



FALL 2023

MEMBER *Source*

A Newsletter for CareSource PASSE Members

Career Support

for Students with Disabilities

Have you heard of Pre-Employment Transition Services (Pre-ETS)? Pre-ETS helps students with disabilities make the shift from school to work. Pre-ETS offers job exploration, work-based learning, training choices, and more.

The goal of Pre-ETS is to give students with disabilities the skills and confidence they need to succeed in the workforce. Pre-ETS can help students get a better sense of their career choices. It can also help them find their strengths. Students can also learn what they need to do to reach career goals.

If you or someone you know might be eligible, you can visit Arkansas Rehabilitation Services at www.dws.arkansas.gov to learn more.



Caring for your Mental Health & Wellness

Good health means more than just taking care of your body. It means taking care of your mind, body, and spirit.

You may feel overwhelmed, sad, or nervous at times. Those feelings may go away on their own. Sometimes, these feelings are more serious and may make it hard to carry out daily tasks. You are not alone. You can feel better. CareSource PASSE has options available for both your mental and physical health.

Your Primary Care Provider (PCP) Can Help

Your annual wellness visit can be used to talk about mental health with your PCP. Any time you visit can be a good time to talk about it. They can give you a screening to decide if your concerns are serious enough to need medication or counseling. You may want to bring up:

- Feeling down or sad for more than a week.
- Crying frequently.
- Thinking of death or suicide.
- Thinking of hurting others.
- Trouble sleeping.
- Dramatic mood swings.
- Feeling short of breath or scared.
- Using or abusing drugs or alcohol.

If You Need Counseling...

You don't need our approval or a referral for counseling. We want you to get the help you need.

Use our **Find A Doctor/Provider** tool to find counselors, psychiatrists, and psychologists that are in-network and accepting new patients. Visit findadoctor.CareSource.com. You can also contact your care coordinator or Member Services if you need help finding a mental health or substance use disorder provider near you.

CareSource24 Nurse Advice Line

Call the CareSource24® Nurse Advice Line at **1-833-687-7305** (TDD/TTY: 711). We are here 24 hours a day, 7 days a week, 365 days a year. Call us if you need to talk. We can listen or refer you to crisis care if you need it.

Suicide Prevention

GET HELP NOW! 9-8-8 is the number to reach a crisis counselor. You can call 24 hours a day, 7 days a week. Dial 9-8-8 if you or someone else is:

- Thinking of suicide or hurting themselves.
- Having a mental health crisis.
- Having a substance use crisis.

Learn more about the 9-8-8 Suicide and Crisis Lifeline at www.988lifeline.org.

Tools for Your Mind and Body

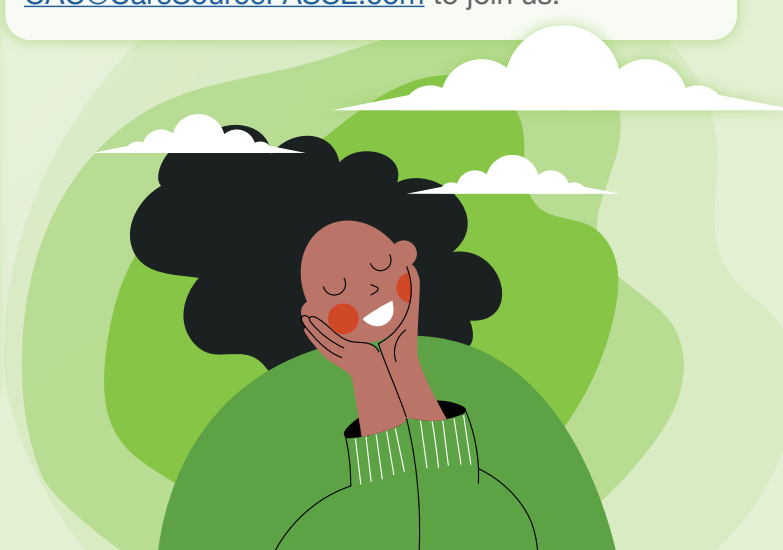
We offer tools to help you improve the health of your mind and body.

myStrength

You can use myStrengthSM to help your mood and mental health. It offers personalized support to help improve your mood. Get guided meditations, tools to help you sleep better, and more! Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **myStrength** link. myStrength is for members ages 13 and up.

Consumer Advisory Council

Join our Consumer Advisory Council (CAC)! It is made up of CareSource PASSE members and staff, parents, guardians, and advocates. The CAC goes over issues and gives feedback. It also lets us hear how we can work to be a better PASSE. Please call Member Services or email CAC@CareSourcePASSE.com to join us.





Manage Your Medication This Fall!

Keeping up with your medication can be hard! It's important to fill and take your medication on time. If you are able, fill a 90-day supply so you won't run out during busy months.

HERE ARE OTHER TIPS:



Medication and Temperature Changes.

Some medications are affected by high or low temperatures. Medicine may be less effective if it is not kept at the right temperature. Do not leave any medication where the temperatures change, like in the car or the bathroom.



Stick to a plan!

Try to take your medication at the same time each day. You can set an alarm, use a pill box, or have a close friend or family member help to remind you to take it on time.



Traveling?

Be sure to take enough medication for your whole trip. Have it at the top of your packing list. Check for it each time you go somewhere new.

Health Care Terminology... Explained

Health care terms can be confusing. We are here to help. Here are a few trickier terms defined:



Medically necessary

Care needed to diagnose or treat an illness, injury, condition, disease, or its symptoms.

Network provider

A doctor, hospital, drugstore, or other provider that gives care to CareSource PASSE members. The **Find a Doctor/Provider** tool has the most up-to-date list of network providers near you. Visit FindADoctor.CareSource.com.

Preventive care

Routine care like screenings and exams. You get this care to help stop a health problem from occurring.

Prior authorization

Approval that may be needed before you get a service. The service must be medically necessary for your care. Your network provider will get prior authorization for the care you need.

Your member handbook has even more defined terms. Find it under **Plan Documents** on CareSourcePASSE.com. You may also call Member Services to have a copy sent to you at no cost.



**YOU
ASKED
FOR IT!**



*Your most asked questions to
Member Services—answered.*

What can I do on the member portal?

The member portal is a helpful tool to manage your benefits. You can view or print your member ID card, find a doctor, check your claims, see your plan benefits, and more!

How do I set up a My CareSource member portal account?

Setting up an account for the My CareSource® member portal is easy. Go to [MyCareSource.com](https://www.mycaresource.com) and click **Sign up**. Fill out the information on the **Create an Account** page. Click **Register**, and you're all set!

How can I go to the member portal?

You can get to the member portal by going to [MyCareSource.com](https://www.mycaresource.com). You can also use the CareSource PASSE mobile app to access the member portal. Download the app through the Apple App Store® or Google Play®.



Keep Your Cool in Extreme Heat

Extreme heat events are more common as the climate gets warmer. These heat events are even happening in the fall when we expect it to be cooler. As warmer weather lasts longer, heat-related illness is happening more often. This is partly because it is also more humid. When humidity is high, water does not evaporate as well. This makes it harder for your body to cool off by sweating.

All of us can be at risk of the health effects of heat. Children, older adults, pregnant women, athletes, outdoor workers, and those with heart or lung issues are some of those most affected. Use these tips from the [Centers for Disease Control and Prevention](https://www.cdc.gov) to prevent heat-related illness:

- Drink lots of fluids even if you are not thirsty. Stay away from sugary or alcoholic drinks. They can cause you to lose more body fluid.
- Stay inside where it is air-conditioned as much as you can. Do not rely on a fan to keep you cool during an extreme heat event.
- Use your stove and oven less. It can make your home hotter.
- Take cool showers or baths.
- Use the buddy system. Check in on a friend or a neighbor and have them do the same for you.

**Learn more about extreme heat
at www.heat.gov.**



Juggling a Job While Being a Caregiver

If you are a caregiver for a spouse, parent, child, or other loved one, you know it is hard. It takes a lot of time, effort, and work. What do you do if you are juggling caregiving and holding a job? This is one of the most common issues facing caregivers. About 60% of caregivers are employed. Two-thirds of those caregivers have made changes to their jobs due to caregiving.

If you are one of these caregivers, you have likely made some hard choices. Maybe you have flexibility in your job that allows you to handle both roles. Maybe you had to leave the workforce or go part-time. There are resources for caregivers who also hold a job.

If you are comfortable with it, talk to your employer. There may be flexible options you did not know about. You may also qualify for FMLA, the Family Medical Leave Act. This allows you to take leave to care for a family member. [Caregiver Action Network](https://www.CareGiverAction.org) at www.CareGiverAction.org has a toolkit for caregivers who hold jobs. No matter what, know you are not alone.



Updates to the CES Waiver Program

Are you part of the Community and Employment Supports (CES) Waiver program? Did you hear about the changes? Here are the highlights:

- Waiver slots were added and more are coming!
- A parent or legal guardian of someone part of the CES Waiver can be paid staff when they are employed by a CES provider. Certain requirements must also be met.

Talk to your care coordinator if you have any questions or want to get involved. Learn more about the CES Waiver at www.humanservices.arkansas.gov.

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/ar/plans/caresource-passe/plan-documents/](https://www.CareSource.com/ar/plans/caresource-passe/plan-documents/).

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



Don't Fall to the Flu! Get Your Flu Shot Today.

Fall is here, and with it comes the start of flu season. Make a plan and get your flu shot before the flu gets to you. Get all your vaccinations on time to keep you and your loved ones safe. Getting vaccinated helps you stay healthy. It also helps stop the spread of illnesses.

For more information on the flu shot, visit [CareSource.com/flushot](https://www.caresource.com/flushot).

“ Care Coordinator Spotlight

Get to know our care coordinators.
Learn why they love what they do!



Meet LeAnda

“I am compassionate and have genuine care for others. I love to empower people so they can see their own worth.”

Meet Sheila

“I am passionate about helping others reach their highest potential. Seeing the light and joy enter someone's life fills my heart.”



What is RSV?

[Respiratory Syncytial Virus \(RSV\)](#) is a virus that causes cold-like symptoms. Most people recover quickly, but it can be very serious. Babies and older adults are at high risk.

What are the symptoms of RSV?

Runny nose, coughing, sneezing, fever, and wheezing. You may also notice you are less hungry than usual. Call your doctor if symptoms worsen, you have trouble breathing, or a high fever.

How can I avoid getting RSV?

RSV spreads through contact with droplets. Wash your hands frequently and avoid touching your face. Clean and disinfect high-touch surfaces. Avoid contact with others who are sick.

Is there a cure for RSV?

No, there is not. But you can manage symptoms to help you feel better. Drink fluids and manage fever and pain with an over-the-counter (OTC) medication like ibuprofen.





A **NEW** Way to Get Communications from CareSource PASSE

Do you want to reduce your paper mail? You can now get your required communications from CareSource PASSE in your My CareSource account. You'll get an alert when a letter is ready to view by text or email! These would be many routine letters we may need to send you. You can still get your general account information notices by email and text.

Update Your Communication Preferences:

Visit **MyCareSource.com**. Log in to your account. If you don't have an account, click **Sign Up** and follow the steps. You will need your CareSource PASSE member ID card. Click **Preferences** on the top menu bar.

Make sure your email and phone number are correct.

Click **Send me email** or **Send me text**. When you do, the boxes underneath will be filled in. This is where you will see the new **Required Communications** box.

Click **Update**.

You're all set. You will get an alert when there's something new in your Member Portal. Go to **MyCareSource.com** and log in!

Change your mind? Log in and uncheck the boxes. The emails or texts will stop, and you will start getting paper mail again.

Note: There are certain materials we are required to send you in the mail no matter your communication preference.



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.