


Good Afternoon, 

CareSource recognizes that COVID-19 has created challenges for everyone, adding layers of complexity to routine tasks, such as getting food/groceries.

Since April 2020, CareSource transportation has been providing up to 5 round trips/month for Ohio Medicaid members, for food pick-up for members with food vulnerabilities.

FOOD TRANSPORTATION HAS BEEN EXTENDED THROUGH MARCH 2021.

These trips can consist of the following:

1. **Trip to and from a Food Bank or Food Pantry**
2. **Trip to and from a grocery to pick up a grocery order (such as curbside pickup)**
3. **Trip to and from a school food distribution pick up location**

The Member will call the number on their CareSource card and select the prompt for Transportation.

The same transportation rules apply; no same-day trip requests will be approved and no extensions beyond these 5 food transportation round trips/month.

For Grocery stores - This is for curbside pick-up only. The member must place the grocery order with a store that provides pick-up services, e.g. Kroger, Walmart Grocery Pickup, Meijer Pickup, etc. The member must have their order number, store location and pick-up timeslot available at the time of scheduling as well as confirm they have sufficient funds to cover the order.

If members have any questions, they can call Customer Service at 1-800-488-0134 (Hours: 7 a.m. to 7 p.m., Monday – Friday)