



SUMMER 2024

# MEMBER *Source*

A Newsletter for CareSource PASSE Members

## 3 Tips to Get and Stay Active

Starting a new workout routine doesn't have to be hard. Sticking to that routine can be tricky. Here are three easy tips to get and stay active.

- 1 Start small.**  
Listen to your body. Give yourself grace to ramp up your activity over time.
- 2 Take more steps throughout the day.**  
Simply walking more can give you more energy. Park farther away when you go to the store. Choose the stairs instead of an elevator.
- 3 Focus on healthy foods.**  
As you get more active, your body needs more nutrients. Focus on filling yourself with fruits, veggies, and whole grains. Choose lean meats and protein from beans and legumes.

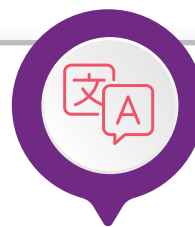
  
**CareSource**<sup>™</sup>  
PASSE





## Safe Travels!

Before you travel, make sure you have your prescribed medicines. Check your medicine supply early and ask for refills if needed. Keep your medicines in their original bottles with labels. If you are flying, pack them in your carry-on bag so you don't lose them. If you have questions, check with your doctor or pharmacist.



## Interpreter Services

Servicios de Intérprete  
दुभाषिया सेवाएँ



We have free interpreter services to answer any questions you may have about your health or drug plan. To get an interpreter, just call us at **1-833-230-2005** (TDD/TTY: 711). Someone who speaks your language can help you.



## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at **CareSourcePASSE.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 talk to a CareSource PASSE pharmacist! Call 1-833-230-2073 to speak with a pharmacist today. We are open Monday through Friday, 8 a.m. to 4:30 p.m. CT.

## Care Coordinator Spotlight

Get to know our care coordinators.

*Learn why they love what they do!*

### Meet Justin



*"I am passionate about helping others. We need to break down stigma. We must work together to have healthy communities for all."*

### Meet Yasmin



*"I am passionate about being a listening ear and support for others. I strive to help others in their lives."*



# Water Safety Tips for the Summer

As the weather warms, cooling off at the beach, a lake, or pool can be great fun.

**Follow some basic tips to stay safe.**



Never swim alone.



Wear a life jacket any time you are on a boat.



Know your limits and only swim in safe areas.



Drink lots of fluids.



Always wear sunscreen. The water reflects the sun and makes it easier to burn. Learn more about protecting your skin from the sun on page 4.

According to the Red Cross, drowning is a leading cause of death in children. Take a water safety class or swim lessons. The Red Cross offers classes. Other local resources may offer lessons or classes as well.

Learn more at

[www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/water-safety.html](http://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/water-safety.html).

## Our Goal for Health Equity

Our goal is to make a lasting impact in our members' lives. Health equity plays a big part in that effort. Health equity is giving all people the same chance to be as healthy as they can be. It does not matter who they are or where they live.

### How do we reach health equity?

These social and economic factors must be addressed to reach health equity:

**Discrimination & Equity Issues**

**Access to Healthy Food**

**Steady Job with a Livable Wage**

**Neighborhood Safety**

**Clean Air & Water**

**Quality & Affordable Health Care**

**Quality of Schools**

**Stable & Safe Housing**

*Sources: Centers for Disease Control and Prevention, [www.cdc.gov/healthequity/whatis/index.html](http://www.cdc.gov/healthequity/whatis/index.html)*

## Caring for the Caregiver

If you are a caregiver for a loved one, it can be hard. It takes a lot of time, effort, and energy. Caring for yourself is one of the most important things you can do. You cannot give your best to someone else if you are not caring for yourself first.

Visit your provider to stay up-to-date on routine exams. Get your COVID-19 and flu shots to protect yourself and your loved ones. Try to get enough sleep and add plenty of fruits, veggies, and whole grains to your diet.

Do something for yourself that is not related to caregiving. Join a fitness class, read a book, or meet up with a friend for lunch.

You are not alone. Find others who are in similar situations. Caregiver.org and caregiveraction.org has free online support groups you can join. Your loved one's care coordinator is also a great resource for you. They can help find support like in home care, meals on wheels, home repair programs and more.



## Protect Your Skin this Summer

Summer means warm weather and sunny days. Don't forget to protect your skin from the sun. The American Academy of Dermatology (AAD) says everyone needs sunscreen to help prevent skin cancer. Sunscreen that has broad-spectrum (UVA and UVB) protection is best. Look for options that are SPF 30 or higher and water resistant. There are ways to treat your skin if you do get a sunburn.

**Source:** American Academy of Dermatology, <https://www.aad.org/media/stats-sunscreen>

### FOLLOW THESE TIPS:

- ✓ Take cool baths or showers to help with pain. Use an aloe vera or soy moisturizer.
- ✓ Drink plenty of water.
- ✓ If you get blisters, let them heal—do not pop them.
- ✓ Protect your sunburned skin while it heals. Wear clothes to cover your skin, stay in the shade and use sunscreen.



## Dental Care to Keep You Smiling

Routine dental visits are key for overall health.

Helpful tips to take care of your dental health:

- See your dentist two times a year. You should go even if you do not have tooth or gum pain.
- Your dentist will do an exam to make sure your mouth is healthy.
- Exams can help detect issues like cavities and gum disease.
- You will have your teeth cleaned during routine visits. This cleaning helps remove build-up that can be hard to get to with normal brushing and flossing.
- Brush teeth twice a day with fluoride toothpaste and floss daily.
- Limit sweet foods and drinks, like cake, candy, soda, and fruit drinks.



# Go Green!



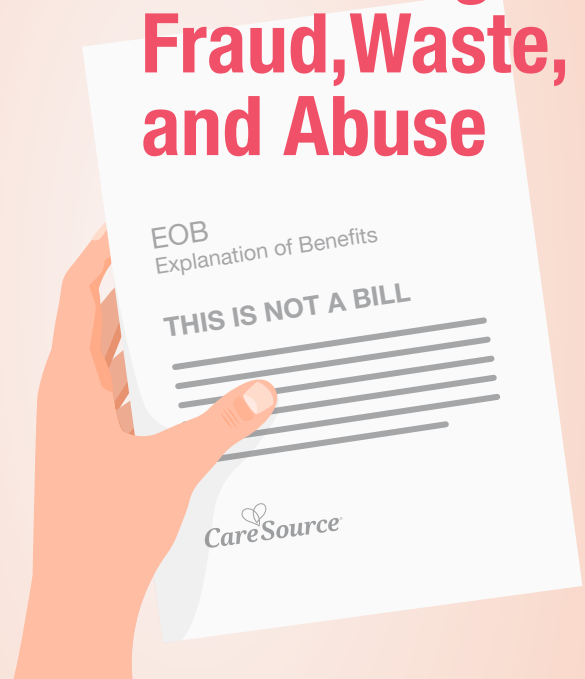
Did you know you can choose to get email or text from us instead of some paper mail? We will send you a text or email when invoices or other documents are ready for you to view in your My CareSource® account. Some things must be mailed to you, but when we can, we will follow your preference.

## Use the steps below to update your preferences and go green!

1. Log in to your account at **MyCareSource.com**. If you don't have a My CareSource account, click **Sign Up** and follow the prompts. You will need your CareSource PASSE member ID card.
2. Click **Preferences** on the top navigation bar. A screen to edit your contact preferences will appear.
3. Make sure your email and phone number are correct. If they are not, change them. Check the boxes for **Send me email** and/or **Send me text**. You can then pick the types of messages you would like to get electronically.

Click the **Update** button and you're all set!

# Preventing Fraud, Waste, and Abuse



To prevent fraud, waste, abuse, or medical identity theft, we send an Explanation of Benefits (EOB). **This is not a bill.**

## If you get one, check these three items:

- 1 Are the services, supplies, or equipment listed correct?
- 2 Were any items billed more than once?
- 3 Do the dates of service look correct?



If something doesn't look right, call Member Services. Follow the prompts to report fraud. You can also send us an email at **Fraud@CareSource.com**, fax to 1-800-418-0248, or write to us at:

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 confidential as possible by law.

# High Blood Pressure

## Affects Half of Adult Men



Fifty percent of adult men in the United States have high blood pressure, also known as hypertension. High blood pressure raises the risk of other serious health problems. Some of these are heart disease, stroke, and chronic kidney disease. Catching and treating it early can help stop these health issues before they start. Have your blood pressure checked often because you may not have any signs. You could have it and not know.

One way to track your blood pressure is by going to your provider for a yearly health exam. They will check it along with many other routine things to review your health. If your blood pressure is high, they can give you tips on how to lower it and may give you medicine to treat it. You may need to have it checked more often if you have any other health issues. You also may need to get it checked more often if you have a close family member that has high blood pressure.



**Your blood pressure will change during the day.  
It depends on what you are doing.**



A normal blood pressure should be **lower than 120/80 mmHg.**



It is high when it stays above **130/80 mmHg or higher.**

### Questions?

You can call our CareSource24 Nurse Advice Line. 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/bloodpressure/facts.htm](http://www.cdc.gov/bloodpressure/facts.htm),

MedLine Plus [www.medlineplus.gov/ency/article/007490.htm](http://www.medlineplus.gov/ency/article/007490.htm), [www.medlineplus.gov/ency/article/007465.htm](http://www.medlineplus.gov/ency/article/007465.htm)



**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](mailto: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](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Complaint forms are found at:

[www.hhs.gov/ocr/office/file/index.html](http://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.