



Thank You

For Being a CareSource Member

We care about you. We want you to learn about your benefits, services and programs. You can find more information in your member handbook or Evidence of Coverage (EOC), available on [CareSource.com](https://www.caresource.com)



Learn about your plan.

Find the benefits and services covered under your plan at **CareSource.com**. Learn:

- The toll-free number to call if you have questions. How to reach us if you need TTY services.
- How to get interpreters for sign language or in the language you speak. They can help you talk with us. You can also get materials in other formats like large print or braille. This is all at no cost to you.
- Our Care Management program and how you may self-refer or have your caregiver refer you.
- Your pharmacy benefits:
 - Our drug formulary, showing covered medications and their cost Tier.
 - If there are limits on any medications. You can also learn about generic substitution, therapeutic interchange and step-therapy.
 - How to get medications not on the formulary. Learn how providers can help you get an exception.
- What you must pay for. This includes copays, coinsurance or other charges. If you paid for covered services, learn how to submit a form to get paid back.

- Your rights and responsibilities as a member.
- How we manage care, benefits, access to services and other issues.
- How to let us know if you are unhappy with us. You will also find how to appeal a decision that affects your coverage, benefits or services.



Take your Health Needs Assessment (HNA)

By answering a few questions about your current health and habits, we can give you tips and tools and connect you to programs and services to help improve your health and wellbeing. Take the HNA in one of these ways:

- **Online:** Sign up or log in to **MyLife.CareSource.com**. You can also find it at [MyLife.CareSource.com/assess](https://www.mylife.caresource.com/assess).
- **Phone:** Call **1-833-230-2011** (TTY: 711) Monday through Friday from 7 a.m. to 6 p.m. ET. and from 8 a.m. to 6 p.m. PT.



Find a Doctor/Provider

Visit **FindADoctor.CareSource.com** for a list of our providers. Find primary care providers (PCPs), specialists, hospitals, clinics and more. Choose a provider who will meet your needs. Filter by area, gender, specialty, board certification and more. You can also learn:

- How to choose your PCP and schedule a visit.
- How to see a specialist like a mental health provider.
- Where to get care if your PCP is not available or the office is closed.
- How to get emergency care by going to an ER or calling 911.
- How to get care when you travel out of the plan's area.



Learn how we manage your plan.

- Through our Quality Program. It is here to make sure you get good care and service.
- By our promise to protect your privacy. Our privacy practices and HIPAA/Member Consent go over what routine consent is, and how we may use and share your health data. This includes your race, languages you speak, sexual orientation, if you have a disability, and more. They also go over how we use authorizations. You can tell us if you want us to share health data not covered by routine consent. You can ask us for a list of where your data was shared.
- By telling you how and when new technology is covered.
- By keeping people who make your coverage decisions from profiting from them.
- By having an independent external appeal process for decisions about your care.



Learn about free health and wellness programs.

We have **free** programs to help you improve your health. You may get mail about them. We also may call to tell you about them. We may sign you up if we hear from one of your providers or another health care source. Call Member Services to opt-in or out. A few of these programs are:

- **Care Management:** We have a team of nurses and clinical experts who work with you and your providers to meet your health needs. They can help you with the health care system. They can also help you manage your care with all your providers.
- **MyHealth:** Adults 18 and older can use online tools and small step guides to help set and track health goals.
- **myStrengthSM:** Get online help for your mood, body and spirit. Visit **bh.mystrength.com/CareSource** to sign up.
- **Medication Therapy Management:** Learn about your medications and the right way to use them.



Questions? Please call Member Services. The number is on the back of your CareSource ID card.. We are here to help.