



Welcome to CareSource!

We are glad to have you as a member!
We know life is busy—we are here to make your health journey easier.

What's in this Packet?

- ✓ Your member ID card
- ✓ Your member Quick Start Guide
- Business reply cards to ask for a provider directory and member handbook



Using Your Benefits

Always keep your CareSource ID card with you. You can access it on your CareSource MyLifeSM account at **MyLife.CareSource.com**.

You will need your ID card each time you get medical services. This means you will need it when you:

- See your providers or a specialist.
- ✓ Go to urgent care.
- Go to an emergency room or go to a hospital for any reason.
- ✓ Get medical supplies.
- ✓ Get a prescription.
- Have medical tests.



CareSource MyLife

CareSource MyLife is your personalized online account. Manage your health plan and receive support tailored to your health journey. It is easy to set up your account:



- ✓ Go to MyLife.CareSource.com.
- Click Create account and then follow the steps to link your health plan.
- ✓ You can also download the CareSource MyLife app from the App Store® or Google Play® to access your CareSource MyLife account on the go!





Health Needs Assessment

Please fill out the Health Needs Assessment (HNA). What you share in the HNA helps us work with you to meet your health care needs. There are a few ways to fill out the HNA.

- Online: Log into your secure member account at MyLife.CareSource.com/assess to fill out the HNA.
 Members age 18 and older can earn a \$25 reward by filling out the HNA online.
- Phone: 1-833-230-2011 (TTY: 711 or 1-800-326-6868) Monday through Friday from 8 a.m. to 6 p.m. Pacific Time (PT).
- By mail: Copies of the HNA will be sent to you in the mail soon. There will be one for each member in your household. Fill them out and send them back in the postage paid envelope provided.



Need a Doctor/Provider?

Go to **findadoctor.CareSource.com**. This is the most up-to-date list. You can also mail the card in this packet to ask for a printed Provider Directory. Or you can call Member Services at **1-833-230-2058 (TTY: 711 or 1-800-326-6868)**. We can help you find a provider or set up appointments.





Your Member Handbook

Your CareSource member handbook gives you an in-depth look at your benefits. Review your handbook to learn about your plan and the benefits and services you have. It includes a written description of your member rights and responsibilities. Here are some of the things your handbook also tells you about:

- ✓ Your benefits (including limitations)
- Plan descriptions, eligibility and membership
- Important phone numbers and resources

- ✓ Accessing health care
- A full list of rewards and incentives
- ✓ Care management
- ✓ And much more!

CareSource Is Here for You!

Call Member Services at **1-833-230-2058 (TTY: 711 or 1-800-326-6868)** if you have any questions. We are open Monday through Friday from 8 a.m. to 6 p.m. PT.

Your health and well-being are important to us. We look forward to showing you the difference CareSource makes in your life.

Sincerely,

CareSource



Your Resources



CareSource MyLifeSM

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- Click Create account and then follow the steps to link your health plan.

You can also download the CareSource MyLife app from the App Store® or Google Play® to access your CareSource MyLife account on the go!



Member Services

1-833-230-2058 (TTY: 711 or 1-800-326-6868)

We are open Monday through Friday from 8 a.m. to 6 p.m. PT. We can help you:

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





CareSource.com

Visit **CareSource.com** to view the full member handbook, find a doctor and learn about the extra benefits we offer.



24-Hour Nurse Advice Line | 1-833-687-7365 (TTY: 711 or 1-800-326-6868)

Get the help you need 24 hours a day, 7 days a week, 365 days a year. The 24-Hour Nurse Advice Line can help you:

- ✓ Learn about a health problem.
- Decide when to visit a provider, urgent care or the emergency room (ER).
- ✓ Find out more about prescriptions or over-the-counter medications.

Preventive Care

Preventive care is key for the whole family. Visit your provider for a yearly exam even if you are healthy. This helps find and treat problems before they get worse. Preventive care includes:

- Yearly wellness exams
- Breast cancer screenings (mammograms) and cervical cancer screenings (Pap tests) for women
- Colorectal cancer screenings
- Routine vision exams and much more!



Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

(for Nevada Medicaid members only)
EPSDT covers care for those under the age of 21 at no cost to you.
It includes:

- Medical exams
- Vision and hearing tests
- Immunizations (shots)
- Health education

- Age-specific developmental screenings
- Lab tests and much more!



Dental Care

Your dental benefits are provided by Liberty Dental. Find dentists at libertydentalplan.com. You can also call them at 1-888-401-1128. Make sure the dentist knows you are covered by Liberty Dental before you visit.



Vision Care

Caring for your eyes can lead to a better quality of life. Routine checkups, services from an eye doctor and glasses are covered. Your CareSource vision benefits are covered by EyeMed. Find an eye care provider in your plan at eyedoclocator.eyemedvisioncare.com/CSNVMCD/en-us. You can also call them at 1-866-888-1105. Make sure the provider knows you are covered by EyeMed before you visit.





Where to Get Care

From preventive care to emergencies, get the care you need, when you need it.



Primary Care Provider (PCP) Used for common illnesses and advice. You will get most of your preventive care from your PCP. You should see your PCP the most often



Patient-Centered Medical Home Provides the same services as a PCP for members with complex health concerns.



Telehealth

Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth.



Convenience Care Clinics Used for common illnesses like coughs, colds, sore throats and to get shots. They are found in stores like CVS®.



Urgent Care Used to treat non-life-threatening issues like illnesses or a deep cut. Go here if you cannot get a visit with your PCP and your health issue cannot wait.



Hospital Emergency Room Used for life-threatening issues like chest pain or a head injury that must be treated immediately. You do not need approval from CareSource or prior authorization to get emergency services. Call 911 or go to the nearest ER.



Not sure where to go for care?

Call the 24-Hour Nurse Advice Line at **1-833-687-7365 (TTY: 711 or 1-800-326-6868)** to speak to a registered nurse. We are here for you 24 hours a day, 7 days a week.



Mental Health Care



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 the 24-Hour Nurse Advice Line at 1-833-687-7365 (TTY: 711 or 1-800-326-6868). We can help you understand a diagnosis or talk you through where to get care.



CareSource Addiction Support Line

If you would like to make changes like limiting alcohol use or stopping drug use, we can help. Call our Addiction Support Line at **1-833-674-6437 (TTY: 711 or 1-800-326-6868)**.



myStrengthSM

Take charge of your mental health! myStrength has personalized support to better your mind, body and spirit. Use the app through CareSource MyLife at MyLife.CareSource.com.



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 insurance.



Pharmacy Tools for You

When you need to get or refill a prescription, find a pharmacy close to you with the <u>Find a Pharmacy</u> tool.

Go to **CareSource.com**, 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 use our <u>Preferred Drug List (PDL)</u> to find out if a drug is covered. It includes drugs on Nevada Medicaid's Uniform Preferred Drug List (UPDL). Go to **CareSource.com**, click on *Tools and Resources*, then click on *Find My Prescriptions* to learn more. To request a paper copy of the PDL, call Member Services at **1-833-230-2058 (TTY: 711 or 1-800-326-6868)**. We are open Monday through Friday, 8 a.m. to 6 p.m. PT.

Ask Your CareSource Pharmacist 1-833-230-2073 (TTY: 711)

Do you have questions about your medications? You can talk to a CareSource pharmacist. **Call 1-888-882-3615 (TTY: 711 or 1-800-326-6868)** to speak with a pharmacist today. We are open Monday through Friday, 8 a.m. to 5 p.m. PT. They can review your medications with you and help answer questions. There is no appointment needed!





Pregnancy





Mom & Baby Beginnings™

Our team is here for you during and after your pregnancy. We connect you to resources and work with your providers to make sure you are healthy and safe. Our team helps you understand your pregnancy and how to take care of your newborn. Call 1-833-230-2034 (TTY: 711 or 1-800-326-6868) to get started.

We can also help coordinate care if you have a baby in the Neonatal Intensive Care Unit (NICU). Call **1-833-230-2036** to learn more. You can also call Member Services if you have any questions.



CareSource MyHealth Rewards

Adults 18 and older can earn rewards as they complete healthy activities and get preventive care. Rewards may vary by age, gender and health needs. Adults are automatically enrolled in this program. Go to **MyLife.CareSource.com** and click *Get Help*. Then select the Resources tab to find the MyHealth link. 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. Some exclusions include alcohol, tobacco and firearms.





More Ways to Stay Healthy



CareSource Life Services®

Get your own Life Coach to help you navigate life's challenges. You can also get help finding a job, finishing your degree or finding support in your community. Please call 1-833-230-2033 (TTY: 711 or 1-800-326-6868) or email NVLifeServices@CareSource.com to get started.



Care and Disease Management

Get support tailored to you. We work with you to address any health concerns or needs that you have. We are a single point of contact working with you and your providers to coordinate your care. This includes helping you manage chronic condition(s) through Disease Management. Call us at 1-844-206-5948 (TTY: 711 or 1-800-326-6868) to learn more.



MyResources

Use MyResources to find free or low-cost local resources for food, housing, school, financial support and more.
Log into CareSource MyLife to access the tool or go to
CareSource.findhelp.com to get started.



Transportation

Get free rides to and from health care visits and to pick up prescriptions from a pharmacy. You can also get rides to any Women, Infant Children (WIC) or county Nevada Medicaid appointments. Call Member Services at 1-833-230-2058 (TTY: 711 or 1-800-326-6868) to schedule your ride or go to MyLife.CareSource.com to learn more.



Your Benefits

This list has all the covered care and services you can get as a CareSource member. Questions about your benefits? Call Member Services at **1-833-230-2058 (TTY: 711 or 1-800-326-6868)**. We are open Monday through Friday, 8 a.m. to 6 p.m. PT.

* This service may need **prior authorization** or a referral before you get the care. Prior authorization is the approval that may be needed from CareSource before you get a service. Your provider will take care of this for you. A **referral** is an order from your provider for you to see a specialist or get certain health care. There may also be coverage limits or requirements like medical necessity to get the service. Please call Member Services if you have any questions.

Where to Get Care

- Chiropractor
- Community behavioral health centers
- Convenience care clinics
- Emergency room
- Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC)
- Free-standing birth centers
- Hospital (inpatient and outpatient)
- Podiatry services* (21 and up)
- Primary care providers like doctors, physician assistants or nurse practitioners
- Telehealth
- Specialists (podiatrist, neurologist, oncologist, etc.)*
- Urgent care

Diagnostics

- Blood work/lab testing*
- Electrocardiogram (ECG/EKG)

- Outpatient Urinary Drug Test (UDT)*
- Scans (CT, MRI, etc.)*
- X-rays

EPSDT (for those under the age of 21)

- Comprehensive health and developmental exam
- Behavioral assessment
- Health education
- Hearing exam
- Immunizations (shots)
- Lab tests
- Lead screening
- Nutritional assessment

Family Planning and Maternity

- Birth control
- Breastfeeding/lactation classes
- Breast pumps and other supplies
- Family planning exams
- Home visits

- Inpatient hospital maternity/delivery
- Infertility diagnostic services*
- Lamaze classes
- Nurse midwife services
- Parent education
- Prenatal and postnatal visits
- · Well-baby visits

Dental (managed by Liberty Dental)

Members age 21 and under

 Exam and teeth cleaning twice a year

Pregnant members over age 21

- Checkups and teeth cleanings
- Dental x-rays
- Fluoride treatments
- Fillings

Adults with special needs over age 21

• Emergency extractions, palliative care, and prosthetics (dentures or partials) under certain guidelines and limitations

Adults over age 21

- · Exams for emergency care
- X-rays for emergency care
- Full mouth debridement

Physical, Speech and Occupational Therapy

- Adult developmental day treatment services
- Critical access hospital
- End-Stage Renal Disease (ESRD)
- Home health
- Hospice
- Independent lab/certified registered nurse anesthetist/ radiation therapy centers

Pain Management Services

- Epidurals
- Facets medial nerve branch*
- Implanted pain pumps*
- Joint fusions*
- Sacroiliac joint injections*
- Spinal code stimulators (SCS)
- Trigger point injections*

Pharmacy

- CareSource Pharmacist helpline
- Medication Therapy Management (MTM)

Preventive Care/Screenings

- Abdominal aortic aneurysm screening
- Allergy testing and treatment
- Annual well-visit
- · Autism spectrum disorder screening
- Blood pressure screening
- · Bone density screening
- Breast cancer screening (mammogram)*
- Cervical cancer screening (Pap test)*
- Cholesterol screening*
- Colorectal cancer screening
- Diabetes screening
- · Hearing exams
- · Heart disease testing
- Hepatitis A, B and C screenings
- HIV screening
- Immunizations (shots)
- Lung cancer screening
- Nutritional assessment
- Obesity/Body Mass Index (BMI) screening and dietary counseling



- Physical exams (for sports)
- Prostate cancer screening
- Sexually Transmitted Infections/ Diseases (STI/STD) screening and counseling

Health Management

- Blood services
- Chemotherapy/radiation therapy
- Dialysis
- Imaging [computed tomography (CT), positron emission tomography (PET), magnetic resonance imaging (MRI), etc.]
- Infusion therapy
- Inpatient hospital services*
- Hospice services
- Observation services
- Outpatient hospital diagnostic procedures, labs and tests
- Outpatient hospital surgery and Ambulatory Surgical Center (ASC)
- X-rays and diagnostic imaging
- Smoking/tobacco cessation
- Surgeries
- Weight loss

Mental Health and Substance Use Disorder

- Adaptive Behavior Treatment*
- Family psychotherapy (marital/family behavioral health counseling)*
- Group pharmacologic counseling*
- Individual pharmacologic counseling*
- Inpatient services*
- Psychiatric diagnostic evaluation (mental health diagnosis)*
- Psychiatric diagnostic evaluation

- with medical services (psychiatric assessment)*
- Psychosocial rehabilitative services*
- Psychotherapy (individual behavioral health counseling)*
- Therapeutic behavioral services (behavioral assistance)*

Medical Supplies

- Cochlear implants
- Diabetic supplies
- Durable Medical Equipment (DME) and related supplies (oxygen tank, wheelchair/walkers, wound care, CPAP machine, etc.)*
- Enteral/parenteral nutrition and supplies*
- Incontinence supplies*
- Orthotics/prosthetics*
- Oxygen and supplies
- Rental and lease items like continuous positive airway pressure and bilevel positive airway (CPAP/ BiPAP), hospital beds, specialty mattresses, and more.*

Transportation

- Emergency transportation
- Non-emergency transportation

Vision/Eye Care

- Contacts
- Glasses
- Low vision exams and aid
- Optometrist and ophthalmologist visits
- Routine eye exams
- Vision surgery



Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability.



Call 1-833-230-2058 (TTY: 711).

Obtenga ayuda gratuita en su idioma a través de intérpretes y otros materiales en formato escrito. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame 1-833-230-2058 (TTY: 711).

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على المساعدات والدعم مجاثًا. اتصل على الرقم 2018-283-1 (TTY: "الثهاتف النصيّ للصع وضعاف السعع" 711].

通过口译员和其他书面材料,获得您所使用语言的免费帮助。 如果您有残疾,可以获得免费的辅助设备和支持。 请致电:1-833-230-2058(TTY **专线**: 711)。

Erhalten Sie kostenlose Hilfe in Ihrer Sprache durch Dolmetscher und andere schriftliche Unterlagen. Beziehen Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Rufen Sie folgende Telefonnummer an: 1-833-230-2058 (TTY: 711).

Obtenez une aide gratuite dans votre langue grâce à des interprètes et à d'autres documents écrits. Si vous souffrez d'un handicap, vous bénéficiez d'aides et d'assistance gratuites. Appelez le 1-833-230-2058 (TTY: 711).

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị với thông dịch viên và các tài liệu bằng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi 1-833-230-2058 (TTY: 711).

Grick Helfe mitaus Koscht in dei Schprooch mit Iwwersetzer un annere schriftliche Dinge. Grick Aids un Helfe mitaus Koscht wann du en Behinderung hoscht. Ruf 1-833-230-2058 (TTY: 711).

आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसएबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें 1-833-230-2058 (TTY: या 711).

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. 1-833-230-2058 (TTY: 711). 로 문의하세요.

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Gba ìrànlówó ởfé ní èdè rẹ pệlú àwọn ògbifô àti àwọn ohun èlò míràn tí a kọ sílệ. Gba àwọn ìrànlówó àti àtìléyìn ờfé bí o bá ní àìlera kan. Pe 1-833-230-2058 (TTY: 711).

Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at mga ibang nakasulat na materyales. Makakuha ng mga libreng pantulong at suporta kung may kapansanan ka. Tumawag sa 1-833-230-2058 (TTY: 711).

موږ کولمی شو ستاسو د روغتیا پاملرنی په اړه ستاسو په ژبه کې او د نورو بڼو (پیغنی فارمیتونو) له لارې له تاسو سره وړیا مرسته وکړو. آیا زموږ د موادو لوستلو لپاره. ملاتو یا مرستې ته اړتیا لری۴ آیا تاسو له موږ سره خبرو کولو لپاره د ژبې خدمتونه غواړی۴ زنګ ووهئ په. 2308-2838-1 (TTY: 711)

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్ తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మధ్ధతు పొందండి. కాల్ చేయండి: 1-833-230-2058 (TTY: 711).

दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुत्क मद्दत प्राप्त गर्नुहोस्। तपाईँलाई अशक्तता छ भने निःशुत्क सहायता र समर्थन प्राप्त गर्नुहोस्। 1-833-230-2058 (TTY: 711) मा कल गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် - **1-833-230-2058 (TTY: 711)**.

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele 1-833-230-2058 (TTY: 711).

Bōk jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bōk jerbalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejin utamwe. Kall e 1-833-230-2058 (TTY: 711).



