



P.O. Box 8738
Dayton, OH 45401-8738
CareSourcePASSE.com

HOW TO REACH US:

Member Services:
1-833-230-2005 (TDD/TTY: 711)

CareSource24®
24-Hour Nurse Advice Line:
1-833-687-7305 (TDD/TTY: 711)

Join Us

 Facebook.com/CareSourcePASSE

Important Plan Information



SPRING 2023

MEMBER *Source*

A Newsletter for CareSource PASSE Members

Don't Risk Losing Your Health Coverage

We love that you are a member of CareSource PASSE! We do not want you to have a gap in your health coverage. The Arkansas Department of Human Services (DHS) may ask you to renew your Medicaid coverage soon. CareSource PASSE cannot renew for you. You have to take action through DHS.

If you got a Medicaid renewal packet in the mail, make sure you fill it out and return it as soon as you can. If you do not respond, you risk losing your coverage.



“
**Tell Us
What You
Think!**
”

We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

CareSource.com/NewsletterSurvey

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.



Services Covered by CareSource PASSE

What to Do if You Get a Bill

You get all medically necessary Medicaid-covered services at no cost to you as a CareSource PASSE member. *Medically necessary* means you need the services to prevent, diagnose, or treat a medical condition. You should not be billed for these services. Call Member Services if you get a bill. Services covered by CareSource PASSE can be found in your member handbook. You can find the handbook at [CareSource.com/plans/medicaid/plan-documents/](https://www.caresource.com/plans/medicaid/plan-documents/). You can also get a printed copy sent to you when you call Member Services.

Help in Other Languages

Are you or someone you care for a CareSource PASSE member who:

- Does not speak English?
- Has hearing or vision problems?
- Has trouble reading or speaking English?

We can help. We can get you sign language interpreters or interpreters in the language you speak. Interpreters can help you talk with us or your providers. You can also get materials in other languages or formats at no cost to you. These formats include large print, braille, or audio. Call Member Services to learn more.



Pharmacy Updates

CareSource PASSE has a searchable drug list on [CareSourcePASSE.com](https://www.caresourcepasse.com). Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **Arkansas** and **PASSE** to find out which drugs are covered. It is where the most current updates can be found. Call Member Services if you do not have access to the Internet. We can help you find out if a medication is covered and how much it will cost.

The Tip of the Iceberg: Climate Anxiety and Our Youth

We feel climate change in our daily lives. The weather is more extreme. Summers are hotter. Winters are colder. We have more storms, wildfires, floods, and other natural disasters. It has caused climate anxiety. Climate anxiety is not a mental illness. It is real fear and stress about the future from the results of climate change.

The [American Psychological Association](https://www.apa.org) says children and young adults have more climate anxiety than older adults. Which makes sense, since younger people will live through more of its impact, but have less power to limit the harm of climate change right now.

So how can we help young people with climate anxiety? Let them know you hear them and understand their fear.

Do not tell them it will be okay. Channel their fears into action. Learn about steps that you can take to limit your impact on the environment. Spend time in nature. Get involved in organizations making positive change.

Climate anxiety is real. Taking action can help children and young adults feel more in control.

Fuel Up With Fresh Food

Start strong this spring by adding fresh fruits and vegetables to your diet. Eating fresh food helps you stay healthy. It also gives you energy. That way you can get outside and enjoy the weather as it gets warmer.

Fruits and vegetables are great sources of vitamins and minerals. They also help decrease the risk of chronic disease. This chart shows which fruits and vegetables have the vitamins and minerals you need.

Nutrients	Importance	Fruits and Vegetables
Vitamin A	Helps with healthy eyes and skin, protects from infection	Cabbage, cantaloupe, carrots, grapefruit, leaf and romaine lettuce, sweet potatoes, watermelon, tomatoes
Vitamin C	Supports immune health, helps heal cuts and wounds	Broccoli, cabbage, cantaloupe, cauliflower, grapefruit, oranges, pineapple, strawberries, tomatoes
Calcium	Helps keep teeth and bones healthy	Blackberries, leafy green vegetables – collard greens, kale, oranges, spinach
Fiber	Helps with digestive system health, reduces risk of heart disease	Apples, bananas, broccoli, brussel sprouts, peaches, pears, raspberries, spinach
Iron	Helps maintain healthy blood	Broccoli, spinach, sweet potatoes, peas
Potassium	Helps lower blood pressure	Bananas, broccoli, potatoes, sweet potatoes, tomatoes

It may seem like a challenge to know where to start. Small changes can make a big difference. You can add fresh food to meals you are already eating. Add carrots or spinach to pasta sauces or soups. You can also add fruit to salads or side dishes. Fruits like bananas, apples, and oranges are easy to grab on the go. Finding ways to fuel up with these fresh foods will help you stay healthy all year long! Learn more by visiting [MyPlate.gov](https://www.myplate.gov).





Using the My CareSource Member Portal

My CareSource® is your personal portal account. It holds your CareSource PASSE health information.

There are a few easy steps to set up a My CareSource member portal account.

1. Go to **MyCareSource.com** and click **Sign Up**. Enter your name and email address, then set up a password.
2. You can choose to complete the form in Spanish or English.
3. To add your plan, fill in:
 - Your name.
 - Member ID number as it appears on your CareSource PASSE member ID card,
 - Your birth date.
 - Specify if this is your plan, or if you are creating it as a parent or guardian for another member.
4. Click **Register**. You will get a confirmation email.
5. Click the link in the email to activate your My CareSource account.

Now you are ready to use your new My CareSource account!

You can use your My CareSource account to view plan documents, use tools to improve your health, get important health updates, and lots more! Take a few minutes to see what you can do!



One popular use for My CareSource is to request a new ID card.

Getting a new CareSource PASSE ID card is easy. On the Home page, click **Request ID Card** from the **My Help** menu on the right. A new ID card request page will come up.

- Pick the reason you need a new ID card from the choices listed.
- Make sure the mailing address shown is correct. (If it is not correct, you can update it on the **Preferences** page.)
- Click **Submit**.

Your new CareSource PASSE ID card should arrive within 7-10 days.

It is just that easy!



Stress and Self-Care for Parents and Caregivers

Parents and caregivers have needs just like children. Self-care is not selfish. You cannot give your best to others if you do not care for yourself first.

The first step in caring for yourself is knowing when you are stressed. Stress can make you feel physically tense or stiff. It can also make you mentally tired or unable to fall asleep at night. Some people even get sick more often because their immune system is not working as well as it should.

Taking time to relax is vital to lower stress. Whether it is listening to music, taking a warm bath, or meditating, you need to make time for yourself. Reframing your thinking can also help lower stress. If you have thoughts like, “I am such a bad parent or caregiver” or “I can’t do this,” you can start believing those statements even if they are not true. Try to catch these thoughts and replace them with coping statements. Think to yourself, “this too shall pass” or “I can do this” to help you cope in stressful moments.

All of this is *easier said than done* as a parent or caregiver. But you need to take care of yourself. Not only will it make you a better caregiver or parent, it is also good for your health.



Your Top Questions to Member Services Answered

When will I receive my CareSource PASSE member ID card?

Each member of your family who has joined CareSource PASSE will receive their own CareSource PASSE member ID card. Carry your member ID card with you in a secure place. Call Member Services if you have not received your card or any of the information listed is wrong. You must show your CareSource PASSE member ID card when you get any medical services or prescriptions.

You can view a digital copy of your member ID card on the CareSource PASSE mobile app. Download the app today!

I lost my CareSource PASSE member ID card. What should I do?

If you lose your member ID card, you can request a new printed member ID card on the My CareSource® member portal. Read the article *Using The My CareSource Portal* on page 4 to learn more. You can also call Member Services to get a new one sent to you.





Take Control of Your Cluttered Mind

Studies show having a tidy home can bring calm to your life. Cleaning and decluttering your home can have a positive effect on your mental health. It can give you a feeling of control in your life. If you have let your home go because you have been busy or feeling down, it can feel overwhelming to get started.

Experts say to start in one room or with one task. Washing the dishes is a great place to start. Dirty dishes are an easy task, and one that is easy to measure progress. Then wipe the counters. Pretty soon, the kitchen is clean! Any room you start is a great place. Getting started is the key.

It is amazing how much better having a clean room or a clean home can feel. To get more information about decluttering and health essentials, you can read or listen to podcasts from the Cleveland Clinic at my.clevelandclinic.org/podcasts/health-essentials.

Prepping for Spring Storms

Spring storms can make getting around hard. Get ready for bad weather before it hits. Make kits for your home and car in case you get caught by a storm or stuck in traffic. If you or a family member is out when a storm hits, have a plan for where you go if you cannot get home.

YOUR HOME KIT:

Have candles, matches, blankets, and enough water to last at least three days for each person on hand. If you can store them safely, a kerosene heater or generator can be helpful if the power will be out for a long time. If you have a fireplace, bring in enough wood to burn for a few days.

YOUR CAR KIT:

Have blankets, hats, socks, bottled water, packaged snacks, jumper cables, sand, and a flashlight on hand.

You can get more tips and ideas to prepare for all types of weather at [Ready.gov](https://www.ready.gov).

Help Improve Your CareSource PASSE Experience



What you think about your plan, the services, and support we provide matters. We value the feedback we get from members like you. This helps us ensure you get the highest quality of care.

Each spring, we partner SPH Analytics, a Press Ganey Solution to conduct a survey about your overall health care experiences. The survey is sent to a random set of members by SPH. All feedback is anonymous. The survey may come to you by email, mail, or phone call.

If you do receive the survey, we hope you will take it. If you have already taken the survey, thank you!

Care Coordinator Spotlight

Get to know our care coordinators and learn why they love what they do!



Meet Tonya

"I love helping people and seeing them accomplish the goals and challenges they set for themselves."

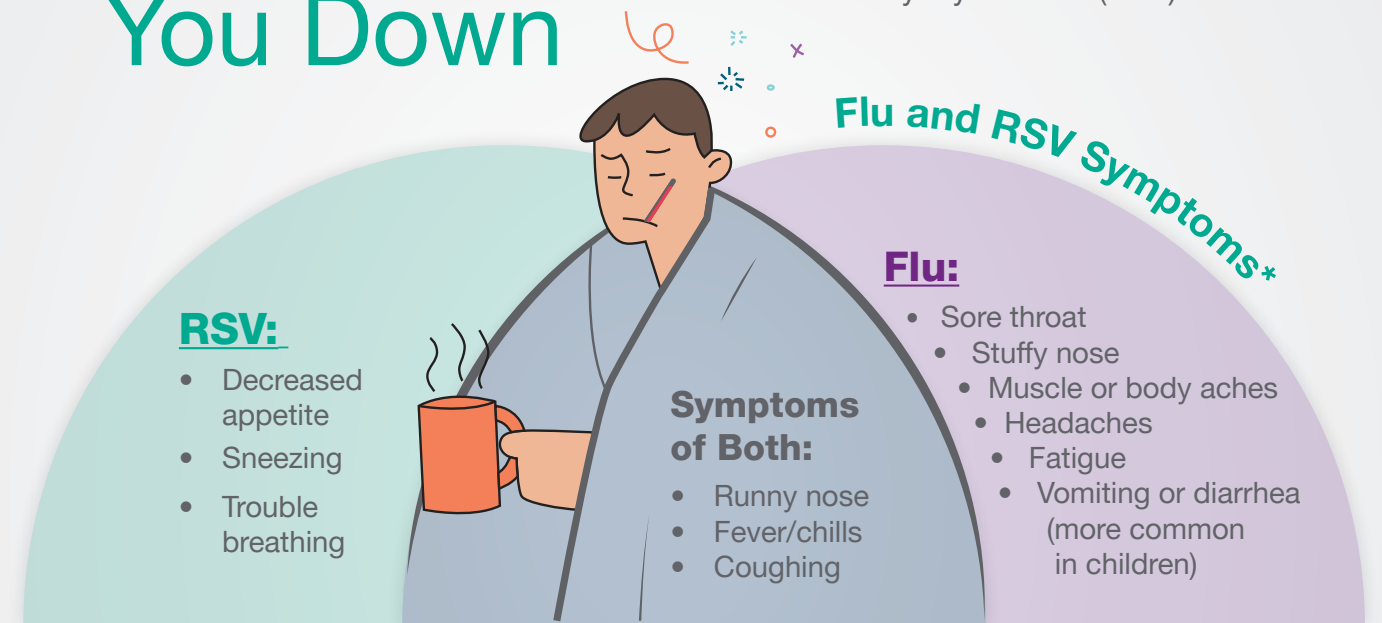


Meet Heather

"I was once that single mom that had no one to turn to, no guidance, and felt hopeless. If I can keep just one family from feeling like this, then I have succeeded."

Don't Let Illness Bring You Down

Many people seem to get sick this time of year. Two of the most common ones are influenza (flu) and Respiratory Syncytial Virus (RSV).



RSV:

- Decreased appetite
- Sneezing
- Trouble breathing

Flu:

- Sore throat
- Stuffy nose
- Muscle or body aches
- Headaches
- Fatigue
- Vomiting or diarrhea (more common in children)

Symptoms of Both:

- Runny nose
- Fever/chills
- Coughing

You may not have every symptom listed. Infants and young children are more likely to get severe symptoms.

TIPS TO PREVENT FLU AND RSV:

- **Stop the spread of germs.** Wash your hands often. Cover your coughs and sneezes.
- **Avoid touching your eyes, nose, and mouth.**
- **Disinfect your home.** Clean areas that are touched often, like doorknobs, faucets, and light switches.
- **Limit contact with others who are sick.**
- **Get your flu shot.** It is vital to get all your vaccinations on time to keep you healthy. Visit [CareSource.com/flushot](https://www.caresource.com/flushot) to learn more about the flu shot.

Call the CareSource24® Nurse Advice Line if you have any questions. They can help you learn about your health, give you advice, or help you decide where to go for care.

Sources: Centers for Disease Control and Prevention. <https://www.cdc.gov/rsv/about/symptoms.html> Centers for Disease Control and Prevention. <https://www.cdc.gov/flu/symptoms/index.html>



Spring Into Self-Care!

The days are getting longer, and the flowers are starting to bloom. Spring is a time for fresh starts. You can start fresh by making time for you! It's important to maintain a healthy mind and body. We have started a self-care checklist for you. These are just a few ways you can make sure you are taking care of yourself.

Self-care checklist:

- ✓ Drink more water.
- ✓ Listen to music.
- ✓ Declutter a space.
- ✓ Try yoga or stretching.
- ✓ Watch a sunrise or sunset.
- ✓ Call a friend.
- ✓ Eat your lunch outside.

4 Ways to Report Fraud, Waste, and Abuse

CareSource PASSE has a program to handle cases of fraud, waste, and abuse. Misuse of benefits can be done by providers, pharmacies, or members.

If you are concerned about these:

- ✓ Call Member Services
- ✓ Write a letter to:
CareSource PASSE
Attn: Program Integrity
P.O. Box 1940
Dayton, OH 45401-1940
You do not have to give us your name when you write or call. If you do not mind giving your name, you can:
- ✓ Fax: 1-800-418-0248
- ✓ Email: fraud@CareSource.com

Find out more at <https://www.caresource.com/ar/members/tools-resources/fraud-waste-abuse-overpayment/caresource-passe/> or scan the QR code.



How to Find a PROVIDER

We want you to have access to the best care. CareSource PASSE has an easy-to-use tool to make finding a provider simple.

The **Find A Doctor/Provider** online tool is the fastest way to find a network provider near you. Access the tool by going to **FindADoctor.CareSource.com**.

Choose **Get Started** and follow these steps:

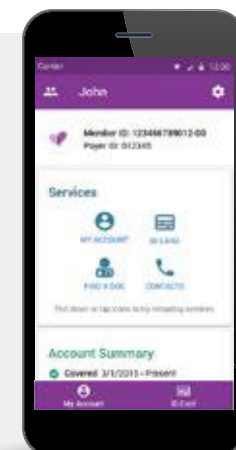
1. **Choose a location.** Share your location or enter your street address.
2. **Choose your plan.** Choose **PASSE** under **Arkansas**.
3. **Choose filters to find the right provider.** Make sure you check the **Accepting New Patients** box first. Use the filters to find a specialist if you need one.

Here are a few common specialties:

- ✓ Family Practice - primary care provider (PCP)
- ✓ Pediatrics - PCP for children
- ✓ Dentistry - dentist
- ✓ Vision - Optometry (eye doctor)
- ✓ OB/GYN

Member Services can help find a provider near you if you have any issues. You can also get a printed provider directory* sent to your home at no cost to you. Just call Member Services and ask for a printed copy!

**The printed copy is not as up-to-date as our online tool. Call the provider's office first to make sure the information is still correct.*



Find a Provider in the CareSource Mobile App

You can use the **Find A Doctor/Provider** tool in your My CareSource® account in the CareSource mobile app. If you do not have a My CareSource account, signing up is easy:

1. Go to **MyCareSource.com**.
2. Click **Sign Up** at the bottom of the page.
3. Answer the questions.
4. Click **Register**. You are all set!

Get the mobile app through the App Store® for iPhone® or Google Play® for Android®.





FOR BEING A CARESOURCE PASSE MEMBER

Thank you for being a member of our health plan. Our mission is to make a lasting difference in our members' lives by improving their health and well-being. We want you to know where to go for information on your benefits, services, and programs available to you.

Learn About Your Plan Online

You can find the most up-to-date information about your benefits and services at [CareSourcePASSE.com](https://www.caresourcepasse.com). You will also find information about:

- The toll-free number to call if you have questions about how we manage care and services.
- How to reach us using TTY services if you are hard of hearing.
- The benefits and services that are covered under your plan as well as what is not covered.
- Pharmacy benefits and medications you can get. This includes:
 - our preferred drug list with any restrictions and preferences;
 - the limits of certain medications;
 - how to get medications not on the preferred drug list and how providers can support an exception;
 - and the process for generic substitution, therapeutic interchange, and step-therapy.
- How you can get materials in other formats at no cost to you. These formats include large print, braille, or audio. We can get you sign language interpreters or interpreters in the language you speak. We can explain this information in English or in your primary language. Interpreters can help you talk with us or your providers.
- Your rights and responsibilities as a member.
- How we manage care and services, benefits and access to services, and other issues.
- How to send a claim to get paid back if you paid for a covered service.
- How you can tell us you are unhappy with CareSource PASSE.
- How to appeal a decision that affects your coverage, benefits and services.

Providers and Your Care

- Our **Find A Doctor** tool lists in-network providers like dentists, therapists, hospitals, clinics, and more that you can choose from to meet your needs. You can search for a provider by filtering office location, gender, or specialty.
- Who our providers are; if they have board certification, the medical school they went to, and where they completed their residency.
- How you can choose your primary care provider (PCP) and make appointments.
- How to see a specialist, health provider, and get hospital services.

- How to get care outside of your provider's normal office hours.
- How to get emergency care whether going to an emergency room (ER) or calling 911.
- How to get care when you are out of the plan's service area.
- How to get services if you travel and any restrictions on your benefits.

How CareSource PASSE Manages Your Plan

- Our Quality Program to make sure you get good care and service.
- How we decide how and when to add new technology as a covered benefit.
- Our notice of privacy practices and HIPAA/Member Consent Form. Including:
 - what a routine consent is and how it allows us to use and disclose information about you;
 - how we use authorizations and your right to approve the release of personal health information not covered by routine consent;
 - how you can restrict the use of or disclosure of personal health information or get a list of the disclosures we have made.
- Our commitment to protect your privacy in all settings.
- CareSource PASSE's policy prohibiting financial gain for those who make coverage determination decisions about your care.
- The availability of, and a description of the independent external appeals process for utilization management decisions by CareSource PASSE.

Health and Wellness Programs

CareSource PASSE has zero cost programs that can help you reach your best health. CareSource PASSE may sign you up in these programs. You can opt-in or opt-out of them at any time. Programs include:

- **myStrengthSM Tool** - A FREE online self-management tool with resources to improve behavioral or mental health and overall well-being.
- **Medication Therapy Management** – Helps you learn about medications, reduce costs and stick to a treatment plan.

To learn more call **1-833-230-2005** (TDD/TTY: 711).

If you would like more information, or do not have access to the internet, call Member Services.

Thank you,
CareSource PASSE

Staying Healthy in 2023, and Beyond!

We want you to stay healthy this year! A new year is good time to set up your preventive care visits. Use the table to help you stay up to date on needed activities. Work with your provider to get your preventive care. They will know what is best for you based on your health history.

Preventive Care for Adults

RECOMMENDED ACTIVITIES	HOW OFTEN?	20s	30s	40s	50s	60 & OLDER
Annual Physical Exam	Once a year.	✓	✓	✓	✓	✓
Breast Cancer Screening (Women)	Women ages 40-54, once a year. Women ages 55 or older, every two years or once a year.			✓	✓	✓
Cervical Cancer Screening (Women)	Once every five years for women ages 30-65 who have a normal Pap test. Women who are older than 65 who have not been diagnosed with cervical cancer can stop having Pap tests if they had three negative tests in the last 10 years.	✓	✓	✓	✓	✓
Chlamydia Screening	Anyone under 25 should be screened each year. You should also get screened before each new partner.	✓				
Cholesterol Screening	If your levels are within normal limits, get checked every five years.	✓	✓	✓	✓	✓
Colon Cancer Screening	Anyone between the ages of 50-75 should get screened. A colonoscopy should be done every 10 years. A fecal immunochemical test (FIT) test is done yearly.				✓	✓
Dental Exam	At least once a year.	✓	✓	✓	✓	✓
Diabetes Screening	Every three years.	✓	✓	✓	✓	✓
Eye Exam	Every two years.	✓	✓	✓	✓	✓
Flu Shot	Once a year.	✓	✓	✓	✓	✓
Pneumococcal	If you are over age 64, at least once in your life.					✓
Shingles Vaccine	Adults 50 years or older should get the two-dose shingles vaccine.				✓	✓
Td Vaccine	Once every ten years.	✓	✓	✓	✓	✓

To learn more, visit: <https://www.caresource.com/ar/members/education/preventive-care/caresource-passe/>

