



QUICK GUIDE



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

Use it to put your benefits to work for you!

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

- Does not speak English?
- Has hearing or vision issues?

We can help. We can get 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. Call us at **1-855-202-0729** (TTY: 711).





# Your Resources



## Member Services

**1-855-202-0729** (TTY: 711)

Monday through Friday from 7 a.m. to 7 p.m.

We can help you:

- Learn more about your benefits and how to use them.
- Get printed copies of member materials sent to you at no charge.
- Help find providers near you, and much more!
- Answer your questions in English or any language.



## CareSource24 Nurse Advice Line

**1-844-206-5944** (TTY: 711)

24 hours a day, 7 days a week, 365 days a year.

CareSource24<sup>®</sup> can help you:

- Learn about a health problem.
- Decide when a visit to a provider, urgent care, or an ER 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:

- Go to **MyCareSource.com**.
- Click *Sign Up* at the bottom of the page.
- Answer the questions.
- Click *Register*.



## CareSource Mobile App

View your CareSource account on-the-go with our mobile app. Show your digital member ID card to providers straight from your phone. Download the app by scanning the QR code.





## Find Providers

Providers in the CareSource network are those who accept your CareSource plan. In most cases, CareSource does not pay for providers that are out of network. Visit **findadoctor.CareSource.com** to view our most up-to-date list. You can also use the Find a Doctor tool on the CareSource mobile app, or call Member Services.



## Your Prescriptions

Find My Prescriptions search tool lists what drugs and medical supplies are covered. Go to:

- **CareSource.com/Georgia**
- Click Tools and Resources
- Click Find my Prescriptions
- You can also call us if you need help.





# Where to Get Care

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



## Primary Care Provider (PCP)

**Primary Care Provider (PCP)** for sicknesses, well-checks and tips, listed on your ID card. You should see your PCP the most often.



## Dental Home

**Dental Home** for exams, x-rays, and teeth cleanings, listed on your ID card.



## Community Behavioral Health Centers (CBHCs)

**Community Behavioral Health Centers (CBHCs)** for mental health.



## Telehealth

**Telehealth** to visit with your provider online. 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).





### Community Care Clinic

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



### Urgent Care

**Urgent Care** 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

**Hospital Emergency Room** Used for life-threatening issues. This can be chest pain or a head injury that must be treated immediately. Call 911 or go to the nearest ER.



**CareSource24** Not sure where to go for care?

Call CareSource24 at **1-844-206-5944** (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 check up (physical)
- 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!

See the full list here:



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You can earn rewards when you get preventive care! Learn more about these rewards on **page 12**.

## Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

EPSDT covers care for those under the age of 21 at no cost to you. Your child's PCP will work with you to make sure your child gets the care they need. EPSDT includes:

- ✓ Well-child exams
- ✓ Vision and hearing tests
- ✓ Health education
- ✓ Lab testing
- ✓ Lead screening
- ✓ Vaccines
- ✓ At no cost to you!

EPSDT also covers medically necessary care for issues found by an exam. This could be glasses or hearing aids. As part of EPSDT, there are Care Management services for members under the age of 21 with special health care needs. Call us at **1-855-202-0729** (TTY: 711) and ask for Care Management.





# Mental Health Care

Your mental health is key to your overall health. Whether it's depression, anxiety or drug dependence, we are here for you. CareSource covers many mental health services. Go to [CareSource.com/Georgia](https://www.caresource.com/Georgia) or call us to find out what is covered.

## Need Help Now?

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



## myStrength

We also offer myStrength<sup>SM</sup>. It has personalized support to help improve your mood. myStrength's proven tools can help strengthen your mind, body, and spirit. myStrength is for members 13 years of age and older. Go to [bh.mystrength.com/caresource](https://bh.mystrength.com/caresource) and click sign up. You can also download the mobile app.

Visit myStrength today:



## CareSource24

If you need help right away, call our CareSource24 Nurse Advice Line. We're here for you 24 hours a day, 7 days a week. Call **1-844-206-5944** (TTY: 1-800-255-0056 or 711) to talk to a CareSource24 nurse.



## Substance Use Hotline

If you or a member needs help with substance use disorder (SUD) talk to your PCP. You can also call the CareSource Substance Use Hotline at **1-833-674-6437**. If you or someone you love is struggling with SUD. We can help.





# Pregnancy and Family Planning



## Before You Are Pregnant

You can do some things now to be as healthy as possible before getting pregnant:

- Visit your PCP. Talk about healthy eating.
- Stop smoking now.
- Take folic acid daily.
- Don't drink alcohol or use illegal drugs.

You can earn rewards for well-baby visits and more!



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## While You Are Pregnant

See a provider as soon as you know you are pregnant. You can find a provider at [findadoctor.CareSource.com](https://findadoctor.caresource.com) or call Member Services at **1-855-202-0729** (TTY: 711). Seeing your provider regularly while pregnant can spot and stop some problems before they happen.



## After You Have Your Baby

Call CareSource to tell us that you had your baby. Plan a visit with your provider 3-6 weeks after you have your baby. They can make sure your body heals, check on your mental health, and answer your questions.





# Care Beyond Health

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

## CareSource Life Services®

A Life Coach can help you find a job, finish your degree or link you to community support. Take advantage of this program! To learn more:

- Fill out the online form at: [secureforms.caresource.com/en/LSRInfo/GA](https://secureforms.caresource.com/en/LSRInfo/GA)
- Call: **1-844-607-2828**
- Email: [LifeServicesGeorgia@CareSource.com](mailto:LifeServicesGeorgia@CareSource.com)

## MyResources

MyResources helps you 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](https://www.caresource.com/findhelp).

## Transportation

### Free Rides for Food Curbside Pick Up to and from:

- Food pantries or food banks
- Churches and other food pickups
- Curbside pick-up at grocery stores

Call **1-855-202-0729** (TTY: 711) to set up a food trip.

We are open Monday – Friday from 7 a.m. to 7 p.m. Call 2 business days before your trip. When you call, you will need to give:

- Your order number
- Store
- Pickup time

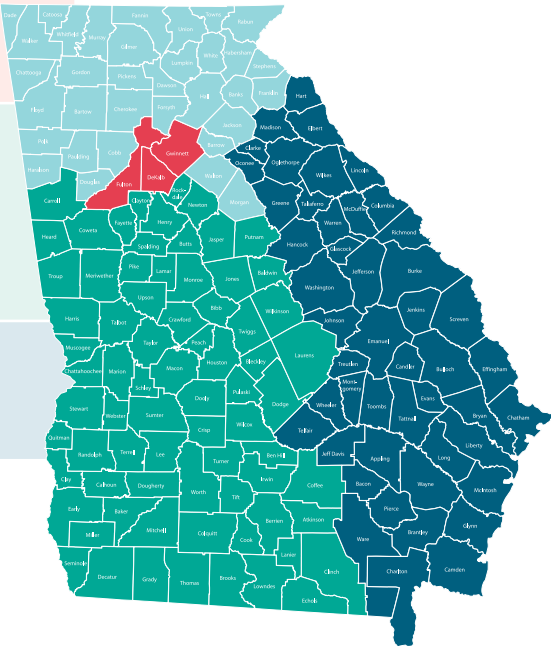
## Rides to Health Visits

You get free rides to and from your health care visits. This can be to your doctor, pharmacy, dentist, or any specialist. Call as soon as you know you need a ride. Set up a ride at least 3 days before your visit. Georgia Families®, call the company's number for your county.



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<b>North</b>	<p><b>Verida</b> Toll free: 1-866-388-9844</p>
<b>Atlanta</b>	<p><b>Verida</b> Toll free: 1-866-388-9844</p> <p><b>Local:</b> 404-209-4000</p>
<b>Central and Southwest</b>	<p><b>ModivCare</b> Toll free: 1-888-224-7981</p>
<b>East</b>	<p><b>ModivCare</b> Toll free: 1-888-224-7988</p>





# Reward Programs

Get rewarded for taking an active role in your health.



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Kids First

## CareSource MyKids

Sign your kids up so they can earn rewards for wellness visits, dental exams, vaccines, and more. CareSource MyKids is rewards for newborns through 17 years old. Sign up at [CareSource.com/Georgia](https://www.caresource.com/Georgia) and click Reward Programs or call Member Services.



MyHealth

## MyHealth Rewards

Adults 18 and older can earn rewards through the MyHealth Rewards program! Rewards may vary by age, gender, and health needs. Go to [MyCareSource.com](https://www.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. CareSource MyKids Rewards expire one year from the date they are issued. MyHealth Rewards expire in the middle of December of the following year.





# Your Benefits

You get all medically necessary Medicaid-covered services at no cost to you. You can find out more in your Member Handbook, online at **CareSource.com/Georgia**, or by calling Member Services. Call Member Services at **1-855-202-0729** (TTY: 711). We are open Monday through Friday, 7 a.m. to 7 p.m.

**Medically necessary:** the care you need to diagnose or treat an illness, injury, condition, disease or symptoms.

Need a provider? Visit **findadoctor.CareSource.com** for the most up-to-date list.

## Health Care Visits

- Community Service Boards (CSBs)
- 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

## Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) (for those under the age of 21)

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

## 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

### Health Management

- Cardiac rehabilitation services√
- Chemotherapy and radiation√
- Diabetes screening, self-management training, services and supplies
- Dialysis
- Heart disease risk reduction visit
- Home infusion therapy√
- Home nursing services√
- Hospice care√
- Inhalation Therapy
- Medical Nutrition Therapy
- Nutritional counseling

- Kidney disease services and supplies√
- Occupational Therapy
- Pain management\*
- Physical Therapy
- Podiatry (Foot) services
- Pulmonary rehabilitation services√
- Respite care (planned breaks for unpaid caregivers at home or in a facility)√
- Smoking/tobacco cessation√
- Speech Therapy
- Surgeries √
- TMJ Treatment (Jaw pain or problems with jaw movement)
- Weight loss√

### Health and Substance Use Disorder Services

- All inpatient services√
- Applied Behavior Analysis (ABA) for autism spectrum disorder
- Assertive community treatment (ACT) for adults√
- Community support services\*
- Cognitive therapy
- Depression screening
- Electroconvulsive therapy (ECT)
- Family, group, and individual therapy
- Intensive outpatient program (IOP) services
- Intensive customized care coordination (IC3) services\*
- Intensive family intervention services (IFI)



- Medication Assisted Treatment (MAT) for addiction
- Narcotic Treatment Program (NTP) services
- Partial Hospitalization Program (PHP) services√
- Pharmacological management
- Psychiatric diagnostic evaluation
- Psychiatric Residential Treatment Facility (PRTF) services\*
- Psychological testing
- Substance Use Disorder (SUD) treatment services, withdrawal management and residential√

### Medical Supplies

- Cochlear Implants
- Diabetic supplies
- Diapers (limits apply by age)
- Durable medical equipment (DME) and related supplies (oxygen tank, wheelchair/walkers, wound care, CPAP machine, etc.)√
- Nutritional supplies
- Prosthetic devices and related supplies

### Diagnostics

- Blood work/lab testing√
- Electrocardiogram (ECG/EKG)
- Scans (CT, MRI, PET, etc.)√
- X-rays

### Family Planning and Maternity Services

- Birth control
- Breast feeding classes
- Breast pumps
- Family planning exams
- Lamaze classes
- Nurse midwife services
- Parent education
- Prenatal and postnatal visits\*
- Sterilization surgery\*
- Well-baby visits\*

### Dental/Teeth Care

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



## Added Programs and Rewards

- 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 (CareSource MyKids, MyHealth Rewards)

## Pharmacy

- Brand and generic drugs
- Free medication disposal packets
- Mail order drugs
- Medication Therapy Management (MTM)
- Over-the-counter drug

## Transportation (Rides) Services

- Emergency (ambulance, air flights\*, etc.)
- Non-Emergency (scheduled ride, bus, wheelchair access, etc.)

**Prior authorization (PA):** the approval that may be needed from CareSource before you get a service. Your provider will take care of this for you.

**Referral:** an order from your provider for you to see a specialist or get certain health care.

√ This service may need prior authorization or a referral before you get the care.

There may 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 12.



# Renew Your Health Care Each Year

You must renew through the Georgia Division of Family and Children Services (DFCS) each year. Please make sure DFCS has your correct information, including your address.

**Online:** Go to [staycovered.ga.gov](http://staycovered.ga.gov) or [gateway.ga.gov/access](http://gateway.ga.gov/access) and click on “Manage my Account/Login.”

**Phone:** Call DFCS at 877-423-4746 (TTY: 711).

**In Person:** Visit your local DFCS office. Find the address at: [dfcs.georgia.gov/locations](http://dfcs.georgia.gov/locations).

We follow all applicable state and federal civil rights laws. We do not discriminate or exclude people. We do not treat people differently because of:

Age	Color	National origin	Sexual preference	Health status
Gender	Race	Ethnicity	Sexual orientation	Public assistance status
Gender identity	Disability	Marital status	Religious affiliation	

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 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).



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