



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. Click *Register*. You are all set!





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!



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!



Dental Care

Good dental care is a key part of your health. Two routine dental exams and cleanings are covered each year. Your dental benefits are provided by DentaQuest®.

Find dentists at www.dentaquest.com. Make sure the dentist knows you are covered by DentaQuest 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 by CareSource. Your vision benefits are covered by Superior Vision®.

Find eye care at findadoctor.CareSource.com or by calling Member Services. Make sure the provider knows you are covered by Superior Vision 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.



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** (TTY : 711) or visit **Teladoc.com/CareSource** to get started.



Convenience Care Clinics

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



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** (TDD/TTY: 711) 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 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.



CareSource Crisis Line

Speak to a licensed professional with behavioral health training. Call **1-833-687-7302** (TTY: 711). We are here for you 24/7.



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 **1-800-835-2362** (TTY: 711) or visit **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** (TTY: 711).



myStrengthSM

Take charge of your mental health! myStrength has personalized support to better your mind, body and spirit. Go to **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**.

Find a Pharmacy

Find pharmacies at **spbm.medicaid.ohio.gov**. Choose *Pharmacy Directory* to find a pharmacy near you. You can also call Gainwell at **1-833-491-0344** (TTY: 1-833-655-2437) 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 and the list of over-the-counter (OTC) medications that are covered at **spbm.medicaid.ohio.gov**. You can also call Gainwell at **1-833-491-0344** (TTY: 1-833-655-2437) 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.





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. We can also help coordinate care if you have a baby in the NICU. Call **833-230-2034** (TTY: 711) to get started.



Mom's Meals®

Get up to 28 healthy meals delivered to your door after you give birth (for eligible members). Work with your care manager or call Member Services to get your meals set up.



Feeding Baby

Choosing to breastfeed, formula feed, or a combination of both is a hard decision for many new parents. Breastfeeding may not be possible for all, or it may not work in your situation. This is okay! Know that formula is a healthy and safe option for babies.



We want you to have the tools you need if you plan to breastfeed. We cover breast pumps and supplies like 100 milk storage bags each month at no cost to you. Your Mom and Baby Beginnings care manager can help you get what you need. You can also order your breast pump and other supplies online. Call Member Services if you have any questions.





Reward Programs

Earn rewards when you take an active role in bettering your health.



CareSource
MyKids

CareSource MyKids

All kids, newborns through age 17, can earn rewards as they complete healthy activities and get preventive care. The rewards are added to a rewards card to use at local stores. Use this card at stores like Dollar General®, Kroger® and Walmart® to buy **groceries, school supplies, diapers, personal care items and more!**

Sign up at **CareSource.com/MyKids** or call Member Services.



MyHealth

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 **MyCareSource.com** and click the *MyHealth* link under the *Health* tab to start earning and tracking your rewards.

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.**

Learn more about our reward programs at **CareSource.com/OHrewards**. You can also call Member Services at **1-800-488-0134** (TTY: 711) We are open Monday through Friday from 7 a.m. to 8 p.m.





Care Beyond Health



CareSource Life Services®

Get your own Life Coach to help you navigate life's challenges. Or get help finding a job, finishing your degree or get linked to support in your community. Please call **1-844-543-7378** (TTY: 711) or email **LifeServices@CareSource.com** to get started.



Care 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. Call us at **1-844-438-9498** (TTY: 711) to be part of our Care Management program.



MyResources

Use MyResources to find free or low-cost local resources for food, housing, school, financial support and more. 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 Job and Family Services appointments.



We also offer free rides to food pantries or to pick up groceries for curbside pickup!

Call Member Services at **1-800-488-0134** (TTY: 711) to schedule your ride.





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 (podiatrist, neurologist, oncologist, etc.)/
- Urgent care

Healthchek Services

(for those under the age of 21)

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

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



Mental Health and Substance Use Disorder

- 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✓

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 (planned breaks for unpaid caregivers at home or in a facility)✓
- Smoking/tobacco cessation✓
- Surgeries✓
- Weight loss✓

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

Vision/Eye Care

- Contacts✓ and glasses✓
- Low vision exams and aid✓
- Optometrist/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
- Parent education
- Prenatal and postnatal visits*
- Well-baby visits*

Diagnostics

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

✓ 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 may earn rewards when you get this care! Learn more about these rewards on page 8.



Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-800-488-0134** (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 al **1-800-488-0134** (TTY: 711).

Jwenn èd gratis nan lang ou ak entèprèt ak lòt materyèl ki ekri. Jwenn èd ak sipò gratis si ou gen yon andikap. Rele **1-800-488-0134** (TTY: 711).

Отримайте безкоштовну допомогу своєю мовою з перекладачами та іншими письмовими матеріалами. Отримайте безкоштовні засоби допомоги та підтримку, якщо Ви є особою з інвалідністю. Телефонуйте за номером **1-800-488-0134** (Для осіб з вадами слуху TTY: 711).

तपाईं कै भाषामा दोभाषे तथा अन्य लिखित सामग्रीहरू निःशुल्क प्राप्त गर्नुहोस्। तपाईंसँग असक्षमता छ भने निःशुल्क सहायताहरू तथा समर्थन प्राप्त गर्नुहोस्। **1-800-488-0134** (TTY: 711) मा फोन गर्नुहोस्।

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. احصل على مساعدات مجانية ودعم مجاني إذا كنت تعاني من إعاقة. اتصل على الرقم (TTY) **1-800-488-0134** "الهاتف النصي للصم وضعاف السمع": (711).

Ka hel caawimo bilaash ah luqadaada leh turjubaano iyo agab kale oo qoran. Hel gargaar iyo taageero bilaash ah haddii aad naafo tahay Wac **1-800-488-0134** (TTY: 711).

Получите бесплатную помощь на своём языке с переводчиками и другими письменными материалами. Получите бесплатные вспомогательные средства и поддержку, если Вы являетесь лицом с инвалидностью. Звоните по номеру **1-800-488-0134** (Для лиц с нарушениями слуха TTY: 711).

Pata msaada wa bure katika lugha yako pamoja na wakalimani na maandishi mengine. Pata usaidizi na msaada bila malipo kama una ulemavu. Piga simu **1-800-488-0134** (TTY: 711).

Obtenez gratuitement de l'aide dans votre langue au moyen d'interprètes et de documentation écrite. Obtenez des aides et un soutien gratuits si vous avez un handicap. Appelez le **1-800-488-0134** (ATS: 711).

Habwa ubufasha mu rurimi rwawe kubantu ubifashijwemo n'abasemuzi hamwe n'inyandiko. Habwa ubufasha n'inkunga ku buntu nimba ufite ubumuga. Call **1-800-488-0134** (TTY: 711).

Og 'zaki tarjimonlar va boshqa yozma materiallar orqali o 'z ona tilingizda bepul yordam oling. Agar nogironligingiz bo 'lsa, bepul yordam va ko 'mak oling. **1-800-488-0134** (TTY: 711) raqamiga qo 'ng 'iroq qiling.

د شفاهي ژباړونکو او نورو لیکل شویو موادو له لارې په خپله ژبه کې وړیا مرسته ترلاسه کړئ. وړیا مرستې او ملاتړ ترلاسه کړئ که تاسو معلولیت لرئ. **1-800-488-0134** (TTY: 711) ته زنگ ووهئ.

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị qua thông dịch viên và các tài liệu dạng văn bản khác. Nhận hỗ trợ và trợ giúp miễn phí nếu quý vị là người khuyết tật. Gọi số **1-800-488-0134** (TTY: 711).

ብ ተርጉሞቲን ካልኦት ይይ ጽሑፍ ናውቲታትን ኣቢልካ/ኪ ብቋንቋኻ/኿ ካብ ክፍሊት ናጻ ሓገዝ ርኽብ/ቢ። እንተደኣ ኣካላዊ ስንክፊና ዘለካ/ኪ ኮይኑ ካብ ክፍሊት ናጻ ደገፋትን ሓገዝን ርኽብ/ቢ። ናብ **1-800-488-0134** (TTY: 711) ደውል/ሊ።

برای دریافت کمک رایگان به زبان خود با مترجمان و دیگر مواد کتبی تماس بگیرید. برای دریافت کمک‌ها و حمایت رایگان در صورت داشتن معلولیت اقدام کنید. به این شماره ها تماس بگیرید **1-800-488-0134** (تلفن ارتباط برای ناشنوایان: 711).

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 (CNP), 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.

We provide services to you through a provider agreement 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.

We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost. We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you. Call **1-800-488-0134** (TTY: 711) if you need any of this help. We are open Monday through Friday, 7 a.m. to 8 p.m. We are here for you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.

Mail: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, OH 45401

Phone: 1-844-539-1732 (TTY: 711)

Fax: 1-844-417-6254

Email: CivilRightsCoordinator@CareSource.com

You may also file a 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., S.W.
Room 509F, HHH Building
Washington, D.C. 20201
Mail the complaint form found at
www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf.

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

Online: <https://ocrportal.hhs.gov>

