



Beginning in 2025, CGHC will be using the CareSource® operational platform so when you see the CareSource name and/or logo on communications and online resources, you can trust them as valid. By working together, CGHC and CareSource will provide you with more offerings in 2025, while maintaining the same local service you have grown accustomed to.



Member ID Number

All members will receive a new ID card with a new member ID number to use beginning January 1, 2025. We will mail your 2025 health plan ID card in December. Please show your new ID card to your health care providers and pharmacies beginning in January 2025. They will need this information to verify your coverage and eligibility. Note - continue using your current ID card and member number for services you receive in 2024.

IMPROVED Member Health Portal powered by CareSource®

Starting on January 1, you will have an improved *My Health Portal* that allows you to:

- **Go green and stop receiving Explanation of Benefits (EOB) via mail.** When you “opt in” on the *Preferences page* of your account in the portal, you will get an email or text whenever you have a new EOB or other valuable information to view.
- **View claims and EOBs anytime two different ways:**
 - Under the *Claims tab*, you can see the details of your claims.
 - By clicking on the *Documents tab*, you can see your EOBs for services received in 2025.
- **Receive alerts and view documents** for your medical and pharmacy benefits such as the status of requests for certain services that require prior authorization.
- **View individual and family accumulators** for deductible and out-of-pocket amounts.
- **Build healthy lifestyle habits and manage chronic conditions** with the free online tool *MyHealth App*.
- **Support mental health and wellness** through the *MyStrength App*. This free online learning curriculum provides self-help tools, wellness resources, inspirational quotes, and educational articles.

Sign up for your new *My Health Portal* account on or after January 1, 2025. Even if you are currently using the CGHC Health Portal, you will need to create a new account. Go to CommonGroundHealthcare.org/My-Health-Portal and create your account on or after January 1, 2025. Click on *Preferences* then enter your email address and phone number. Be sure to check the box to allow CGHC to send email and text messages to you.

NEW Care Management Enhancements – effective January 1, 2025

- **Teladoc® is our new telehealth partner for 2025 with providers available 24/7/365 for common health concerns.** You can reach them from anywhere by phone, using their mobile app, or via their online portal. Teladoc offers secure, private telehealth services that can save on out-of-pocket costs and help you avoid unnecessary emergency department visits. Teladoc also offers mental health and substance use disorder counseling by appointment; these services are offered from 6 a.m. to 8 p.m. Central Time, 7 days a week.
- **24-Hour Nurse Advice Line administered by CareSource.** When you need a caring, registered nurse to listen to your health concerns and help you decide what to do, our 24-Hour Nurse Advice Line is here for you. They can help you find the right place to get care. You will find the phone number on the back of your new 2025 ID card.

NEW Pharmacy Benefit Manager (PBM)

We are pleased to introduce Express Scripts® Inc. (ESI), our new Pharmacy Benefit Manager (PBM) for 2025, replacing OptumRx. Here are details that CGHC members need to know to use their pharmacy benefits starting on January 1:

- **Show your new member ID card at in-network pharmacies if you need to fill a prescription in 2025.** They need your new member number on the ID card to ensure they have your updated prescription benefit information.
- **If you have received prior authorization (PA) approval for a medication,** we will transfer that information to ESI on your behalf.
- **ESI home delivery service will replace OptumRx home delivery starting January 1.** We have arranged for all active home delivery service prescriptions to be transferred to ESI from OptumRx. Note – if the medicine is a controlled substance, the prescription cannot be transferred. Your doctor will need to issue a new one to ESI.
- **For members taking specialty medicines, ESI's specialty pharmacy Accredo® will provide your medicine starting January 1.** We have arranged for all active specialty pharmacy prescriptions to be transferred to Accredo to make the process as seamless as possible. Accredo is ready to work with you and your doctor to help you receive the best possible care.
- **CVS pharmacies will be in-network starting January 1.** We expect that most members will be able to stay with their current pharmacies. If you need to change pharmacies, we will send you a letter with the steps you can take. **The list of prescription drugs that are covered by the plan (also known as the formulary) is regularly updated.** If any change to the formulary impacts you negatively, we will communicate directly with you.