



WINTER 2023

MEMBER *Source*

A Newsletter for CareSource PASSE Members

Thank You for Being a Member!

CareSource PASSE is more than just quality health insurance. We care about you! Our focus is people over profits, so there are more benefits for you. With CareSource PASSE, your coverage includes:

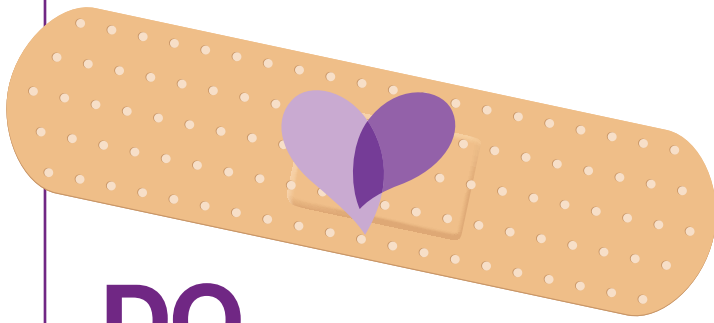
- ✓ **No copays** for health care visits.*
- ✓ **No copays** for **prescriptions**.*
- ✓ A health plan that puts **you in the driver's seat** so you get the best care.
- ✓ **Care Coordinators** who genuinely care about you.
- ✓ A person-centered team who **works with you** to reach your goals and hopes for the future.
- ✓ 24/7 access to Registered Nurses and the care coordination team.
- ✓ And so much more!

**No copays when CareSource PASSE is your primary insurance.*

Please visit [CareSourcePASSE.com](https://www.caresourcepasse.com) for a full list of benefits and services. You can also call Member Services to learn more.


CareSource[™]
PASSE





DO I NEED A FLU SHOT?

Flu season is here. It is time to get an updated flu shot that works against the flu virus for this season. To keep yourself and those around you healthy, almost everyone six months of age and older needs a flu shot every year. It's especially important for:

- People over 64 years old
- People who live in nursing homes
- Pregnant women
- Anyone with a chronic condition like asthma or diabetes

Where can I get my flu shot? Where can I learn more about the flu shot? For more information, visit [CareSource.com/flushot](https://www.caresource.com/flushot).



Health Care with Heart[®] and You

At CareSource PASSE, we want you to get the best care for YOU. Different backgrounds and life experiences put some of us at risk for certain illnesses and diseases.

You may hear from us soon. When you do, we may ask you questions we haven't before. This helps us give you the care you need. Some of the things we may ask you about are:

- Preferred language
- Geographic information
- Interpreter needs
- Race
- Ethnicity
- Chosen name
- Gender identity/pronouns
- Sexual orientation
- Sex assigned at birth
- Legal sex

We may ask you these questions on the My CareSource[®] portal or the phone. You don't have to share this information. If you do, it can help us give you the high-quality care you need. CareSource PASSE follows state and federal security and privacy laws whenever we ask for or use your information. We do not share what you choose to tell us outside of CareSource PASSE. This includes your response to all questions, even the new ones we may ask. The data you share is used for programs and services so we can better serve you.



Give Yourself the Gift of a *Stress-Free Holiday Season!*



The holidays can be a happy and joyful time. They can also be stressful. What can you do if your season feels more hectic than happy?

Stressed about plans?

Give yourself permission to have a night off to do your favorite relaxing activities.

Stressed about money and gift giving?

Give loved ones the gift of your time. Offer to babysit, make them dinner, or help them with a house project.

Stressed about holiday traditions?

Take a year off from traditions that do not bring you joy. Make new traditions!

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Care Coordinator *Spotlight*

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



Meet Stephanie

“I navigate processes to ensure members are taken care of. I help provide a sense of hope. That is a great feeling.”

Meet Linsay

“I have learned the importance of having people that can be counted on. I want to be that person for others.”



**YOU
ASKED
FOR IT!**

Your Top Questions to Member Services Answered



What if I don't understand what my provider is telling me during my visit?

Your provider is your partner in care. You want to fully grasp what they are saying about any health concerns, conditions and care you might need. If you have a hard time understanding what your provider is telling you during a visit, there are ways you can ask them to be clearer. You can ask them to talk more slowly or repeat information. You can also repeat what you heard back to them to make sure you both are on the same page.

Ask your provider to use plain language instead of medical jargon. You can also ask for a printed copy of notes from your visit to take home with you so you can review what you talked about.

Source: *Cleveland Clinic*

Eating Healthy During the *Winter Months*

Eating foods high in vitamins can help keep you healthy during cold and flu season. They can also help boost your mood during the cold and dark months.

It may seem harder to choose healthier foods in the winter. When fresh fruits and vegetables aren't as easy to get, frozen or canned options are just as good. Choose the low or no sodium options in canned veggies. Stick with fruits packed in water or 100% juice to skip the added sugar syrups.



Lower levels of vitamin D are linked to depression. It can help to eat and drink more of it during winter. Milk, cereals, salmon and red meat are good sources. It may also be good to add vitamin D supplement. Talk with your provider about this before you start taking one.



Vitamin C helps your body fight colds and can also improve your mood. It can be found in many fruits like oranges, pineapples and kiwis. It is also in many vegetables like broccoli, sweet potatoes and peppers.

Sources: *Cleveland Clinic, Everyday Health*



Food Safety Tips

Holidays are coming! Many involve friends and yummy food. Sadly, one in six Americans will get sick from food that was mishandled this year. Don't be one of them! Stay safe this season by following these steps for safe food handling.

- 1. Clean.** Wash your hands and workspace after each task. Wash or rinse your vegetables and fruits.
- 2. Separate.** Keep meat away from other foods. Use separate cutting boards for meats and vegetables.
- 3. Cook.** Cook food to the safe temperature. Use a good food thermometer.
- 4. Chill.** Refrigerate leftovers within 2 hours. Make sure your fridge is cooled to 40 degrees or below. Keep cold foods cold.

You can learn more about how to cook and prepare food safely at www.FoodSafety.gov.



Your Path to Better Living Starts by Taking Your Medicine!

Taking your medicine exactly as prescribed can help you live a healthier life.

Ask your health care provider or pharmacist questions when you have them. They can explain how your medicine can help you. Keep track of when you take your medicine. Consider taking your medicine as part of your daily routine such as when you brush your teeth or eat dinner. If you take it when you eat, check to see if your medicine should be taken on a full or empty stomach. Taking these steps will help you get on a path to better living!



Interpreter Services for You

Are you more comfortable speaking a language other than English? We can have someone at your health visits speak in the language you want. This includes American Sign Language.

Call Member Services. Ask for an interpreter to be at your next health visit. We will need to know at least five days ahead. Your provider can set this up with us. We want you to have your health information explained the best way for you.



Get Free Books through Dolly Parton's Imagination Library

One of the best things you can do with your child is read. Kids have better speech and listening skills when their parents and caretakers read to them. They are also better prepared to do well in school. Did you know that your child can get a free book delivered right to your door each month? All kids from birth to five years old can get books through Dolly Parton's Imagination Library!

Plus, with the Imagination Library, your child will have their own library of books by the time they start Kindergarten! The Imagination Library is available where you live. Go to imaginationlibrary.com/check-availability to get signed up.

It can take 8 to 12 weeks for the first book to arrive. After that, your child will get a new book each month!



Limit Your Exposure to PFAs



Visit the **Centers for Disease Control** website at atsdr.cdc.gov/pfas to learn more about PFAs.

Sources: *National Institute of Health*

Per- and Polyfluoroalkyl Substances (PFAs) are used to make everyday products. They are found in microwave popcorn bags, fast-food wrappers and non-stick cookware. They are even used to make our clothes, carpets, shoes, and couches water and stain-proof.

PFAs may have some helpful uses. However, there is growing research that shows they may be harmful to our health. PFAs have been linked to high cholesterol, changes in metabolism and some cancers.

It is hard to avoid PFAs. There are choices you can make to limit your exposure:

- ✓ **Read the label.** If you see the words *fluoro* or *perfluoro*, it likely has PFAs.
- ✓ **Switch out your non-stick cookware.** Try cast iron or stainless steel instead.
- ✓ **Bring your own to-go box.** Use glass or metal containers for leftovers.

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



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**Tell Us
What You
Think!**
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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.



ENGLISH - Language assistance services, free of charge, are available to you. Call: **1-833-230-2005** (TDD/TTY: 711).



SPANISH - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al: 1-833-230-2005 (TDD/TTY: 711).

NEPALI - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । फोन गर्नुहोस्: 1-833-230-2005 (TDD/TTY: 711).

KOREAN - 언어 지원 서비스가 무료로 제공됩니다. 전화: 1-833-230-2005 (TDD/TTY: 711).

FRENCH - Services d'aide linguistique offerts sans frais. Composez le 1-833-230-2005 (TDD/TTY: 711).

GERMAN - Es stehen Ihnen kostenlose Sprachassistenzen zur Verfügung. Anrufen unter: 1-833-230-2005 (TDD/TTY: 711).

SIMPLIFIED CHINESE -

可为您提供免费的语言协助服务。请致电: 1-833-230-2005 (TDD/TTY: 711).

TELUGU - భాషా సాయం సర్వీసులు, మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ చేయండి: 1-833-230-2005 (TDD/TTY: 711).

BURMESE - ဘာသာစကားဆိုင်ရာအကူအညီဝန်ဆောင်မှုများအား သင့်အတွက် အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်းခေါ်ရန်: 1-833-230-2005 (TDD/TTY: 711).

ARABIC - تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم: 1-833-230-2005 (هاتف نصي: 711).

URDU - زبان کی معاونتی ترجمانی خدمات، آپ کے لیے بالکل مفت یا 1-833-230-2005 فری آف چارج دستیاب ہیں۔ کال کریں: (TDD/TTY: 711).

PENNSYLVANIA DUTCH - Mir kenne dich Hilf griege mit Deitsch, unni as es dich ennich eppes koschte zellt. Ruf 1-833-230-2005 (TDD/TTY: 711) uff.

RUSSIAN - Вам доступны бесплатно услуги языкового сопровождения. Позвоните по номеру: 1-833-230-2005 (TDD/TTY: 711).

TAGALOG - May mga serbisyong tulong sa wika, na walang bayad, na magagamit mo. Tumawag sa: 1-833-230-2005 (TDD/TTY: 711).

VIETNAMESE - Dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi: 1-833-230-2005 (TDD/TTY: 711).

GUJARATI - ભાષા સહાય સેવાઓ તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-833-230-2005 (TDD/TTY: 711).
પર કોલ કરો.

PORTUGUESE - Serviços linguísticos gratuitos disponíveis para você. Ligue para: 1-833-230-2005 (TDD/TTY: 711).

MARSHALLESE - Jerbal in jibañ ikijen kajin, ejelok onean, ej bellok ñan eok. Kurlok: 1-833-230-2005 (TDD/TTY: 711).

NOTICE OF NON-DISCRIMINATION

CareSource PASSE complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status.

CareSource PASSE offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille, or audio at no charge. Please call Member Services at the number on your CareSource PASSE ID card if you need any of these services.

If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource PASSE, Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401

Email: CivilRightsCoordinator@CareSource.com

Phone: 1-844-539-1732

Fax: 1-844-417-6254

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

Mail: U.S. Dept. of Health and Human Services
200 Independence Ave, SW Room 509F
HHH Building Washington, D.C. 20201

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are found at:

www.hhs.gov/ocr/office/file/index.html.



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

An illustration of a smartphone with a red speech bubble containing a white exclamation mark, indicating a warning or alert. The speech bubble is positioned over the phone's screen, and there are two smaller red exclamation marks floating above it.

**Know
A Scam
When You
See One**

If it seems too good to be true, it probably is. Don't share your private information. Don't give money to anyone who says you must pay them to keep your health coverage. This is a scam.

CareSource PASSE or the state will never:

- Say that you are in legal trouble.
- Ask for your credit card or bank numbers.
- Ask for your social security number.
- Ask you to pay in gift cards.
- Threaten you in any way.

If you get a call or message that doesn't seem right, tell us. Call Member Services and ask to report fraud.