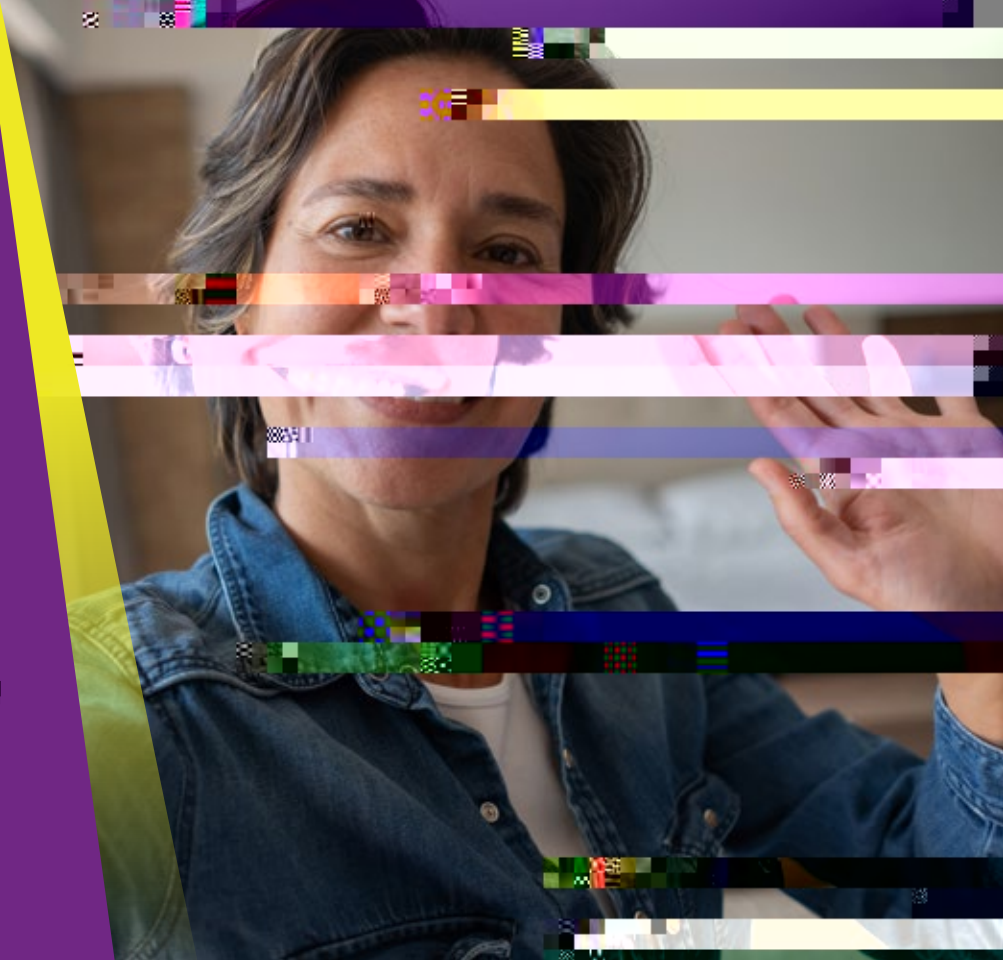


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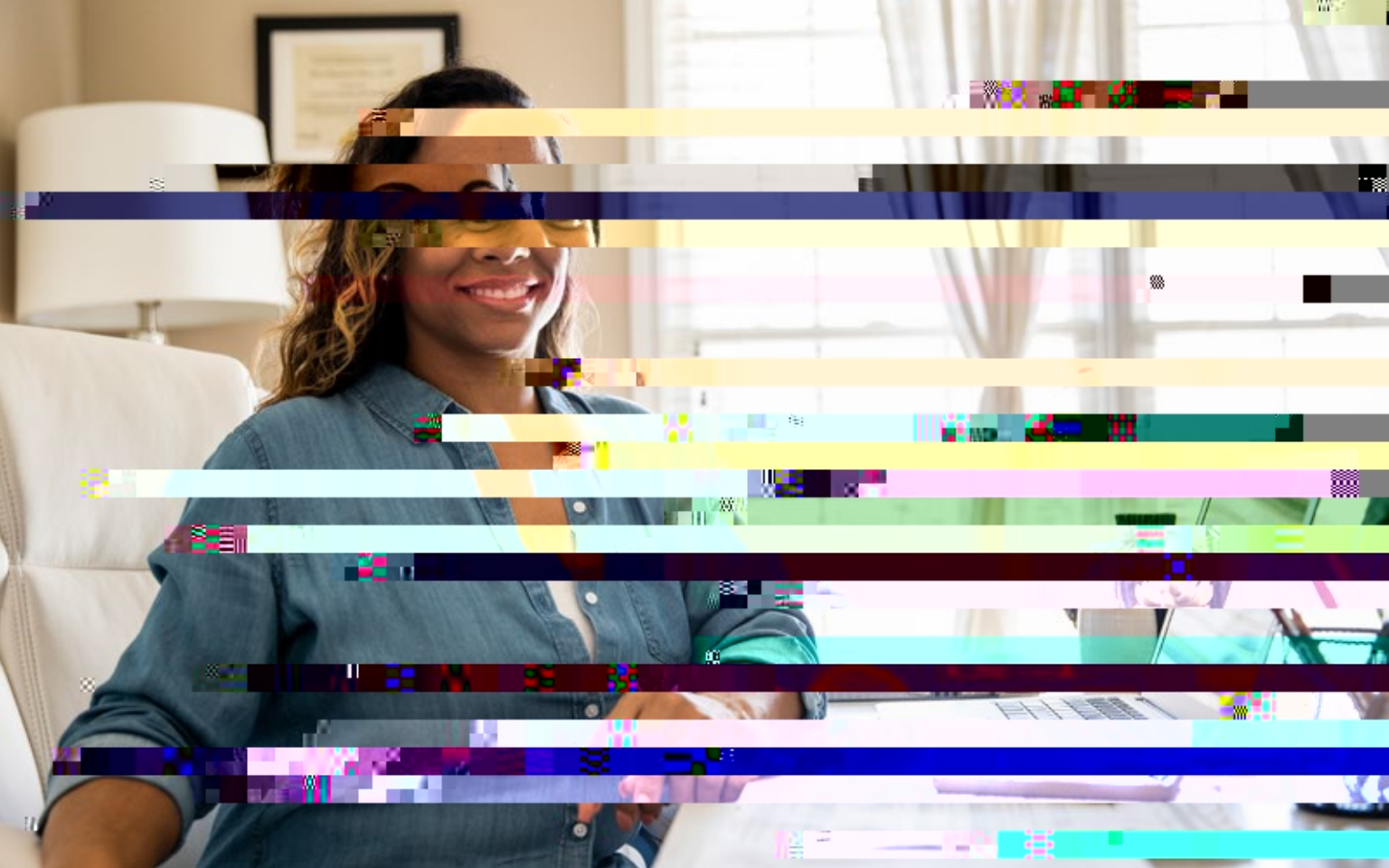


Welcome To CareSource!

We are excited to welcome you as a CareSource member and introduce you to some of the programs and tools that make CareSource more than just health insurance. We are Health Care with Heart™.

Watch for your new member materials.

After you pay your first premium, we will send you a new member kit and member ID card in separate mailings. Useful materials will be included that can help you make the most of your health benefits. Please read them and be sure to take your ID card with you every time you go to the doctor.



All CareSource Marketplace members have access to:

- No-cost, 24-hour registered nurses through our CareSource24[®] Nurse Advice Line.
- No-cost, 24-hour telehealth care providers through Teladoc[®].
- No-cost telehealth mental health and substance



Use

Find and use an in-network Primary Care Provider.

Use our Find A Doctor tool.





Easy Ways to Get Care



CareSource24 Nurse Advice Line.

The CareSource24 phone number is on your ID Card. Call 1-866-206-7880 any time and speak to a Registered Nurse about your health related questions. They can also assist you in deciding the best place to go to get care.



You have more access to care through **convenience care clinics** such as the Minute Clinic® inside CVS Pharmacies. These clinics are normally open evenings and weekends to make it easier for you to get care.



Telehealth 24/7/365 with Teladoc.

Call 1-800-TELADOC (835-2362), visit www.Teladoc.com/CareSource, or download the Teladoc app from Google Play® or the App Store from Apple®

Mental Health

Talk to a therapist or prescriber seven days a week, 7 a.m. to 9 p.m. Eastern Time.

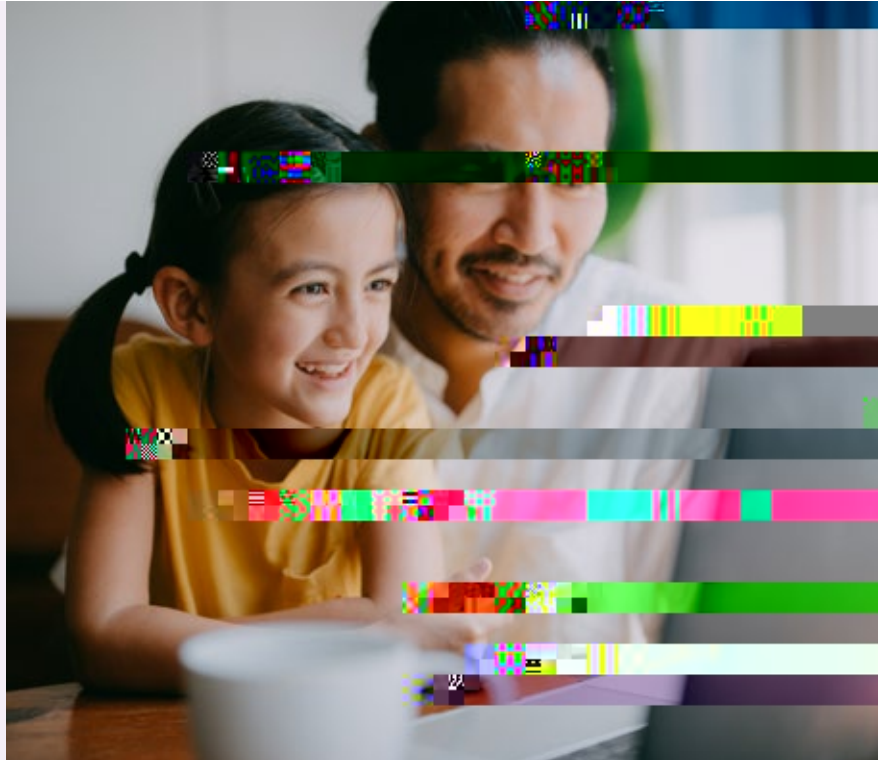
- Anxiety
- Stress
- Trauma
- And more
- Depression
- Substance use
- Relationship issues

*Age restrictions apply

General Medicine

Talk to a provider 24/7. Use for non-emergency health care needs like:

- Cold and flu
- Sinuses
- Pink eye
- Rash
- Urinary tract infections
- And more
- Sore throat
- Allergies
- Ear infections
- Skin conditions





How to Access Health Care

Primary Care

Your Primary Care Provider is your main source for routine care. Find a provider and make an appointment as soon as you can.

Not sick? That's ok! Annual wellness checks are **FREE** and help you create a relationship with your Provider. A relationship with your Provider is important for your continued good health, and can help you get future appointments faster!

If you need help finding a provider or making an appointment, Member Services can help.

Specialty Care

There are times when you might need to see a specialist for care.

You do not need to get a referral to see a specialist. However, some care that you receive from a specialist may need a prior authorization. As long as your provider is in network, it is your provider's responsibility to get the prior authorization. To find a specialist, use our ***Find A Doctor*** tool. You can also ask your Primary Care Provider for a referral, but be sure to confirm that they are in the CareSource network.

Mental Health Care (Behavioral Health) and Substance Use Disorder



Hearing

TruHearing® Choice Program

All members can have an annual routine hearing screening and select from a variety of hearing aid devices offered at a discount exclusively through TruHearing network providers. Call TruHearing directly at 1-866-202-2561 for more information.



Dental

DentaQuest® is the CareSource dental benefits provider.

All CareSource marketplace plans cover pediatric dental services. See your *Evidence of Coverage or Schedule of Benefits* for more information.

Members now have access to a larger network of dental providers through DentaQuest. Children on all plans and adults with optional adult Dental, Vision and Fitness plans can get routine dental care like check-ups, x-rays, and fillings with a DentaQuest dental provider. Call DentaQuest directly at 1-855-209-3945 for more information.

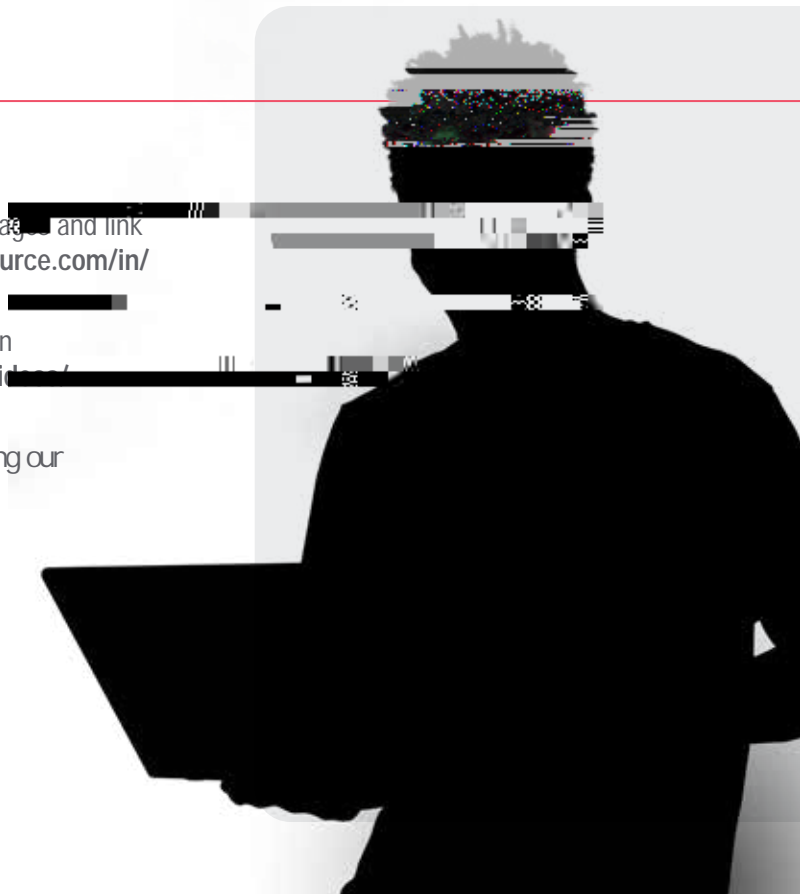
When you call for an appointment, be sure to tell your dental provider that you have DentaQuest dental insurance through your CareSource Marketplace plan.



Digital

CareSource.com

- Read helpful articles on our [web page](#) and link to other health related websites. Visit [CareSource.com/in/members/education/marketplace/](https://www.caresource.com/in/members/education/marketplace/).
- Watch [videos](#) on the mobile app or on [Caresource.com/in/members/education/videos/marketplace/](https://www.caresource.com/in/members/education/videos/marketplace/).
- Find a doctor, specialist, clinic or hospital using our *Find A Doctor* tool.



My CareSource

Visit [MyCareSource.com](https://www.mycaresource.com) and click **Sign Up** to get started.

You can use My CareSource to:

- Pay your invoice, view past payments, or set up automatic payments
- Take a Health Assessment and get a customized wellness plan
- Tell us your preferences for email and text
- View your claims
- View past documents such as EOBs, invoices, and more
- Use **Find My Prescriptions** to get an accurate cost for a drug, based on your plan
- Access **myStrength**, for your emotional well-being; and **MyResources**, for support from community resources for food, shelter and more.

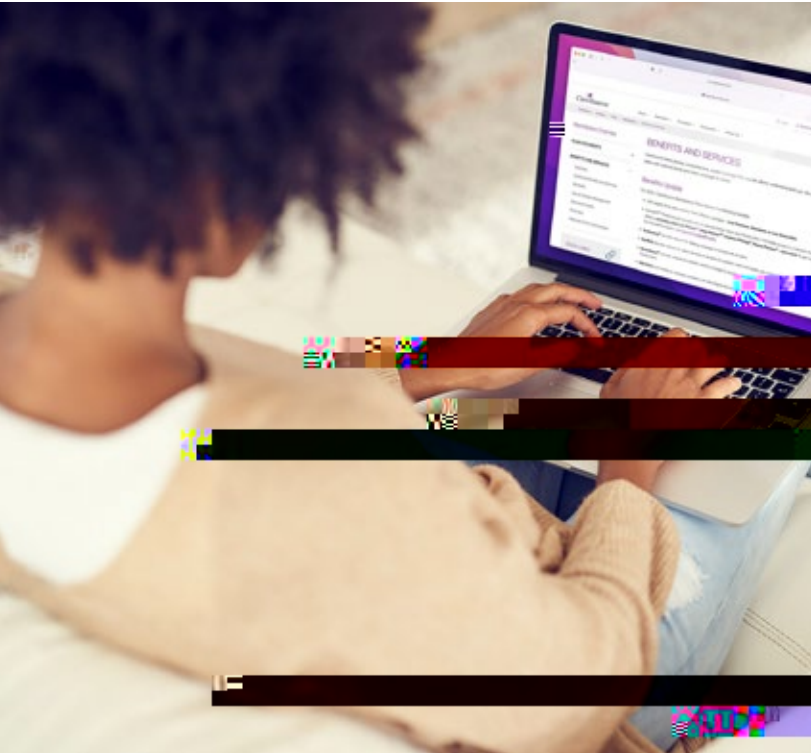
Download the FREE CareSource mobile app and get:

- Access your digital ID card
- Access your My CareSource account
- Pay your premium
- One touch access to CareSource24, our 24/7 Nurse Advice Line
- One touch access to Member Services
- Easy access to Teladoc telehealth
- Helpful videos and educational tools
- And more!

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



You have a 'Free Look' period



Take a look at your new member materials when they arrive. Browse through our website. Even set up your personal account at **MyCareSource.com**. You have 10 days to decide if you like what we have to offer. If you decide to cancel, we will give you a full refund.



Pay Your Premium to **Start Your Coverage**

“What is a premium?”

A **premium** is the amount of money you pay each month to have health insurance coverage. You need to pay your premium in full each month by the due date listed on the invoice to keep your benefits active.

Each month, you will receive an invoice for your premium in your My CareSource account and by mail, unless you choose to get an email or text notice instead of mail.

**MAIL:**

CareSource
P.O. Box 6065
Indianapolis, IN 46206-6065

- Include your invoice payment slip with your check or money order payable to **CareSource** and write your Member ID number in the memo line.
- Your payment can take 7-10 days to be received and posted to your account.

**CALL:**

- Call 1-800-368-5777 (TTY: 711). Then tell our automated attendant that you want to make a payment.
- Phone payments can take 3-5 business days to be posted to your account.

You can confirm that your premium payment was received, view past payments and see previous invoices using your My CareSource account.

