MEMBER QUICK START GUIDE

My CareSource Account, Auto-Pay & Mobile App

CareSource®

My CareSource® is your personal portal account. It holds your CareSource health information.

There are a few easy steps to setting up a
My CareSource member portal account.

1. Go to **https://mycaresource.com** and click *Sign Up*. Enter your name and email address, then set up a password.

2. You can choose to complete the form in Spanish or English.

3. To add your plan, fill in:

   • your name

   • your member ID number as it appears on your CareSource member ID card

   • your birth date, and

   • if this is your plan, or you are creating it as a parent or guardian for another member.

4. Click *Register.* You will get a confirmation email.

5. Click the link in the email to activate your My CareSource account.

Now you are ready to use your new My CareSource account!

If you are registering an account on a member's behalf, use the password "Care1234!". Advise the member to change this password immediately upon login.

How to request an ID card in MyCareSource portal

How to view or print your ID card from your My CareSource account:

1. On the home page, click **View ID** card from the *My Help* menu on the right.

2. An image of the ID card that was mailed to you will appear.

3. Click the **Printable Card** button.

4. Click the **Printer** icon to print.

How to get a replacement ID card:

Getting a new or replacement CareSource ID card is easy. On the Home page, click **Request ID Card** from the **My Help** menu on the right. A new ID card request page will come up.

- Pick the reason you need a new ID card from the choices listed.

- Make sure that the mailing address shown is correct. (If it is not correct, you can update it on the **Preferences** page.)

- Click Submit.

Your new CareSource ID card should arrive within 7-10 days.

It is just that easy!

One-time payment:

Use the *Express Payment* option at **CareSource.com/MPpay**

    a. All you need is your name, member ID number, and date of birth.

One-time or Automatic Recurring Payments:

1. Visit **MyCareSource.com** and click **Pay Now** through the **Account** tab.

2. Choose to **Make a Payment** (for a one-time payment) OR **Manage Automatic Payments** to set up a monthly recurring payment.

    a. One-time Payments: Credit card, debit card, bank transfers, Google pay and Apple pay accepted. Your account will be charged the total amount due on your account, or the amount you specify.

    b. Automatic Payments: Credit card, debit card and bank transfers accepted. Each month your account will be charged the total amount due on your account.

3. You will be redirected to Fiserv, our secure payment processing vendor. Click **AutoPay** from the menu on the left.

4. Click **Add New Autopay.** Enter or edit the email address you would like to use with your autopay transactions. Then click the arrow > next to the payment method to select or add a payment method.
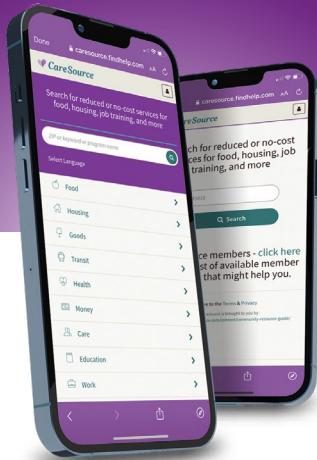

5. When the window above appears, choose the **Existing payment method, Add New Card** or **Add New Bank Account** option.

6. The following options are available.

   a. Click on the existing Payment Method.

   b. **Add New Card:** Enter info and click **Save.** Note: You can also check the **Add to Wallet** box to save this payment method for the future.

   c. **Add New Bank Account:** Enter info and click Save. Note: You can also check the Add to Wallet box to save this payment method for the future.

7. After selecting a payment method, you will be brought back to the previous screen. If using a card, enter the 3-digit security code, and click **Save**.

Your online payment will take 3-5 business days to be received and posted to your account.

Automatic monthly payments are a convenient way to set up your premium payment. You can cancel any time by going into My CareSource, and updating your payment options.

MyCareSource Mobile App

Download the FREE CareSource mobile app and get:

1. Access your digital ID card

2. Access your My CareSource account

3. Pay your premium

4. One touch access to CareSource24, our 24/7 Nurse Advice Line

5. One touch access to Member Services

6. Easy access to Teladoc telehealth

7. Helpful videos and educational tools

8. And more!

Go to the Google Play Store or the Apple App Store to download the CareSource Mobile App.

CareSource®

<NC ONLY: Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a CareSource>