



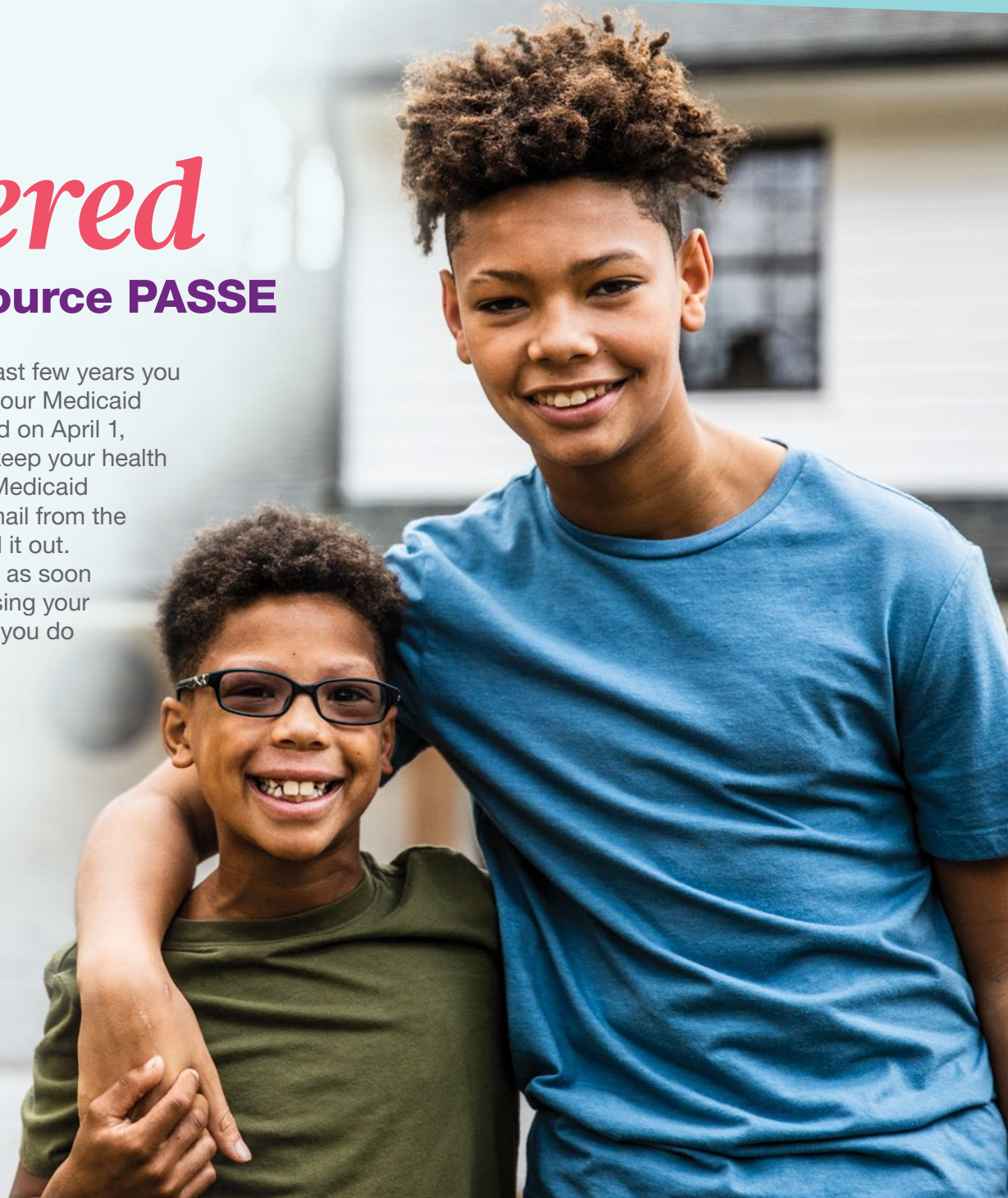
SUMMER 2023

MEMBER *Source*

A Newsletter for CareSource PASSE Members


Stay Covered with **CareSource PASSE**

Due to COVID-19, the last few years you did not have to renew your Medicaid coverage. That changed on April 1, 2023. We want you to keep your health coverage. If you got a Medicaid renewal packet in the mail from the state, make sure you fill it out. Then, return the packet as soon as you can. You risk losing your health care coverage if you do not take action.



Know When To Go Where

For the best care, know where to go to get the right kind of care. When possible, your primary care provider (PCP) should be your first choice for care. If you have a medical emergency, don't wait! Call 911. If you have a mental health emergency, call 988. Don't wait to get care in an emergency!

 <p>Primary Care Provider (PCP)</p>	Used for common illnesses and advice. You will get most of your preventive care from your PCP. You should see your PCP the most often!
 <p>Telehealth</p>	Used to visit with a provider via phone or computer wherever you are. Ask your provider if they offer telehealth. Use telehealth for common illnesses such as coughs, sinus problems, rashes, mental health concerns and more.
 <p>Urgent Care</p>	Used to treat non-life-threatening issues. Use when you cannot visit your PCP and your health issue cannot wait.
 <p>Hospital Emergency Rooms</p>	Used for life-threatening issues or emergencies. Call 911 or go to the nearest ER.

Not sure where to go?

Call the CareSource24® Nurse Advice Line at **1-833-687-7305** (TDD/TTY: 711).
We are here for you 24 hours a day, 7 days a week.

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 **CareSourcePASSE.com**. You can also get a printed copy sent to you when you call Member Services.



Help Find Fraud



Help us track fraud, waste and abuse, or medical identity theft. CareSource PASSE sends you Explanation of Benefit (EOB) statements to review. When you get one, check the following:

- 1 Are the services, supplies, or equipment listed correctly?
- 2 Were any items billed more than once?
- 3 Are the services correct?

If you suspect errors or fraud, call Member Services. You can also email fraud@caresource.com, fax 1-800-418-0248, or write 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. Your report will be kept as confidential as possible by law.



Get Interpreter Services for Your Next Health Visit!

Did you know you have access to onsite interpreters for your provider visits? This is at no cost to you.

Ask your provider to schedule with an interpreter. You can also call Member Services. Call 30 days before your next visit. Have the below ready to share:

1. Date, time, and length of visit.
2. Health visit address.
3. Language needed.
4. Provider fax number.

Life HACKS:



Get planting this summer with these tips and tricks!



1

Don't have space for a garden? You can easily grow herbs, peppers, tomatoes, onions, summer squash, beans, and eggplant in containers. Broccoli, cabbage, lettuce, and greens grow in the spring and fall.



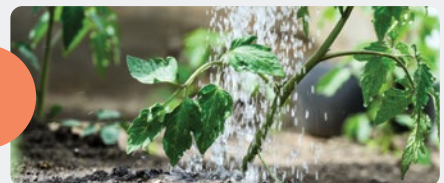
2

Plant marigolds around your garden. They will attract bees and butterflies and keep pests away.



3

Save your eggshells! You can use eggshells to add nutrients to your plants. Eggshells also help keep certain types of insects away.



4

Looking for an easy way to water your plants each day? Turn an empty milk jug into a watering can.

Do You Have Caregiver Burnout?

Being a caregiver can be stressful and affect your health. It is common to forget to take care of yourself when you're caring and worrying about someone else. You could have caregiver burnout.

Physical signs of burnout:

- Exhaustion.
- Problems sleeping.
- Gaining weight.
- Getting sick more often.

Emotional signs of burnout:

- Feelings of sadness or hopelessness.
- Isolating from friends and ignoring hobbies.
- Getting frustrated with yourself or loved ones.

If you think you might be suffering from burnout, don't delay in taking care of yourself. Ask family or friends for assistance. Visit **CaregiverAction.org** and **Caregiver.org** to find support groups. There are also other helpful resources for you and your loved ones.

Air Pollution and Your Health

Air pollution is harmful to our health. The American Lung Association says more than 4 in 10 Americans live in places with unhealthy levels of air pollution. You can be exposed to air pollution no matter where you live. It comes from many sources. Some are natural sources like smoke from wildfires. Most air pollution is caused by humans. It comes from things like car exhaust, factories, and agriculture. Breathing polluted air can cause inflammation in our lungs, making it harder to breathe. It can cause asthma attacks and make asthma symptoms worse.

There are things we can do to protect our health. Check the air quality each day where you live at www.AirNow.gov. Stay inside as much as you can on the days the air is unhealthy. We can also take steps to help reduce air pollution. Walk, bike, or use public transit to limit air pollution from cars. Support clean energy like wind and solar power. Small changes can make a big difference!

May is asthma awareness month.

Learn more about how air pollution affects those with asthma at www.Lung.org.



COMING SOON

New Security for Your CareSource Member Portal and Mobile App

CareSource PASSE is adding enhanced security to your My CareSource® account and CareSource PASSE Mobile App starting July 1, 2023. This is called Multi-Factor Authentication (MFA).

MFA uses three types of security when logging into your account, such as:



SOMETHING YOU KNOW
Username and Password



SOMETHING YOU HAVE
Passcode or Verification
Device



SOMETHING YOU ARE
Fingerprint or Face ID

MFA gives an extra layer of safety. It makes it harder for someone to log in as if they were you. Your account is safer since they would also need your device to gain access.

How Does it Work? Let's say you are logging into your My CareSource account. First, you will type in your username and password. Then, you will enter a one-time code sent to your email or smartphone. Questions? Call Member Services or visit [CareSource.com/about-us/multi-factor-authentication](https://www.caresource.com/about-us/multi-factor-authentication).



Care Coordinator *Spotlight*

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



Meet Shonda

"I am passionate about inspiring others to live their best lives. You only get one life. No do-overs!"

Meet Amy

"I am passionate about advocating. Everyone deserves someone in their corner."





Grievance or an Appeal?

What's the Difference?

GRIEVANCE

If you are unhappy with a provider or with us, you can file a grievance at any time. It can be about anything *except* CareSource PASSE benefit decisions. Grievances do not go to the state for a hearing.

Examples of things you might file a grievance for:

- CareSource PASSE staff was unkind.
- Quality of care.
- A provider was rude.
- Failure to respect patient and/or employee rights.

You will need to tell us:

1. Your name and CareSource PASSE member ID number.
2. The person's name.
3. The problem or issue with the person or CareSource PASSE.
4. The date that this happened.

APPEAL

If you do not agree with a decision we make to deny a service or benefit claim, you can file an appeal. You can also appeal when we only approve part of a claim. You have 60 days to file an appeal. You have the right to a hearing at the state level with an appeal.

Examples of things you might file an appeal for:

- Denial of service.
- Denial, termination, or reduction on a service that was previously approved.
- Not giving a timely service or a timely appeal answer.

You will need to tell us:

1. Your name and CareSource PASSE member ID number.
2. Your provider's name.
3. The date of service.
4. Reason you disagree with our decision.
5. Any other supporting documentation.

An Appeal Request form is included with your letter. You can also print it from the **Forms** page on **CareSourcePASSE.com** or ask Member Services to mail one to you.

To File a Grievance or an Appeal:



Call Member Services. Tell us you want to file a grievance or appeal **1-833-230-2005** (TDD/TTY: 711). We are open Monday through Friday, 8 a.m. to 5 p.m. CT.



Mail it to us:

CareSource PASSE
ATTN: Member Grievance and Appeals
P.O. Box 1947
Dayton, OH 45401

What Happens Next

We will send you a letter saying we got your grievance or appeal request. It will tell you what you can expect and when to expect it.



Get the Most Out of Your Pharmacy Benefits

At CareSource PASSE, we want to make it easy for you to use all your benefits. Your CareSource PASSE plan includes pharmacy benefits and more!

Fill your prescriptions at a pharmacy that takes CareSource PASSE. Be sure to bring your member ID card when you are getting a prescription. This will let pharmacies know CareSource PASSE pays for your medication. Here are some other things you should know to make it easier to use your pharmacy benefits



Ask Your CareSource PASSE Pharmacist

Do you have questions about your medications? You can talk to a CareSource PASSE pharmacist. They can review your medications with you and help answer questions. There is no appointment needed! Call **1-833-230-2073** to speak with a CareSource PASSE pharmacist today. We are open Monday through Friday, 8 a.m. to 4:30 p.m. CT.



Get Rid of Unused Medications the Safe Way

We can help you safely get rid of your unused medications. Expired or unused medications can be a health risk for toddlers, teens, and family pets. CareSource PASSE has free **DisposeRx® packets**. Use these packets to help you get rid of expired drugs or medications you no longer use. These packets are safe for the environment, easy to use, and can help stop drug misuse.

Go to <https://secureforms.caresource.com/en/DisposeRx/> to get a DisposeRx packet sent to your home at no cost to you. You can also call Member Services to get it sent to you. The number is on the back of this newsletter.

You can find a disposal site near you year round at <https://apps.deadiversion.usdoj.gov/pubdispsearch/>.

One-on-One Care

Taking medication the way it is prescribed is vital to your health. Our **Medication Therapy Management (MTM)** program can:

- Help you safely use your drugs.
- Help your providers and other caregivers work better together.
- Help you learn about your drugs and the right way to use them.
- Help your health.

You can work one-on-one with a pharmacist through the MTM program. They can go over and help you manage your medications. This is at no cost to you.

Use the Online Tools



When you need to get or refill a prescription, find a pharmacy close to you. Use our **Find a Pharmacy** tool.

You can also find out if a drug is covered by using our Preferred Drug List (PDL) at **CareSourcePASSE.com**





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](https://www.facebook.com/CareSourcePASSE)

Important Plan Information

“

**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](https://www.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.