



SPRING 2025

# 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 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 you the care you needed
- The way your doctors communicated with you

#### **Areas we are working on to improve your experience include:**

- Answering your questions when you call us
- How well your doctors coordinated your care

**We want to deliver quality service to you. The only way to know if we are doing that is to hear from you! If you receive the survey, we hope you will take it. If you have already taken the survey, thank you!**

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

- Important plan documents
- 24/7 Nurse Advice Line number
- Preferred 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
- Get materials in alternate formats or languages

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

# What is Preventive Care?



Preventive care includes yearly checkups, screenings and vaccines. This care helps prevent illness, disease and other health problems. It can help your doctor find illness at an early stage when treatment is likely to work best.

The preventive care you need changes with age. Talk to your doctor about what care is right for you.

**Source:** Centers for Disease Control and Prevention.  
<https://www.cdc.gov/chronic-disease/prevention/preventive-care.html>.

## How Can Your Pharmacist Improve Your Health?

Pharmacists are part of your health care team. They can teach you a lot about your prescriptions and if they impact each other. They can give shots to prevent illness and keep you healthy. They can check your blood pressure and blood sugar. Pharmacists can also give you tips to help you remember to take your medicine. They can provide support for tobacco cessation. Ask your pharmacist how they can help improve your health.

### Do you have questions about your medications?

Talk to a CareSource PASSE pharmacist. You do not need an appointment! Call **1-833-230-2073** to speak with a pharmacist today.





# *Start Your Day Strong*

A morning routine can help you feel more in control of your day.  
It can help your physical and mental health. Here's why:

**1**

## **It gives you energy.**

Stretch, drink water or eat a healthy breakfast. This helps wake up your body and mind so you feel ready for the day.

**2**

## **It reduces stress.**

When you know what to do each morning, you don't have to rush or worry about forgetting something. Taking a little time to plan helps you start your day feeling calm.

**3**

## **It builds good habits.**

Doing the same healthy activities every morning makes them part of your daily life. Over time, these habits can make you stronger, happier and more organized.

You don't need a long or fancy routine. Pick a few things that make you feel good and stick with them. Soon, you'll see how a morning routine can make your whole day better!



# Stay Healthy and Prevent the Flu



The flu can spread from person to person through coughing or sneezing. People may also get the flu by touching something with the live flu viruses on it. Then they touch their mouth or nose. Help prevent the spread of the flu by washing your hands often for at least 15-20 seconds. The best way to prevent the flu is to get a flu vaccine each year. Visit **CareSource.com/FluShot** to learn more.

## 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 under **Plan Documents** at **CareSourcePASSE.com**. You can also get a printed copy sent to you when you call Member Services.





# How to Read a Nutrition Label

Understanding a nutrition label helps you make better food choices.

## Here's what the different sections mean:

**Serving Size:** This tells you the amount of food in one serving. If you eat more than one serving, you need to multiply the numbers on the label.

**Calories:** This shows how much energy you get from one serving. To learn how many calories you should eat per day, check out [www.myplate.gov/myplate-plan](http://www.myplate.gov/myplate-plan).

**Nutrients:** This shows you the key nutrients that can impact your health. Too much sodium (salt), added sugars or saturated fats can be harmful to your health. Try to eat less of these. Instead, choose foods with more fiber and protein.

**% Daily Value:** This tells you how much of each nutrient is in one serving, based on a whole day's needs. Five percent or less is low while 20% or more is high.

**Source:** U.S. Food and Drug Administration  
[www.fda.gov/food/nutrition-facts-label/how-understand-and-use-nutrition-facts-label](http://www.fda.gov/food/nutrition-facts-label/how-understand-and-use-nutrition-facts-label)



# Get the Most Out of Your Plan

We are excited to have you as a member of CareSource PASSE! We want you to start enjoying your plan benefits right away. It's easy!

1

## **Learn about your benefits.**

Review your plan documents. You can quickly see what is covered, where to get care and your rights and responsibilities as a member. Visit **CareSourcePASSE.com** and choose **Plan Documents** under **Plans** to view your plan materials.

2

## **Use the Find a Doctor tool.**

Find a provider, specialist or see if your current providers are in our network. Visit **FindADoctor.CareSource.com** to get started.

3

## **Keep your current treatment plans and care.**

If you are being treated for a health issue, call Member Services so we can help you continue your care and prescription drugs.



Connect with our Care Coordination team 24/7 by calling our Nurse Advice Line. The number is on the back of this newsletter.





# Navigating Allergy Season: Tips for a Sneeze-Free Season

In the spring, we can look forward to warmer weather, sunshine and being outdoors. Spring can also bring allergies. Allergies occur when your body has a reaction to things like pollen, mold or dust mites. Common signs include itchy eyes, runny nose and sneezing.

Here are a few tips to keep your allergies at rest this spring:

- **Use air filters.** Changing your air filters regularly can prevent bad air quality in your home.
- **Talk to your doctor.** Your doctor can help talk through your symptoms and create an action plan to help you feel better.
- **Wear a mask during spring cleaning.** Wearing a mask can prevent you from breathing in dust particles.

Look forward to outdoor activities this spring by understanding the causes and signs of allergies. Remember, there are many ways to feel better. You are not alone!



*Sources: Asthma and Allergy Foundation of America,  
<https://aafa.org/allergies/>*

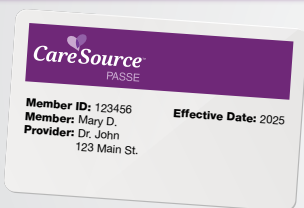


## YOU ASKED FOR IT!

Your Top Questions  
to Member Services



### How do I get my ID card?



Call Member Services if you never received your member ID card or if your information is incorrect.

Once you get your ID card, make sure to keep it with you. It is the key to using your benefits. You will need to show it to your health care providers.

### How do I know if my medicine is covered?

Find out if a drug is covered at **CareSourcePASSE.com**. We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose **CareSourcePASSE** and **Arkansas** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.

# Health Care Terms... Explained

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



## Medically necessary

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

## Network provider

A doctor, hospital, drugstore or other provider that has an agreement to give care to CareSource PASSE members.

## Preventive care

Routine care like screenings and exams. You get this care to help stop a health problem from occurring. Learn more about this type of care on page 2.

## Prior authorization

Approval that may be needed before you get a service. The service must be medically necessary for your care. Your provider will take care of this for you.

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







## 3 Tips for Choosing a New Provider

Your primary care provider (PCP) can help you meet your health goals. That's why it's important to have someone you can trust. But how do you choose one?

Use the tips below when choosing a provider for you or your family:

- 1 Check to see if the doctor is a part of the CareSource PASSE network:** Having a doctor in-network means you can have the best coverage for your care.
- 2 Find the best fit and type of doctor:** Based on your health care needs, there are different types of doctors:
  - Family practice doctors: Take care of people of all ages. They can help anyone in your family.
  - Internal medicine doctors: Offer care for adults only.
  - Pediatricians: Offer care for children, 18 years of age and younger.
  - Obstetricians and Gynecologists (OB/GYNs): Offer care for women only. Women can choose to get all their care in one place.
  - Physician's assistant or nurse practitioner: Offer primary care services and prescriptions.
- 3 Location:** Consider if the office is near your home or work. This will make appointments more convenient.

*Source: National Institute of Health, <http://www.nlm.nih.gov/medlineplus/ency/article/001939.htm>*



# Spring

## Into Self-Care!

The days are getting longer, and the flowers are starting to bloom. Spring is a time for fresh starts. Start fresh by making time for you! It's important to maintain a healthy mind and body. We have started a self-care checklist for you. These are just a few ways you can make sure you are taking care of yourself.

### Self-care checklist:

- ✓ Drink more water.
- ✓ Listen to music.
- ✓ Declutter a space.
- ✓ Try yoga or stretching.
- ✓ Watch a sunrise or sunset.
- ✓ Call a friend.
- ✓ Eat your lunch outside.



# A Heart Healthy Lifestyle



**Staying heart healthy benefits your overall health and quality of life. Lifestyle changes can help prevent and treat heart disease.**

**Here are some tips.**

- Stay at a healthy weight.
- Eat fruits and vegetables.
- Eat whole grains instead of processed foods.
- Use fat-free or low-fat dairy products where you can.
- Trade high-fat meats like bacon and red meat for lean and low-fat meats and proteins like fish, chicken, turkey, beans or tofu.

Limit alcohol intake. Don't smoke and avoid secondhand smoke. Call 1-800-QUIT-NOW (1-800-784-8669) if you need help quitting. Prioritize getting enough sleep each night. Most adults need seven or more hours of sleep each night. Get regular physical activity. Try walking for 10 minutes, three times a day, five days a week. Reduce stress in your life. See some ideas on page 10.

**Source:** U.S. Department of Health and Human Services,  
<https://odphp.health.gov/myhealthfinder/health-conditions/heart-health/keep-your-heart-healthy>





## Cancer Screenings Can Save Lives

Finding cancer early can make it more treatable. It is important you get the cancer screenings you need. It could save your life. These are a couple you can ask your doctor about:

- **Colon cancer screening.** You may get this one if you are between ages 45 and 75. Talk with your doctor about the best test for you.
- **Breast cancer screening.** If you are a woman between the ages of 40 to 44, you have the choice to start annual breast cancer screening with mammograms. Women ages 45 to 54 should get mammograms every year.
- **Prostate cancer screening.** If you are a male between the ages of 55 to 69, talk to your doctor about getting screened.
- **Lung cancer screening.** This one is important if you smoked or do now.

Your doctor can tell you which screenings make sense for you and when you should get them.

*Source: Centers for Disease Control and Prevention (CDC), <https://www.cdc.gov/cancer/prevention/screening.html>*

## No Internet Access? No Problem.



Call Member Services. We can help you get what you need.  
The number is on the back of the newsletter.





# Helping You Stay on Your Feet

As we age, our body goes through changes. Our health gradually declines and the risk of falling increases. A few simple precautions can help you reduce your risk and stay healthy. Help prevent falls for you or your family members. Improve safety in your home. Here's how:

- Remove clutter, move throw rugs and other obstacles.
- Make sure area rugs are secured to the floor so they do not slide.
- Use a nonslip mat or shower chair while bathing.
- Use nightlights in bedrooms, bathrooms and hallways.



You can also ask your doctor these questions:

- Do any of my medications cause dizziness?
- Am I active enough? What can I do to gain and maintain strength and balance?
- How can I get a cane or walker if I need one?

Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2005** (TDD/TTY: 711).



Obtenga ayuda gratuita en su idioma a través de intérpretes y otros materiales en formato escrito. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame **1-833-230-2005** (TDD/TTY: 711).

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2005** (TDD/TTY: 711).

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على المساعدات والدعم مجاًناً. اتصل على الرقم **1-833-230-2005** TTY "الهاتف النصي للصم وضعاف السمع": (711).

通过口译员和其他书面材料，获得您所使用语言的免费帮助。如果您有残疾，可以获得免费的辅助设备和支持。请致电：**1-833-230-2005**（听语障人士专用电话：711）。

Erhalten Sie kostenlose Hilfe in Ihrer Sprache durch Dolmetscher und andere schriftliche Unterlagen. Beziehen Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Rufen Sie folgende Telefonnummer an: **1-833-230-2005** (TDD/TTY: 711).

Obtenez une aide gratuite dans votre langue grâce à des interprètes et à d'autres documents écrits. Si vous souffrez d'un handicap, vous bénéficiez d'aides et d'assistance gratuites. Appelez le **1-833-230-2005** (TDD/TTY: 711).

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị với thông dịch viên và các tài liệu bằng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi **1-833-230-2005** (TDD/TTY: 711).

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आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-833-230-2005** (TDD/TTY: 711).

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-833-230-2005** (TDD/TTY: 711) 로 문의하세요.

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Gba ìrànṣọ́wọ́ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn ògbifọ́ àti àwọn ohun èlò míràn tí a kọ sílẹ̀. Gba àwọn ìrànṣọ́wọ́ àti àtilẹ́yìn ọ̀fẹ́ bí o bá ní àìlera kan. Pe **1-833-230-2005** (TDD/TTY: 711).

Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at mga ibang nakasulat na materyales. Makakuha ng mga libreng pantulong at suporta kung may kapansanan ka. Tumawag sa **1-833-230-2005** (TDD/TTY: 711).

په خپله ژبه کې د ژباړونکو او نورو لیکلي شوو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلولیت لرئ نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمېرې ته زنگ ووهئ **1-833-230-2005** (TDD/TTY: 711).

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్‌తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-833-230-2005** (TDD/TTY: 711).

दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-833-230-2005** (TDD/TTY: 711) मा कल गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် - **1-833-230-2005** (TDD/TTY: 711)

Bōk jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bōk jerbalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejīn utamwe. Kall e **1-833-230-2005** (TDD/TTY: 711).

AR-PAS-M-3287527

DHS Approved: 11/18/2024



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

A purple speech bubble with an orange outline and orange quotation marks at the top left and bottom right corners. The text "Tell Us What You Think!" is written inside in white.

***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.