



CareSource Office of Ombudsman Quick Reference Guide

At CareSource®, our goal is to ensure our members, providers and stakeholders are able to obtain resolution of their concerns in a fair and impartial way.

Office of the Ombudsman

The CareSource Office of the Ombudsman is an independent, neutral department within CareSource that serves the needs of CareSource members, providers and other stakeholders.

The CareSource Office of the Ombudsman is committed to ensuring stakeholders obtain impartial resolution to their concerns and potential systemic issues are identified and mitigated within the health plan.

Ombudsman = advocate



Office of Ombudsman Contact Information

Ombudsman Coordinator: Chastidy Harvey

Email: gaombudsman@caresource.com

Phone: (678) 214-7580

- The Ombudsman email mailbox, telephone line is checked every 30 mins between the hours of 8:00 a.m. - 5:00 p.m.
- All telephone calls / emails received after 5:00 p.m. will be returned the next business day.

Who does the Office of the Ombudsman Serve?

The Office of Ombudsman serves CareSource members, health partners and any other persons who have a relationship with CareSource that believe their concerns are not being addressed by CareSource.

Who are stakeholders?

- CareSource members
- CareSource health partners (providers, provider groups, hospitals)
- Healthcare Associations (Georgia Hospital Association, Georgia Chapter American Academy of Pediatrics)
- Legislators (congressmen, state officials)

What services does the Office of the Ombudsman provide?

The Office of Ombudsman:

- Is free of charge
- Is a neutral, independent advocate for CareSource members, health partners and other stakeholders
- Helps coordinate services with local community/advocacy organizations
 - Includes both covered and non-covered services
- Provides health plan navigation and advocacy assistance to research and resolve outstanding issues
- Assists with complaint and grievance resolution

How does the Office of Ombudsman Coordinate Covered and Non-Covered Services?

The Office of Ombudsman can assist members with obtaining covered services through the CareSource network of providers. For example, if a member has trouble locating a provider for specific services or obtaining an authorization for treatment after reaching out to CareSource for help, the member can be referred to the Office of the Ombudsman for assistance.

The Office of Ombudsman can also assist members with identifying providers who can provide treatment for services that are not covered under their CareSource benefit plan.