

Extra services to make your life easier

We would like you to join CareSource, a nonprofit health plan that cares about your health and the health of your family.

As a member of CareSource you will still be able to get all medically-necessary Medicaid-covered services, including Healthchek (EPSDT) services.

You will also be able to get these extra services that CareSource offers. They include:

- Transportation to health care visits, WIC and redetermination appointments.
- A program called **Babies First** that lets pregnant members and new moms earn special rewards by getting prenatal care for the mom and preventative care for the baby.
- A larger choice of eyeglass frames than traditional Medicaid offers at no extra cost.

And we have lots of participating providers, hospitals and other health care providers for you to choose from.



We're here to help you

We know that your health care options can be confusing. That's why we are here to answer your questions. We are always ready to help you get the care you need to stay healthy. We offer:

- A friendly customer service staff available to help you and answer your questions.
- A 24-hour nurse advice line to call whenever you have a medical question.
- Nurses and outreach workers who can work with you one-on-one to help coordinate your health care needs.

Quality health care

CareSource keeps track of the services our members get from health care providers. We discuss some services with providers before our members get them to make sure they are appropriate and necessary. For example, we review surgeries or stays at a hospital (unless they are emergencies). This is called utilization management. It makes sure you get the right amount of care you need when you need it. Any decisions we make with providers about the medical necessity of our members' health care are based only on how appropriate the care setting or services are. CareSource does not reward providers or our own staff for denying coverage or services.

Prescription drugs

Covered services include prescription drugs as well as many over-the-counter drugs prescribed by a health care provider. Please call CareSource at **1-800-488-0134** for more details or if you would like a copy of our pharmacy management procedures.

Emergency services

Emergency services are services for a medical problem that you think is so serious that it must be treated right away by a doctor. We cover care for emergencies both in and out of the county where you live. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting. If you aren't sure whether you have an emergency, CareSource members can also call their PCP or CareSource24®, CareSource's 24-hour medical advice line.

You should also call your PCP or our 24-hour nurse advice line if you need non-emergency medical services while you are away from home. They can let you know how to get the care you need.

For more information or to join an MCP

If you want information about the MCPs in your area or you want to join a MCP you can call ODM's Hotline at **1-800-324-8680** (TTY 1-800-292-3572) and staff will be happy to help you. You can also visit the website www.ohiomh.com. If you must join a MCP to receive your health care services, the ODM will send you a letter. **It is important that you read the letter and choose a MCP by the date given in the letter. If you do not choose a MCP by the date given, ODM will choose a MCP for you.**

Remember, you can call **1-800-324-8680** (TTY 1-800-292-3572) or go to the website

www.ohiomh.com for more information about the MCPs you can join and for help in selecting a MCP.

We hope you will be happy with CareSource and tell us if you have any problems or concerns so we can try to resolve them. However, you may decide that you no longer want to be a member.

When you join a MCP, you have the right to change to another MCP at certain times. You can change to another MCP during the first three months of your membership or during the open enrollment month for your area. ODM will send you something in the mail to let you know when your open enrollment month will be.

Just Cause membership termination

You may ask to end your membership for certain reasons. Some people do not have to receive their health care through a MCP. ODM will give you more information about this. Also, if there is something special about the care you need or how you get the care that your MCP is not able to provide, you can ask to end your membership. You can ask to end your membership for these reasons at any time. If ODM decides that you do meet one of these reasons, it will end your membership.

After you join a MCP, if you want to change to another MCP or think you have a special reason to end your MCP membership you can call **1-800-324-8680** (TTY 1-800-292-3572).



Join the hundreds of thousands of members who have chosen CareSource as their health plan.

We think you will be happy with our health plan. It was made for you!

If you have a problem reading or understanding this information, or any other CareSource information, please contact our Member Services Department at **1-800-488-0134** (TTY 1-800-750-0750 or 711) for help at no cost to you. We can explain this information in English or in your primary language. This information may be printed in some other languages. If you are visually or hearing impaired, special help can be provided.

Se usted prefiere esta información en Español, favor de llamar a CareSource al **1-800-488-0134** (TTY 1-800-750-0750 or 711).

Managed Care Plan (MCP) CareSource membership

CareSource is a MCP that provides health care services to Ohio residents eligible for Aged, Blind or Disabled, Covered Families and Children (including Healthy Start and Healthy Families), and adult extension Medicaid benefits. Joining a MCP will not cause you to lose your Medicaid, WIC or other public assistance benefits. Joining CareSource is voluntary. It is your choice.

Serving our members has always been our top priority.

Your own ID card

When you join CareSource, you will get a CareSource ID card. This card replaces your monthly Medicaid card.

You can choose your provider

We make it easy for you to find a personal provider. Our provider directory has a list of all the providers you can choose from for your health care, including your personal provider. You can also find a current list of CareSource providers at CareSource.com.

Each person who joins CareSource must choose a primary care provider (PCP) from the CareSource provider panel. Your PCP is your **personal doctor** or advanced practice nurse and will provide your care or send you to other providers (specialists) if needed.

You can ask to change your PCP to another CareSource PCP at any time (as often as once a month, if needed). To change your PCP you must first call CareSource Member Services Department and ask for the change.

An easy and flexible referral system

Some medical services, such as surgery, require a referral from your PCP. This means that your PCP will request those services for you when you need them. That's why it is important to have a PCP who can coordinate special care for you.

There are also many services that don't require a referral from your PCP. This means that you are free to go to any participating provider for those services. For example, you don't need a referral to see the following kinds of participating providers:

- Dentists (teeth care)
- Optometrist (eye care)
- Obstetrician/Gynecologist (maternity care/women's health care)
- Psychologist (mental health care)
- Chiropractor (back care)
- Podiatrist (foot care)
- Certified nurse practitioner

Some services from these kinds of providers may have limits. Some may require prior authorization from CareSource. If so, your provider will ask for approval from CareSource before services are scheduled for you. Please call CareSource Member Services Department for details.

Making a difference

It is important to remember that CareSource members must receive services covered by CareSource from facilities and/or providers on CareSource's panel. The only time you can use providers that are not on CareSource's panel is for:

- Emergency services
- Federally Qualified Health Centers/Rural Health Clinics
- Certified nurse midwives or certified nurse practitioners
- Qualified family planning providers
- Ohio Department of Mental Health and Addiction Services (MHAS) certified community mental health centers and treatment centers,
- An out-of-panel provider that CareSource has approved you to see

You can find out which providers are on CareSource's provider panel by calling our Member Services Department at **1-800-488-0134** (TTY 1-800-750-0750 or 711) or on our website at CareSource.com. You can also contact the Ohio Department of Medicaid's (ODM's) hotline, **1-800-324-8680** or TTY 1-800-292-3572, or on the website at www.ohiomh.com.

Join CareSource today

Join the hundreds of thousands of members who have chosen CareSource as their health plan. Serving our members has always been our top priority. And we will continue to make your health the focus of our business because your health always comes first.

We hope this information has answered some of your questions about CareSource. However, we know that this brochure only gives you some of the important information that you need to choose a health plan. You can contact CareSource to get more information including a list of the providers that belong to CareSource, how we pay our providers, or answers to any other questions you have before you make a choice.

Call for more information

If you would like more information, please contact CareSource at **1-800-488-0134** (TTY for the hearing impaired 1-800-750-0750 or 711) and we will be happy to help you.

You can also view information on our website at CareSource.com

To enroll in CareSource, please call: **1-800-324-8680** or 1-800-292-3572 (TTY for the hearing impaired).

