



Quick Guide

At CareSource, we are more than just quality health insurance. We are 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**.



About the Quick Guide

This quick guide is a high-level overview of your member handbook. View the member handbook online at **CareSource.com/documents/oh-medicaid-member-handbook/**. You can get a printed copy by returning the postage-paid postcard included in these materials, or by calling Member Services. Our number is **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are here Monday through Friday, 7 a.m. to 8 p.m.

CareSource provides services to our members because of a contract that CareSource has with the Ohio Department of Medicaid (ODM). You can contact ODM by:

Mail:

Ohio Department of Medicaid - Office of Managed Care
Bureau of Managed Care Compliance and Oversight
P.O. Box 182709
Columbus, Ohio 43218-2709

Phone: 1-800-324-8680 (TTY: 1-800-292-3572)

Online: medicaid.ohio.gov.

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. to 8 p.m. Member Services can help you learn more about your benefits and how to access them, help 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.

» 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**.

» 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®.

» ACCOMMODATIONS

Are you or someone you care for a CareSource member who:

- Does not speak English?
- Has hearing or vision problems?
- Has trouble reading or speaking English?

We can help! We can get you sign language interpreters or interpreters in the language you speak. We can explain this information in English or in your primary language. Interpreters can help you talk with us or your providers. You can also get materials in other formats. These formats include large print, braille, or audio. This is all at no cost to you.

» TRANSPORTATION







You can get rides to and from your health care visits and to pick up prescriptions from a pharmacy at no cost to you. You can also get rides to any Women, Infant Children (WIC), or County Job and Family Services appointments. We also offer 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.



>> WHERE TO GO FOR CARE

If you aren't sure where to go for care, call our CareSource24® Nurse Advice Line at **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		Used for common illnesses ad advice. 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		Used for life-threatening issues like miscarriage or pregnancy with vaginal bleeding, severe chest pain, loss of consciousness, seizures, etc. that must be treated immediately. You do not need an OK from CareSource or prior authorization to get emergency services. Call 911 or go to the nearest ER.

» PHARMACY BENEFIT COVERAGE

Gainwell is excited for the opportunity to serve you as the Ohio Department of Medicaid (ODM) Single Pharmacy Benefit Manager (SPBM). Gainwell is committed to providing quality care for your pharmacy benefit services and can help you with questions related to your medication coverage and prescription benefits.

Gainwell works with CareSource and OhioRISE (if applicable) to ensure you are provided the best service available through innovative care coordination processes. You can visit the Gainwell website at <https://spbm.medicaid.ohio.gov> for additional information.

Where can you find the list of preferred medications?

You can visit the Gainwell website at <https://spbm.medicaid.ohio.gov> to find the Unified Preferred Drug List (UPDL). You can obtain a copy of the UPDL by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submitting an online request for this information via the member portal at <https://spbm.medicaid.ohio.gov>.

How can you locate a pharmacy to fill your prescription?

You can visit the Gainwell website at <https://spbm.medicaid.ohio.gov> and click on the Find a Pharmacy link. This will help you locate an in-network pharmacy where you can have your prescriptions filled. You may also call Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submit an online request at <https://spbm.medicaid.ohio.gov>.

How can you fill your prescription?

Take your written prescription to your preferred, in-network pharmacy. Your prescriber may send your prescription to the pharmacy electronically as well.

Make sure your pharmacy has your current information, including your:

- Birthday
- Allergies to medications
- Phone number
- New Member ID Card
- Address

If your pharmacy states that it is having trouble billing your prescription, the pharmacy can contact the Gainwell Pharmacy Help Desk at 1-833-491-0344 (TTY 1-833-655-2437) for assistance.



Where can you find Gainwell's member handbook?

You can visit Gainwell's website at <https://spbm.medicaid.ohio.gov>, under the Member tab to find a copy of the member handbook. You can also obtain a copy of your Gainwell member handbook by calling Gainwell Member Services toll-free at **1-833-491-0344** (TTY 1-833-655-2437).

Contact Gainwell:

The Gainwell Member Services team is available for you 24 hours a day, 365 days a year at 1-833-491-0344 (TTY 1-833-655-2437) or online at <https://spbm.medicaid.ohio.gov> for questions you have related to your medication coverage, assistance with navigating the website, or obtaining copies of your member documents. Language assistance and interpretation services are available upon request at no cost to you. Services available include, but are not limited to, oral translation, written translation, and auxiliary aids.

Your CareSource Benefits

As a CareSource member, you get all medically necessary Medicaid-covered services at no cost to you. Medically necessary means you need the services to prevent, diagnose, or treat a medical condition.

You must get services from providers in the CareSource network. Network or in-network provider refers to the providers who accept CareSource insurance and see patients who are covered by CareSource. The only time you can use providers that are not in CareSource's network is for:

- Emergency services,
- Federally Qualified Health Centers (FQHC)/Rural Health Clinics (RHC),
- Certified Nurse Midwives (CNMs) or Certified Nurse Practitioners (CNPs),
- Qualified family planning providers,
- An out of network provider that CareSource has approved you to see.

CareSource has a large network of providers all across Ohio. The Provider Directory lists all of the network providers near you. You can ask for a printed Provider Directory by calling Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) or by returning the pre-paid postcard you got in these materials. Use our online Find a Doctor tool at **findadoctor.CareSource.com** to view our searchable provider directory.



BENEFITS AT-A-GLANCE

This benefits at-a-glance lists the covered care and services you have as a CareSource member. Use it to put your benefits to work for you!

Health Care Visits

- Chiropractor*√
- Community behavioral health centers
- Convenience care clinics
- 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

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
- Sexually Transmitted Infections/ Diseases (STI/STD) screening and counseling

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*

Dental

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



Healthcheck Services (for those under the age of 21)

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

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* (help to quit smoking or using tobacco)

Vision/Eye Care

- Contacts✓
- Eye exams
- Glasses✓
- Low vision exams and aid✓
- Optometrist and Ophthalmologist visits
- Vision surgery*

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)*



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.)*
- 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*

Pharmacy

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

Additional Programs, Services, and Rewards

- Amazon Alexa Skill
- Care Management Services
- CareSource24® Nurse Advice Line
- CareSource mobile app
- CareSource Life Services®
- Disease management
- MyCareSource member portal
- MyHealth online tool
- MyResources online tool
- myStrengthSM online mental health tool
- Rewards programs (Babies First®, Kids First, MyHealth Rewards)

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

Diagnostics

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

* 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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ወደ 1-800-488-0134 (TTY:- 1-800-750-0750 ወይም 711) ይደውሉ።

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 કૉલ 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.

