



P.O. Box 8738, Dayton, OH 45401-8738 | 800.488.0134 | CareSource.com

CareSource would like to remind you about our website (www.CareSource.com). We include information about many topics of interest on our website. You can view and/or download information about the following topics on the website.

- 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 50+
 - Women: Stay Healthy at 50+
- 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 UM issues.
- CareSource's policy prohibiting financial incentives for utilization management 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 recredentialing 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 Provider Relations Department at (800) 488-0134. The most recent information about CareSource and our services is always available on our website.