



QUICK GUIDE



A quick guide to your  
***CareSource  
benefits.***

Use it to put your benefits to work for you!



CareSource is proudly based in Ohio. That means we live and work in the same community as you. Your health and well-being are personal to us. Our focus has always been and will always be you.





# Your Resources



## Member Services

**1-800-488-0134 (TTY: 711)**

We are open Monday through Friday from 7 a.m. to 8 p.m. We can help you:

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



## CareSource24® Nurse Advice Line

**1-866-206-0554 (TTY: 711)**

Get the help you need 24 hours a day, 7 days a week, 365 days a year. CareSource24 can help you:

- ✓ Learn about a health problem.
- ✓ Decide when a visit to a provider, urgent care, or an ER visit is needed.
- ✓ Find out more about prescriptions or over-the-counter medications.





## My CareSource®

My CareSource is your personal online account. View claims, plan details and tell us how you want to hear from us. It is easy to set up your account:

1. Go to **MyCareSource.com**.
2. Click *Sign Up* at the bottom of the page.
3. Answer the questions.
4. Click *Register*. You are all set!



## CareSource Mobile App

View your CareSource account on-the-go with our mobile app. You can even show your digital member ID card to providers straight from your phone! Use your phone's camera to scan the QR code to get to the mobile app.





# 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 CareSource24 at **1-866-206-0554** (TTY: 711). We can help you understand a diagnosis or talk you through where to get care.

## Need Help Now?

Call 988 or text HOME to 741741 to reach a crisis counselor 24 hours a day, 7 days a week.



## Virtual Visit with a Mental Health Provider

Use your phone, tablet or computer to talk to a provider from wherever you are through Teladoc®. Teladoc has mental health providers available seven days a week from 7 a.m. to 9 p.m. They can help with anxiety, depression, stress, substance use, trauma, and more. These visits are at no cost to you. Call 1-800-TELADOC (835-2362) or visit [Teladoc.com/CareSource](https://www.teladoc.com/CareSource) to get started.



## 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**.



## myStrength<sup>SM</sup>

Take charge of your mental health! myStrength has personalized support to better your mind, body and spirit. Get it through your My CareSource account or go to **[bh.mystrength.com/caresource](https://bh.mystrength.com/caresource)** to sign up.





# Pharmacy

Your pharmacy benefits are provided by Gainwell. Gainwell is the Single Pharmacy Benefit Manager (SPBM) for all Ohio Medicaid members. Please call Gainwell Member Services at **1-833-491-0344** (TTY: 1-833-655-2437) if you have any questions. View the Gainwell member handbook at **[spbm.medicaid.ohio.gov](https://spbm.medicaid.ohio.gov)**. Choose the *Member* tab then *Medicaid Member Handbook*.

## Find a Pharmacy

Find pharmacies at **[spbm.medicaid.ohio.gov](https://spbm.medicaid.ohio.gov)**. Choose *Pharmacy Directory* to find a pharmacy near you. You can also call Gainwell Member Services for help.

## Preferred Drug List (PDL)

Learn which prescriptions drugs are covered. Gainwell uses a PDL, a list of drugs they prefer your provider prescribe. You can find the PDL at **[spbm.medicaid.ohio.gov](https://spbm.medicaid.ohio.gov)**. Choose *Unified Preferred Drug List* under *Reference Material*. You can also find the list of over-the-counter (OTC) medications that are covered here. You can also call Gainwell Member Services for help.

## Ask Your CareSource Pharmacist

**1-833-230-2073 (TTY: 711)**

Do you have questions about your medications? Talk to a CareSource pharmacist! They can look over your medications and answer any questions. You do not need an appointment. We are open Monday through Friday, 8 a.m. to 5 p.m.





# Where to Get Care

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



## Primary Care Provider

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](https://www.Teladoc.com/CareSource) to get started.



## Convenience Care Clinic

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



## 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 CareSource24 at **1-866-206-0554** (TTY: 711). We are here for you 24 hours a day, 7 days a week.





# Preventive Care

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

You can earn rewards when you get preventive care! Learn more about these rewards on page 9.

## 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.







# Care Beyond Health

Access to healthy food, housing, transportation and community resources impact your overall health.

## CareSource Life Services®

Connect with a Life Coach who can help you find a job, finish your degree or link you to support in your community. 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. You can use this tool through your My CareSource account. You can also go to **CareSource.findhelp.com**.

## 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 Job and Family Services appointments. Call Member Services at **1-800-488-0134** (TTY: 711) 48 hours before your visit. We also offer free rides to food pantries or to pick up groceries for curbside pickup!



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

**Prefer to use public transportation? We can help!  
Call Member Services to let us know.**





# Reward Programs

Get rewarded for taking an active role in your health. Rewards can be redeemed to shop at stores like Kroger®, Meijer®, Old Navy® and TJ Maxx®.



Babies First

## Babies First®

You and your baby can earn rewards through the Babies First program. Simply see your provider while you are pregnant and after your baby is born. Sign up at **CareSource.com/BabiesFirstOH** or call Member Services.



Kids First

## Kids First

Children ages 18 months through 17 years old can earn rewards through the Kids First program. Rewards are based on each child's age, health and wellness needs. Sign up at **CareSource.com/KidsFirstOH** or call Member Services.



MyHealth

## MyHealth Rewards

Adults 18 and older can earn rewards through the MyHealth Reward 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. Rewards expire one year from the date they are issued.





# Your Benefits

This list has all of the covered care and services you can get as a CareSource member. Questions about your benefits? Call Member Services at **1-800-488-0134** (TTY: 711). We are open Monday through Friday, 7 a.m. to 8 p.m.

## Health Care Visits

- 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)
- Primary care providers like doctors, physician assistants, or nurse practitioners
- Telehealth
- Specialists like a podiatrist, neurologist, or oncologist ✓
- Urgent care

## Healthchek Services

(for those under the age of 21)

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

## 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/BMI screening and dietary counseling
- Physical exams (for sports)
- Prostate cancer screening\*
- Sexually Transmitted Infections/ Diseases (STI/STD) screening and counseling

\* or ✓, See note, page 13



## Health Management

- Acupuncture✓
- Cardiac rehabilitation services✓
- Chemotherapy and radiation✓
- Diabetes screening, self-management training, services and supplies
- Dialysis
- Gender affirming surgery and services✓
- Heart disease risk reduction visit
- Home infusion therapy✓
- Home nursing services✓
- Hospice care✓
- Kidney disease services and supplies✓
- Long-Term Acute Care (LTAC)✓
- Pulmonary rehabilitation services✓
- Respite care✓
- Smoking/tobacco cessation
- Surgeries✓
- Weight loss✓

## Medical Supplies

- Cochlear implants✓
- Diabetic supplies✓
- Durable Medical Equipment (DME) and related supplies like an oxygen tank, wheelchair/walker, or CPAP machine✓
- Enteral/parenteral nutrition and supplies✓
- Incontinence supplies✓
- Orthotics/prosthetics✓

## Mental Health and Substance Use Disorder Services

- All inpatient services✓
- Assertive Community Treatment (ACT) for adults✓
- Behavioral health nursing services
- Community psychiatric supportive treatment
- Electroconvulsive Therapy (ECT)
- Family, group and individual psychotherapy
- Individualized Placement and Support-Supported Employment (IPS-SE)
- Intensive Outpatient Program (IOP) services
- Medication Assisted Treatment (MAT) for addiction
- Mobile Response Support and Stabilization Services (MRSS)
- Opioid Treatment Program (OTP) services
- Partial Hospitalization Program (PHP) services✓
- Peer recovery support
- Pharmacological management
- Psychiatric diagnostic evaluation
- Psychosocial rehabilitation
- Psychological testing
- Peer recovery support
- Recovery management
- Substance Use Disorder (SUD) treatment services, withdrawal management and residential✓
- Therapeutic behavioral service
- Transcranial Magnetic Stimulation (TMS)✓

## Diagnostics

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

## Dental

- Dental labs and tests✓
- Dental x-rays
- Dentures✓
- Fluoride treatments
- Orthodontics✓
- Routine exams and cleanings\*
- Surgeries and procedures like extractions or restorations✓

## Vision/Eye Care

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

## Pharmacy

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

## Family Planning and Maternity Services

- Birth control
- Breastfeeding/lactation classes
- Breast pumps and other supplies
- Family planning exams
- Infertility services (diagnostic only)✓
- Inpatient hospital maternity/delivery
- Lamaze classes
- Nurse midwife services
- Mom's Meals Meal Delivery✓
- Parent education
- Prenatal and postnatal visits\*
- Well-baby visits\*

## Added Programs and Rewards

- Amazon Alexa® Skill
- Care management/coordination
- CareSource24 Nurse Advice Line
- CareSource JobConnect™
- CareSource mobile app
- CareSource Life Services
- Disease management
- MyCareSource member portal
- MyHealth online tool
- MyResources online tool
- myStrength online mental health tool
- Reward programs (Babies First, Kids First, MyHealth Rewards)
- WW® (Weight Watchers)✓

√ 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.

---

\* You can earn rewards when you get this care! Learn more about these rewards on page 9.

You get all medically necessary Medicaid-covered services at no cost to you. Medically necessary is the care you need to diagnose or treat an illness, injury, condition, disease or its symptoms.

You must get services from network providers. These are providers who have agreed to see CareSource members. The only time you can use providers that are not in our network is if you need emergency care, or if you visit Federally Qualified Health Centers (FQHC)/Rural Health Clinics (RHC), Certified Nurse Midwives (CNMs), Certified Nurse Practitioners (CNPs), qualified family planning providers or an out-of-network provider that we approved you to see.

Our provider directory lists the network providers near you. Call Member Services to get a printed copy sent to you. This list can change daily. Providers may get added or removed after it is printed. Go to **findadoctor.CareSource.com** for the most up-to-date list of providers.

**ENGLISH** - Language assistance services, free of charge, are available to you. Call **1-800-488-0134** (TTY: 711).

**SPANISH** - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al 1-800-488-0134 (TTY: 711).

**NEPALI** - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् ।

1.800.488.0134 तथा बहिरा, कम सुन्ने वा गम्भीर वाचन दुर्बल प्रयोगकर्ता (TTY) ले 711 मा फोन गर्नुहोस् ।

**UKRAINIAN** - Вам доступні безкоштовні послуги мовної допомоги. Телефонуйте за номером 1-800-488-0134 (телетайп: 711).

**FRENCH** - Services d'aide linguistique offerts sans frais. Composez le 1-800-488-0134 (ATS: 711).

**HAITIAN** - Sèvis Asistans Lang yo, gratis, disponib pou ou. Rele nan 1-800-488-0134 (TTY: 711).

**PASHTO** — د ژبي په برخه كې د مرستې خدمات، ستاسو لپاره —

په وړيا ډول د لاسرسي وړ دي. 1-800-488-0134 (د کڼو يا په اورېدو کې د ستونزو لرونکو لپاره: 711) شمېرې ته زنگ ووهئ.

**TURKISH** - Ücretsiz dil destek hizmetleri mevcuttur. 1-800-488-0134 no'lu numarayı arayın (TTY: 711).

**ARABIC** — نوفر لك خدمات المساعدة اللغوية بالمجان —

اتصل بالرقم 1-800-488-0134 (الهاتف النصي: 711).

**SOMALI** - Adeegyada kaalmada luuqadda, oo bilaa lacag ah, ayaad heli kartaa. Wac 1-800-488-0134 (TTY: 711).

**SWAHILI** - Huduma za usaidizi wa Lugha, bila malipo, zinapatikana kwako. Piga simu kwa 1-800-488-0134 (TTY: 711).

**RUSSIAN** - Услуги языковой помощи доступны для вас бесплатно. Звоните по номеру 1-800-488-0134 (телетайп: 711)

**DARI** - خدمات مساعدت زبان، بطور رایگان برای -

1-800-488-0134 (TTY: 711). شما قابل دسترس می باشید. زنگ بزنید به

**VIETNAMESE** - Ngôn ngữ miễn phí, có sẵn cho bạn. Gọi số 1-800-488-0134 (TTY: 711).

**UZBEK** - Til masalasida yordam beradigan bepul xizmatlar mavjud. 1-800-488-0134 telefon raqamiga qo'ng'iroq qiling (TTY: 711).

**KINYARWANDA** - Tubafitiye serivisi z'ubufasha bujyanye n'indimi ku buntu. Hamagara kuri 1-800-488-0134 (TTY: 711).

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 interpreters for sign language or in the language you speak. Interpreters can help you talk with us or your providers. You can also get materials in other formats like large print, braille or audio. This is at no cost to you.

We follow all 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. 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](mailto:CivilRightsCoordinator@CareSource.com)

**Phone:** 1-844-539-1732

**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. Department of Health and Human Services  
200 Independence Ave, SW Room 509F  
HHH Building Washington, D.C. 20201

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

**Online:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf). Complaint forms are found at [www.hhs.gov/ocr/office/file/index.html](https://www.hhs.gov/ocr/office/file/index.html).

