



CareSource® would like to remind you about our website [CareSource.com](https://www.caresource.com). You can find information on any matter and even download it!

- Information about CareSource’s Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about case management and disease management programs, including how to use the services and how CareSource works with practitioner’s patients in the program.
- The process to refer members, including discharge planners, to case management and disease management programs.
- Information about how to obtain or view copies of CareSource’s adopted clinical practice guidelines and preventive health guidelines, including those for:
  - COPD
  - Perinatal Care
  - Asthma
  - Diabetes
  - ADHD (children)
  - Depression (adults)
  - CDC Recommended Immunization Schedule for Persons Ages 0-18 Years
  - CDC Recommended Immunization Schedule for Persons Over 18 Years of age
  - Men: Stay Healthy at Any Age
  - Women: Stay Healthy at Any Age





- CareSource's medical necessity criteria, including how to obtain or view a copy
- Information about the availability of staff to answer questions about UM issues
- The toll-free number to contact staff regarding UM issues
- The availability of TDD/TTY services for members
- Information about how members may obtain language assistance to discuss utilization management (UM) issues
- CareSource's policy prohibiting financial incentives for UM decision-makers
- Information about CareSource's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or re-credentialing application
- CareSource's member rights and responsibilities statement

If you have any questions about accessing our website or if you would like more information, please call the Health Partner Services at **(855) 202-1058**. The most recent information about CareSource and our services is always available on **Caresource.com**.