



SPRING 2024

MEMBER *Source*

A Newsletter for CareSource PASSE Members



Your Voice Matters & We Want to Hear it!

What you think about your CareSource PASSE health plan and the services we provide **matters**. Your feedback helps us ensure you get the highest quality of care.

We partner with Press Ganey each spring to ask you about your health care experiences. Members are chosen at random to take the survey. Your information is anonymous. It may come to you by email, mail, or phone call.

Here's what we learned from last year's survey:

Areas we scored well in include:

- Getting care quickly
- Rating of personal doctor

Areas we've been working on to improve your experience include:

- Communications that are easier to understand
- Easier access to support services like food and housing

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

Need help getting to know your plan?

If you have questions about your plan or overall health care, we can help!

Whether it's information on benefits, health conditions, or covered drugs, on **CareSourcePASSE.com** you will find:

- Important plan documents
- 24/7 Nurse Advice line numbers
- Covered drug list
- Find a Doctor tool

Call us at **1-833-230-2005**
(TDD/TTY: 711).

We can help:

- Schedule a doctor's visit
- Get translation services


CareSource[™]
PASSE

Services Covered for YOU



What to Do if You Get a Bill

You get all medically necessary Medicaid-covered services at no cost to you. 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/CareSource-PASSE/plan-documents/](https://www.caresource.com/plans/CareSource-PASSE/plan-documents/). You can also get a printed copy sent to you when you call Member Services.



Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at [CareSourcePASSE.com](https://www.caresource.com). We have a searchable drug list. Go to ***Find My Prescriptions*** under ***Members*** then ***Tools & Resources***. It is where the most current drug list can be found. You can also call Member Services.





Quick Tips to Help Take Your Medication on Time

It can be tricky to remember when to take your medication, especially if you take it multiple times a day or if you take several different medications. We have some tips!



Set an Alarm

Set an alarm for each medication at the time you usually take it.



Get a Pill Box

A pill box makes it easy to keep your medication with you everywhere. Can't remember if you already took your 5 p.m. pill today? Now you'll know for sure!



Download an App

There are many phone apps to help keep track of your medications. Download your favorite!




Super Filling Foods for You

Some foods you eat can help you feel fuller longer. This is helpful when you are on the go or on a limited budget.

Protein is the most filling macronutrient. Foods high in protein include lean meat, fish, eggs, or quinoa. Foods high in fiber take longer to digest and help you feel fuller longer. Oatmeal, vegetables, fruits, and legumes are all higher in fiber. Soups and salads can be low-calorie but high in nutrients which can help fill you up.

Some great filling snacks are Greek yogurt, cottage cheese, prunes, nuts, or unbuttered popcorn.



If you need help getting healthy food, you may qualify for the Supplemental Nutrition Assistance Program (SNAP). Learn more and apply at <https://access.arkansas.gov/Learn/Home>.

Sources: <https://www.healthline.com/nutrition/15-incredibly-filling-foods>, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5015032/>

Avoiding Microplastics

Microplastics are tiny pieces of plastic smaller than a grain of sand. They are in the ocean, soil, and air. The average person consumes about 5 grams of plastic each week. That's about the weight of a credit card! We still do not know how microplastics affect human health. Microplastics have been found in the lungs, blood and even placentas of humans.

How can you help reduce microplastics? Limiting your daily plastic use is a good first step. Bring reusable bags to the grocery store, try a reusable water bottle instead of single-use bottles and trade a wood cutting board for your plastic board.

Plastics are hidden in many of our personal care products. Common ingredients like polyethylene or polypropylene are microplastics. Limit your use of these products when you can. Small changes can make a big difference.



Source: National Geographic, nationalgeographic.com/environment





**YOU
ASKED
FOR IT!**



When should I use CareSourcePASSE.com versus MyCareSource.com?

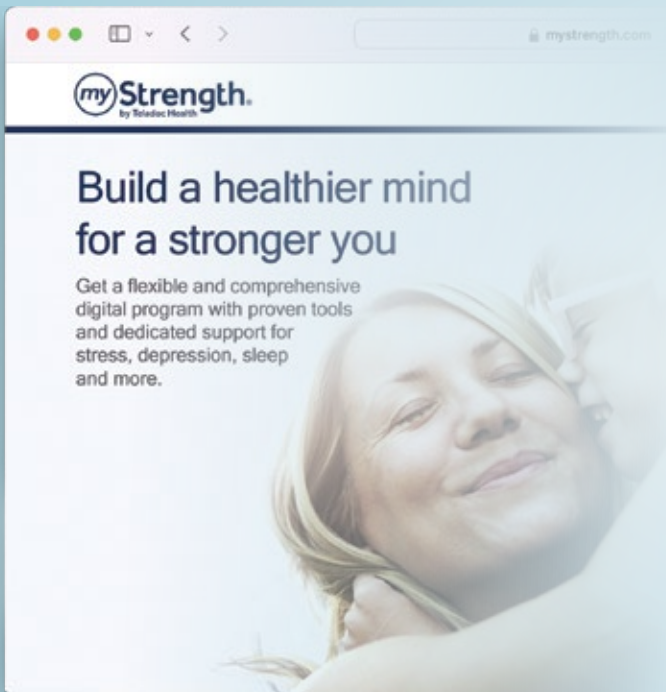
CareSourcePASSE.com is our public website. This is where you can:

- See your plan documents.
- See your overall benefits and services.
- See your mental health benefits.
- Use the Find My Prescriptions tool.
- Use the Find a Doctor tool.
- And much more!

MyCareSource.com is your personal portal account. You must log in to use your My CareSource account. This is where you can:

- Ask for a new CareSource PASSE member ID card.
- See your claims.
- File an appeal.
- Set your choices for email and text.
- Use tools like myStrength and MyResources.
- Use the Find My Prescriptions tool.
- And much, much more!

If you need help finding information, call Member Services at the phone number on the back of the newsletter.



Take Charge of Your Mental Health

Our wellness tool, called myStrengthSM, offers personalized support to help improve your mood, mind, body, and spirit. You can access it online or on your mobile device at no cost to you. Visit bh.mystrength.com/caresource to learn more or to sign up. You can also get it through your MyCareSource[®] account.

Once you create a myStrength account, you'll see tools to help you live your best life! You can watch videos on meditation, stress reduction, chronic pain and more. You can track your health and progress too!

Break Free From Tobacco!

Take back your health and give up tobacco. Did you know smoking is the number one cause of preventable disease and death in the world? Secondhand smoke is also a serious hazard. It causes more than 41,000 deaths every year. Who will you protect by giving up tobacco?

If you want help, call the tobacco quit line at 1-800-QUIT-NOW (1-800-784-8669).



You can also call our CareSource24[®], our Nurse Advice Line. We can answer questions about quitting. We can answer other health questions too! We are here to help you 24/7/365. Call **1-833-687-7305** (TDD/TTY: 711).

Sources: Centers for Disease Control and Prevention, www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/.

It's Not Too Late...

...to get your flu shot! It may feel like flu season is over, but it can go as late as May. Keep yourself and those around you healthy. Almost everyone six months of age and older needs a flu shot every year. It's extra important for:

- People 65 years of age or older
- People who live in nursing homes
- Pregnant women
- Anyone with a chronic condition like asthma or diabetes

Don't miss out on enjoying spring due to the flu! Get your flu shot today. You can even get your COVID-19 and RSV vaccines at the same time. Learn more at [CareSource.com/flushot](https://www.caresource.com/flushot).

Sources: Centers for Disease Control and Prevention, www.cdc.gov/flu/about/season/index.html.



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 निमित्त 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

***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.