



BENEFITS BOOKLET



Our Home is Your Home

CareSource is proudly based in Ohio. That means we live and work in the same communities as our members. So, your health and well-being are **personal** to us.

CareSource is a not-for-profit health plan that has been here since the beginning and will serve you through the next generation. Our focus has always **been** and will always **be** you.



What's in this Booklet

This booklet is an overview of your CareSource benefits. There is also information about our reward programs, options for care, and other helpful resources. Please call Member Services if you did not get your new ID card(s) with this booklet or if you have any questions. Our number is **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are here Monday through Friday, 7 a.m. – 7 p.m.



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Your Resources

>> MEMBER SERVICES

Please call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) if you have any questions. We are here Monday through Friday, 7 a.m. – 7 p.m. Member Services can help you:

- Learn more about your CareSource benefits and how to access them
- Get printed copies of materials like the member handbook and provider directory sent to you
- Find a provider near you
- Get a new member ID card
- Schedule a ride, and so much more!

>> CARESOURCE24® NURSE ADVICE LINE

If you aren't sure what to ask or where to go for care, call our CareSource24 Nurse Advice Line. Call us at **1-866-206-0554** (TTY: 1-800-750-0750 or 711). We are here for you 24 hours a day, 7 days a week, 365 days a year.

>> MYCARESOURCE®

My CareSource is your personal online account. You can view claims and plan details, update your contact information and choose how you would like to hear from us. You can also link accounts for other CareSource family members to manage them in one place. Go to **MyCareSource.com** to get started.



» CARESOURCE MOBILE APP

View your CareSource account on-the-go using our mobile app. You can even show your digital CareSource member ID card to providers straight from your phone! Get the mobile app free through the App Store® or Google Play®.

» CARESOURCE SUBSTANCE USE HOTLINE

If you would like to make changes like limiting alcohol use or stopping drug use, we can help. Call the Substance Use Hotline at **1-833-674-6437**.

» TELADOC®

Visit with medical and mental health providers virtually from wherever you are. These visits are at no cost to you and Teladoc has providers available 24/7. Call **1-800-835-2362** or visit **Teladoc.com/CareSource** to start your visit.

» OHIORISE

The Ohio Resilience through Integrated Systems and Excellence (OhioRISE) program is for youth with behavioral health needs. Please call Aetna Better Health at **1-833-711-0773** (TTY: 711) or visit **AetnaBetterHealth.com/OhioRISE** if you have any questions or want to learn more about the program.

» GAINWELL PHARMACY

Your Ohio Department of Medicaid pharmacy benefits are provided by Gainwell. This includes prescription drugs. Please call Gainwell Member Services at **1-833-491-0344** (TTY: 1-833-655-2437) if you have any questions.



Preventive Care

Preventive care is key for the whole family. You should see your primary care provider (PCP) on a routine basis even if you are healthy. Health exams, tests, and screenings from your PCP can help find and treat problems early before they get worse. Preventive care is always covered at no cost to you. Preventive care includes:

- Yearly well-adult exams
- Breast cancer screenings (mammograms) and cervical cancer screenings (Pap tests) for women
- Prostate cancer screenings for men
- Routine dental and vision exams and much more!

Your family can earn rewards by getting preventive care! Learn more about these rewards on page 6.

» HEALTHCHEK

Healthchek 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
- Lab tests and much more!

Healthchek also covers medically necessary care for issues found by an exam. This includes glasses and hearing aids.





Where to Get Care

If you aren't sure where to go for care, call our CareSource24 Nurse Advice Line. Call **1-866-206-0554** (TTY: 1-800-750-0750 or 711). We're here for you 24 hours a day, 7 days a week, 365 days a year.

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!
Telehealth	Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth. You can also talk to a doctor 24/7 through Teladoc. Call 1-800-835-2362 or visit Teladoc.com/CareSource to get started.
Convenience Care Clinics	Used for common illnesses like coughs, colds, sore throats, and to get immunizations. They are found in many local drug and grocery stores.
Community Behavioral Health Centers (CBHCs)	CBHCs provide health and social services for people living with mental health and/or substance use problems. CBHCs are often the first place people go to get help for behavioral health concerns.
Urgent Care	Used to treat non-life threatening issues. When your provider is not available and your health issue cannot wait.
Hospital Emergency Room	Use for life-threatening issues or emergencies. Call 911 or go to the nearest ER.





Care Beyond Health

Good health requires more than just quality health care. Having a good job, community resources, and access to education or training opportunities impact your health and well-being.

>> CARESOURCE LIFE SERVICES®

Connect with a Life Coach who can help you find a job, finish your degree or link you to support for food, utilities or housing. Please call **1-844-543-7378** or email **LifeServices@CareSource.com** to get started.

>> MYRESOURCES

Use MyResources to find free or low-cost resources for food, housing, school, financial support and more. Use this tool through your **MyCareSource.com** account. You can also call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to find support near you.

>> TRANSPORTATION

You can get free rides to and from your health care visits and to pick up prescriptions from a pharmacy. You can also get rides to any Women, Infant Children (WIC) or County Job and Family Services appointments. We also offer free rides to food pantries or to pick up groceries for curbside pickup. Prefer to use public transportation? We can help! Call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to learn more.



Schedule a ride through an app using your smartphone! Use your phone's camera to scan the QR code to get the app.





Reward Programs

CareSource rewards your family for taking an active role in being healthy. Redeem these rewards for gift cards to many stores. Learn how to get started below. You can also call Member Services to sign up for any of the reward programs.

» BABIES FIRST®

You and your baby can earn up to \$415* in rewards through the Babies First program. Simply see your provider while you are pregnant and after your baby is born. Sign up for Babies First at **CareSource.com/BabiesFirstOH**.

» KIDS FIRST

Children ages 18 months through 17 years old can earn up to \$210* in rewards through the Kids First program. Rewards are based on each child's age, health and wellness needs. Sign up for Kids First at **CareSource.com/KidsFirstOH**.

» MYHEALTH

Adults can earn up to \$395* in rewards through the MyHealth program! Rewards may vary by age, gender and health needs. 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.*





Stay Up-to-Date

There are changes to your health coverage coming from the Ohio Department of Medicaid. Make sure your contact information is up-to-date so you do not miss any news or changes related to your benefits. You can do this by:

- Calling the Ohio Medicaid Consumer Hotline at 1-800-324-8680 to update your information over the phone. The Hotline is available Monday through Friday, 7 a.m. to 8 p.m. and Saturday between 8 a.m. and 5 p.m.
- Using the online portal if you have an Ohio Benefits Self-Service Portal account.
- Contacting your County Department of Job and Family Services. You can talk with a case worker who can update your information or verify that it is up-to-date.

Learn more about these changes at medicaid.ohio.gov/home/up-date-contact-info.





Benefits At-A-Glance

This guide lists the services you have as a CareSource member. Call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to learn more.

Health Care Visits

- Chiropractor*/
- Community behavioral health centers
- Convenience care clinic visits inside of stores like CVS®, Kroger®, and Walmart®
- Emergency room
- Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC)
- Free-standing birth centers
- Hospital (inpatient* and outpatient)
- Primary care providers like doctors, OB/GYNs, physician assistants, and nurse practitioners
- Telehealth (virtual doctor visit over the phone or online)
- Specialists (podiatrist, neurologist, oncologist, etc.)*
- Urgent care

Vision/Eye Care

- Contacts✓
- Eye exams
- Glasses✓
- Low vision exams and aid✓

- Optometrist and Ophthalmologist visits
- Vision surgery*

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*

Healthchek Services

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



Pharmacy

- Coordinated Services Program (CSP)✓
- Free medication disposal packets
- Medication Therapy Management (MTM) program

Diagnostics

- Blood work/lab testing*
- Electrocardiogram (ECG/EKG)
- Outpatient Urinary Drug Test (UDT)*
- Scans* (CT, MRI, PET, etc.)
- X-rays

Mental Health (Behavioral Health Services)

- All inpatient services*✓
- Behavioral health nursing services
- Electroconvulsive Therapy (ECT)
- Family psychotherapy
- Group psychotherapy
- Individual psychotherapy
- Mental health services including:
 - Assertive Community Treatment (ACT) for adults*
 - Community psychiatric supportive treatment
 - Mobile Response Support and Stabilization Services (MRSS)
 - Psychosocial rehabilitation
 - Therapeutic behavioral service
- Pharmacological management
- Psychiatric diagnostic evaluation
- Psychological testing

- Specialized Recovery Services (SRS) including:
 - Individualized Placement and Support-Supported Employment (IPS-SE)
 - Medication Assisted Treatment (MAT) for addiction
 - Peer recovery support
 - Recovery management
- Substance Use Disorder (SUD) treatment services including:
 - Case management
 - Peer recovery support
 - Intensive Outpatient Program (IOP) services
 - Opioid Treatment Program (OTP) services
 - Partial Hospitalization Program (PHP) services*
 - Substance Use Disorder (SUD) Residential*
 - Withdrawal management
 - Transcranial Magnetic Stimulation (TMS)*

Preventive Care/Screenings

- Abdominal aortic aneurysm screening
- Allergy testing and treatment
- Annual well visit
- Autism spectrum disorder screening
- Blood pressure screening
- Bone mass measurements
- Breast cancer screening (mammogram)



- Cervical and vaginal 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/BMI screening and dietary counseling
- Physical exams (for sports)
- Prostate cancer screening
- STI/STD screening and counseling
- Tobacco/smoking cessation screening and counseling

Dental

- Dental exams and cleanings
- Dental labs and tests*
- Dental x-rays
- Dentures/implants*
- Fluoride treatments
- Orthodontics*/
- Surgeries and procedures (extractions, restorations, etc.)*

Health Condition Management

- Cardiac rehabilitation services*
- Chemotherapy and radiation*
- Diabetes screening

- Diabetes self-management training
- Diabetic services and supplies
- Dialysis
- Heart disease risk reduction visit (therapy for heart disease)
- Kidney disease services and supplies*
- Pulmonary rehabilitation services*
- Smoking/tobacco cessation*

Family Planning and Maternity Services

- Birth control
- Breastfeeding/lactation classes
- Breast pumps
- Family planning exams
- Infertility services (diagnostic only)*
- Inpatient hospital maternity/delivery
- Lamaze classes
- Nurse midwife services
- Parent education
- Prenatal and postnatal provider and home visits
- Well-baby check-ups

Additional Programs, Services, and Rewards

- Amazon Alexa® Skill
- Care Management
- CareSource24 Nurse Advice Line
- CareSource mobile app
- CareSource Life Services

- Disease Management
- Fifth Third Express Banking®
- Health and wellness education programs
- MyCareSource member portal
- MyHealth online tool
- MyResources online tool
- myStrengthSM mental health tool
- Rewards programs (Babies First, Kids First, MyHealth Rewards)
- Text4Baby
- Hospice care including short-term respite care*
- Long-Term Acute Care (LTAC)*
- Podiatry (foot) services
- Respite care (planned short-term and time-limited breaks for families and other unpaid caregivers at home or in-facility)*√
- Surgeries (general, bariatric, reconstructive, transplant, etc.)*
- Weight loss*

Other Care

- Acupuncture (headaches and lower back pain)
- Chiropractic services*√
- Gender affirming surgery/services*
- Home infusion therapy*
- Home nursing services (skilled nursing, private duty, certified nurse aid, social worker, etc.)*

**Indicates that you may need prior authorization or a referral. Prior authorization means that CareSource must approve the service before you receive it. Your provider will get the approval from CareSource. Referral means that your provider will recommend or request these services for you before you can get them.*

√ Indicates that there may be coverage limits or requirements like medical necessity.



English: If you speak English, language assistance services, free of charge, are available to you. **Call 1-800-488-0134** (TTY: 1-800-750-0750 or 711).

SPANISH

Si habla español, tiene disponibles los servicios de asistencia de idioma gratis. Llame al 1-800-488-0134 (TTY: 1-800-750-0750 o 711).

NEPALI

तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषा सहायता सेवा उपलब्ध छ । 1-800-488-0134 (TTY: 1-800-750-0750 वा 711)

मा कल गर्नुहोस् ।

ARABIC

إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً.
اتصال على الرقم 1-008-884-4310 (الهاتف النصي: 1-008-057-0570 أو 117).

SOMALI

Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa lagu heli karaa adiga. Wac 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

RUSSIAN

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

FRENCH

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-488-0134 (ATS : 1-800-750-0750 or 711).

VIETNAMESE

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-488-0134 (1-800-750-0750 or 711).

UKRAINIAN

Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.зателефонувати за номером 1-800-488-0134 (телетайп: 1-800-750-0750 або 711),

TRADITIONAL CHINESE

如果您使用繁體中文，您可以免費獲得語言援助服務。
請致電 1-800-488-0134 (聽障電話：1-800-750-0750 或 711) 。

SIMPLIFIED CHINESE

如果您使用繁體中文，您可以免費獲得語言援助服務。
請致電 1-800-488-0134 (TTY: 1-800-750-0750 or 711) 。

DARI

اگر انگلیسی صحبت میکنید، خدمات حمایتی لسانی، بطور رایگان در دسترس شما قرار دارد. 1-800-488-0134 (TTY: 1-800-750-0750 or 711) تماس بگیرید.

AMHARIC

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GUJARATI -

જો તમે ગુજરાતી બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-800-488-0134 (TTY: 1-800-750-0750 અથવા 711)
પર કોલ કરો.

KINYARWANDA

Ushobora guhabwa serivisi z'ubufasha bujyanye n'indimi ku buntu.
Hamagara kuri 1-800-488-0134 (TTY: 1-800-750-0750 cyangwa 711).

SWAHILI

Unaweza kupata huduma za usaidizi wa lugha, bila malipo. Piga simu kwa 1-800-488-0134 (TTY: 1-800-750-0750 au 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 Member Services 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: 1-800-488-0134 (TTY: 711)

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

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

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

