans

3 STEP THREE Choose Filters

Find a Doctor / Step 1 of 3 / Choose Location

CHOOSE LOCATION

Continue

In order to better serve you...

Share Your Location

Or, enter a street address

Dayton, OH, USA

Step 2:

Choose Plans. Plans are listed by state. Select your plan by clicking on the check box next to the plan name. Click on Continue.

The screenshot shows the 'CHOOSE PLANS' step of the CareSource process. At the top, the CareSource logo is on the left, and three progress indicators are shown: 'STEP ONE Location Chosen' (checked), 'STEP TWO Choose Plans' (active), and 'STEP THREE Choose Filters'. Below the progress indicators is a breadcrumb trail: 'Find a Doctor / Step 2 of 3 / Choose Plans'. The main heading is 'CHOOSE PLANS' with a help icon. On the right, there are 'Back' and 'Continue' buttons. The content is organized by state:

- Ohio:** Marketplace (checkbox), Medicaid (checkbox), Ohio Home Care Waiver (checkbox), Specialized Recovery Services Program (checkbox), Medicare (checkbox), Dual Special Needs (checkbox), MyCare (checkbox).
- Georgia:** Marketplace (checkbox), Medicaid (checkbox), Pathways to Coverage (checkbox), PeachCare for Kids (checkbox), Medicare (checkbox), Dual Special Needs (checkbox), Planning for Healthy Babies (checkbox), Family Planning (checkbox), Interpregnancy Care (checkbox).
- Kentucky:** Marketplace (checkbox).
- Michigan:** Medicaid (checkbox), HAP CareSource Children's Special HealthCare Services (checkbox), HAP CareSource Healthy Michigan Plan (checkbox), HAP CareSource Medicaid (checkbox).
- North Carolina:** Marketplace (checkbox).
- West Virginia:** Marketplace (checkbox).
- Arkansas:** X PASSE
- Indiana:** Marketplace (checkbox), Hoosier Choice (checkbox), Marketplace (checkbox).

Step 3:

Choose Filters. Filters include provider type, language, specialty, gender and more. When all filter selections have been made, click on Continue.

The screenshot shows the 'CHOOSE FILTERS' step of the CareSource process. At the top, the CareSource logo is on the left, and three progress indicators are shown: 'STEP ONE Location Chosen' (checked), 'STEP TWO Plans Chosen' (checked), and 'STEP THREE Choose Filters' (active). Below the progress indicators is a breadcrumb trail: 'Find a Doctor / Step 3 of 3 / Choose Filters'. The main heading is 'CHOOSE FILTERS' with a help icon. On the right, there are 'Back' and 'Continue' buttons. The content is organized into filter categories:

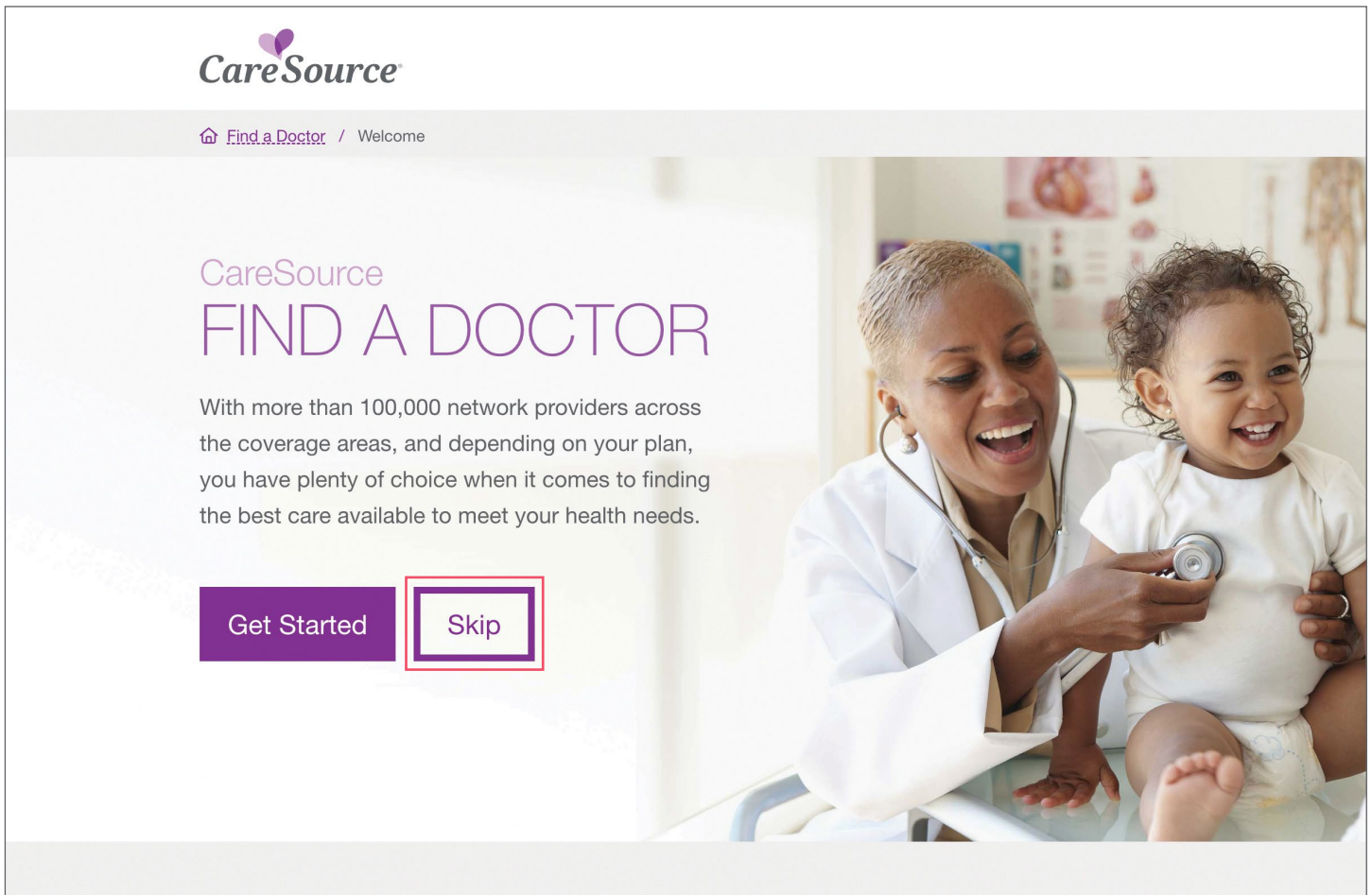
- Accepting New Patients:** Yes (checkbox).
- Specialty:** Dentistry (checkbox), Family Practice (checkbox), Vision - Optometry (checkbox), OB/GYN (checkbox), Pediatrics (checkbox), View More (button).
- Type:** Clinic (checkbox), Hospital (checkbox), Laboratory (checkbox), Medical Equipment (checkbox), Non Traditional (checkbox), Pharmacy (checkbox), Primary Care Physician (checkbox), Primary Dental Provider (checkbox), Specialist (checkbox).
- Gender:** Female (checkbox), Male (checkbox).
- Language:** English (checkbox), Spanish (checkbox), Hindi (checkbox), Chinese (checkbox), Arabic/Jordanian (checkbox), View More (button).
- Hospital:** Adams County Memorial Hospital (checkbox), Adena Regional Medical Center (checkbox), Akron General Medical Center (checkbox), Aleda Lutz VA Medical Center (checkbox), Allegan General Hospital (checkbox), View More (button).

The results page will then appear allowing members to browse through providers that meet the criteria selected within 25 miles of their location.

To Search For a Specific Provider By Name:

Step 1:

Click on the **Skip** box.



Step 2:

Click the spy glass icon.



Step 3:

Enter the name of the provider you want to find in that same location:

The screenshot shows the CareSource search interface. At the top left is the CareSource logo. Navigation links include 'Location', 'Plans', 'Filters', and 'Sort'. A search bar on the right contains the text 'What are you looking for today?'. Below the search bar, it says 'Find a Doctor / Showing 30 of 1,066,879 Providers'. A 'Relevance' button is visible on the right side.

The screenshot shows the CareSource search results for 'Vladimir Belikov'. The header includes the CareSource logo, navigation links, and the search bar with 'Vladimir Belikov'. Below the header, it says 'Find a Doctor / Showing 5 of 5 Providers'. The main content area displays the provider's name 'Vladimir Belikov, DDS' with gender and pronoun icons, 'Parma Dental', and the address '5500 Ridge Rd Ste 135, Cleveland, OH - CUYAHOGA County'. It also shows 'Open Today - 9:00 AM - 6:00 PM' and a phone number '(440) 885-1111'. A map of Cleveland is shown on the right. Below the provider information, there are tabs for 'GENERAL', 'CONTACT', and 'DETAILS'. The 'GENERAL' tab is active, showing a table with columns for 'Specialty', 'CareSource Plan', and 'Accepting New Patients'. The table contains the following data:

Specialty	CareSource Plan	Accepting New Patients
Dentist Individual - General Dentistry	Ohio - Medicaid	Yes

Below the table is a link 'View All Specialties'. To the right of the table, there are sections for 'Gender' (Male) and 'Languages' (English, Russian, Ukrainian).

Note: This data is for demonstration purposes only.

Routine Services Requests

To request a non-emergency routine service, contact **CareSource Member Services at 833-230-2099**. CareSource/DentaQuest will supply a list of verified providers along with the name and phone of the person they spoke with.

Escalated Requests

To request a provider when the member has been unable to find one using the above steps, please send an email to CareSource Sales Operations at **SalesSupport@caresource.com** and provide the member ID and services needed, including tooth number(s) if possible. Please note this email is intended for agent use.