

Go to CareSource.com under the “Members” tab and click “MY CARESOURCE LOGIN”.

The screenshot shows the CareSource website's members page. At the top, there is a grey banner with the text "Notice of Vendor Data Security Event". Below this, the navigation bar includes "Login", "Find A Doctor", "Call Nurse", and "Feedback". The main navigation menu has "Plans", "Members" (which is highlighted), "Providers", "Producers", and "About Us". The "Members" dropdown menu is open, displaying several categories of links: "Members Overview", "Tools & Resources", "My CareSource", and "Education". A prominent purple call-to-action box on the right side of the page reads "Access Your My CareSource Account" and includes a "MY CARESOURCE LOGIN" button.

If you already have an account, click “Login”. If you need to create an account, click “sign up”.



My CareSource<sup>®</sup>, your personal online account.

Get the most out of your member experience.\*

- **Change your doctor**
- **Request a new ID card**
- **View claims and plan details**
- **Update your contact information**
- **And more**

Login

Sign Up



Once you are logged in, it will ask you to consent to share health information. Click the “Approve” box and then click “Submit”.

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English

## Consent to Share Health Information

CareSource believes it is important for you to share your health information. It will be shared to handle your care and treatment or to help with benefits. Your health info will be shared with past, current, and future providers you get care from. It also will be shared with related Health Information Exchanges (HIE). A HIE lets providers view your health information from CareSource. You can also share your health information with health care apps you use. You have the right to ask for a list of everyone who was given your health information by CareSource.

By giving your approval for us to share, it means that you want your health information to be shared with past, current and future providers and the health care apps of your choice. The info will be shared for your treatment, to manage your care, and to help with benefits. Health information to be shared may include sensitive health information, such as treatment for substance use and HIV/AIDS. For the health care apps of your choice, you will have more control over what info is shared when you install them.

By denying your consent for us to share, it means you do not want your health information to be shared with any past current or future providers you get care from. Your information will not be shared for treatment, to manage your care, or to help with benefits. None of your health information will be shared for treatment with providers, with these exceptions:

- Due to state requirements, your Primary Care Provider (PCP) will receive a report that includes physical and behavioral health treatment information you may have received. It will not include substance use or HIV/AIDS information unless you checked the box below saying you want to share your health information.
- Due to other requirements we must follow, your health information will be shared with HIEs. It will not include substance use or HIV/AIDS information unless you checked the box below saying you want to share your health information.

If you do not approve sharing, all providers helping care for you may not be able to work together to give you the best care. To continue, please select "Approve" or "Deny" for the list of member(s) below.

Note: You can change your choice at any time by visiting the Benefits page

Approve  Deny

Submit Skip

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On the next screen click “Choose Provider”.

## My Plan

### Adults

Member ID [REDACTED]  
CareSource Ohio, ABD Medical  
Go Green Get Started

GuidingCare View MyHealth View MyStrength View

MyResources View CareSource RxInnovations DentaQuest View

TeleDoc View Connect With Us!

## My Help

Go Green

Request ID Card

Request My Previous Health Data

**Choose Provider**

Find Care

Check Plan

File Grievance / Appeal

On this screen, click "Select Doctor".

Which member would like to change his/her provider?  
\*Only eligible members are shown below.

Member ID: [Redacted]

Current Doctor:  
Myers, Douglas A.

Select Doctor

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Find a Doc will open. Click "Location".

CareSource   Location   Plans   Filters   Sort

Find a Doctor / Showing 30 of 14,476 Providers   Relevance   Reset

Due to COVID-19, please check with the provider directly by phone. Some offices may be closed for the time being or have shorter office hours that are not the same as what shows in Find-A-Doctor

**Close to Home Physicians Care Center - Whitehall** +  
Affordable Dentures - East Columbus Feng Chang DDS Inc  
579 S Yearling Rd, Columbus, OH - FRANKLIN County

Specialty	CareSource Plan	Accepting New Patients
Primary Care Clinic	Ohio - Medicaid	Yes

Languages  
• English

Select as Primary Care Physician   Copy

**Close to Home Physicians Care Center - Olentangy** +  
Dr Christopher M Will DDS INC  
1275 Olentangy River Rd, Columbus, OH - FRANKLIN County

Call for Hours (614) 722-5750  
Provider Website

OhioRISE  
To find a participating OhioRISE provider, please visit,  
AetnaBetterHealth.com

Enter your address and click “Reset”.

The screenshot shows the CareSource website interface. At the top, there are navigation tabs for Location, Plans, Filters, and Sort. Below this, a search bar indicates 'Find a Doctor / Showing 30 of 201 Providers within 25 miles of your location'. A red banner at the top contains a COVID-19 warning: 'Due to COVID-19, please check with the provider directly by phone. Some offices may be closed for the time being or have shorter office hours that are not the same as what shows in Find-A-Doctor'. The main content area displays a list of doctors. The first entry is for James Johnston, DO, with details for his practice, 'James P Johnston DO Inc', located at 304 Chestnut St, Dresden, OH, 3.04 miles away. A 'Location' modal is open over the first doctor's entry, showing a search field with a redacted address and a '25 miles' radius. The modal has three buttons: 'Share Your Location', 'Reset' (highlighted with a red box), and 'Done'. To the right of the doctor list is a map showing the location of Dresden, OH, and surrounding areas like Frazeytsburg and Dillon Hills. Below the map is an 'OhioRISE' banner with the text 'To find a participating OhioRISE provider, please visit,'.

Find the doctor that you would like to change to and click “Select as Primary Care Physician”.

The screenshot shows the CareSource website interface. At the top, there are navigation tabs for Location, Plans, Filters, and Sort. Below this, a search bar indicates 'Find a Doctor / Showing 30 of 201 Providers within 25 miles of your location'. A red banner at the top contains a COVID-19 warning: 'Due to COVID-19, please check with the provider directly by phone. Some offices may be closed for the time being or have shorter office hours that are not the same as what shows in Find-A-Doctor'. The main content area displays a list of doctors. The first entry is for Douglas Myers, MD, with details for his practice, 'Primecare of Southeastern Ohio Inc', located at 4063 Northpointe Dr Ste B, Zanesville, OH, 6.67 miles away. The doctor's profile includes tabs for GENERAL, CONTACT, and DETAILS. Under the GENERAL tab, there is a table with columns for Specialty, CareSource Plan, and Accepting New Patients. The Specialty is 'Family Practice', the CareSource Plan is 'Ohio - Medicaid', and 'Accepting New Patients' is 'Yes' with a green checkmark. To the right of the table, there are fields for Gender (Male) and Languages (English). Below the table is a green button labeled 'Select as Primary Care Physician' with a pencil icon, which is highlighted with a red box. To the right of the button is a 'Copy' button. Below the doctor's profile is another entry for Stephen Ulrich, MD, with details for his practice, 'Perry County Family Practice Inc', located at 3620 Court Dr Ste K, Zanesville, OH, 7.53 miles away. To the right of the doctor list is a map showing the location of Dresden, OH, and surrounding areas like Frazeytsburg and Dillon Hills. Below the map is an 'OhioRISE' banner with the text 'To find a participating OhioRISE provider, please visit,' and the website 'AetnaBetterHealth.com'.

Click "Continue".

The screenshot shows a web interface for finding a doctor. At the top, there are navigation options: Location, Plans, Filters, and Sort. Below this, a search bar indicates 'Find a Doctor / Showing 30 of 201 Providers within 25 miles of your location'. A modal window titled 'You are selecting:' is open, displaying the following information:

- Doctor:** Douglas Myers
- Group/Facility:** Primecare of Southeastern Ohio Inc
- Location:** 4063 Northpointe Dr Ste B, Zanesville, OH 43701
- Phone:** (740) 452-1905

At the bottom of the modal, there are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a red border. In the background, a map shows the location of Zanesville, OH, and a sidebar lists details for two doctors: Douglas Myers, MD and Stephen Ulrich, MD.

Click "Skip".

The screenshot shows a consent form titled 'Consent to Share Health Information'. The form contains the following text:

Caresource believes it is important for you to share your health information. It will be shared to handle your care and treatment or to help with benefits. Your health info will be shared with past, current, and future providers you get care from. It also will be shared with related Health Information Exchanges (HIE). A HIE lets providers view your health information from CareSource. You can also share your health information with health care apps you use. You have the right to ask for a list of everyone who was given your health information by CareSource.

By giving your approval for us to share, it means that you want your health information to be shared with past, current and future providers and the health care apps of your choice. The info will be shared for your treatment, to manage your care, and to help with benefits. Health information to be shared may include sensitive health information, such as treatment for substance use and HIV/AIDS. For the health care apps of your choice, you will have more control over what info is shared when you install them.

By denying your consent for us to share, it means you do not want your health information to be shared with any past current or future providers you get care from. Your information will not be shared for treatment, to manage your care, or to help with benefits. None of your health information will be shared for treatment with providers, with these exceptions:

- Due to state requirements, your Primary Care Provider (PCP) will receive a report that includes physical and behavioral health treatment information you may have received. It will not include substance use or HIV/AIDS information unless you checked the box below saying you want to share your health information.
- Due to other requirements we must follow, your health information will be shared with HIEs. It will not include substance use or HIV/AIDS information unless you checked the box below saying you want to share your health information.

If you do not approve sharing, all providers helping care for you may not be able to work together to give you the best care. To continue, please select "Approve" or "Deny" for the list of member(s) below.

Note: You can change your choice at any time by visiting the Benefits page

At the bottom of the form, there are two radio buttons: 'Approve' (checked) and 'Deny'. To the right of these buttons are two buttons: 'Submit' and 'Skip'. The 'Skip' button is highlighted with a red border.

Click "Confirm".

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## Choose Provider

You are about to change the **Primary Care Physician** for [REDACTED]

**Is this correct?**

**Doctor:** Douglas Myers  
**Group/Facility:** Primecare of Southeastern Ohio Inc  
**Location:** 4063 Northpointe Dr Ste B, Zanesville, OH 43701  
**Phone:** (740) 452-1905

**Confirm** Cancel

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This screen confirms the change and explains that a new card will be issued.

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## Choose Provider

Your change has been submitted for [REDACTED]

**Doctor:** Douglas Myers  
**Group/Facility:** Primecare of Southeastern Ohio Inc  
**Location:** 4063 Northpointe Dr Ste B, Zanesville, OH 43701  
**Phone:** (740) 452-1905

You should receive your new ID card in 7-10 business days. Remember, call your provider to make sure that you are added as a new patient.

**Home**

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