

- 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
 - Asthma
 - ADHD (children)
 - 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
 - Perinatal Care
 - Diabetes
 - Depression (adults)
- CareSource's medical necessity criteria, including how to obtain or view a copy
- Information about the availability of staff to answer questions about utilization management 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
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