



FALL 2020

MEMBER *Source*

A Newsletter for CareSource® Members

The New **Normal**

Face masks. Closed businesses. Social distancing. Kids on Zoom for school work. 2020 has brought many changes to our lives. Some temporary, some that are here to stay.

For health care, things have changed as well. Telehealth has become a routine part of health care. At CareSource, we have been working hard to give you the latest information about how to take care of yourself and your family. We want you to know that no matter what our new normal may look like, we are here for you.

Visit our COVID-19 web page at [CareSource.com/Covid19](https://www.caresource.com/Covid19). If you have any questions, please call our Member Services team. We are happy to help. We are committed to providing you *Health Care with Heart*.


CareSource®

Our Mobile App is **Easy to Use!**



Digital ID Card view and share your digital member ID card.



Find a Doctor find a doctor, drugstore, hospital, and more near you.



Call a Nurse call the CareSource24[®] Nurse Advice Line and talk to a nurse 24/7.



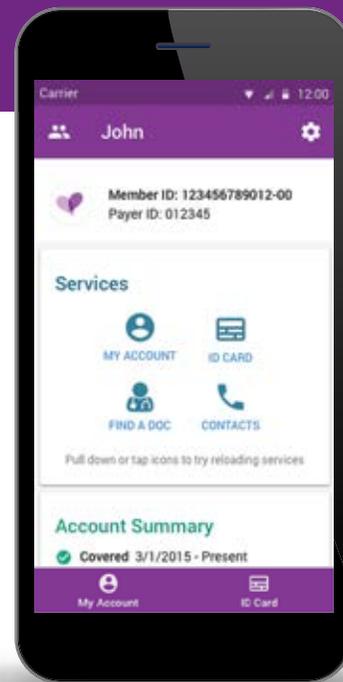
My CareSource[®] log into your secure My CareSource account.



MYidealDOCTOR[®] talk with a primary care provider 24/7.



NEW! Message Center get news and reminders from CareSource.



And More...

** Some features will not become active until your plan's effective date.*

Download the app and check it out now.



What's New

in Extra Benefits

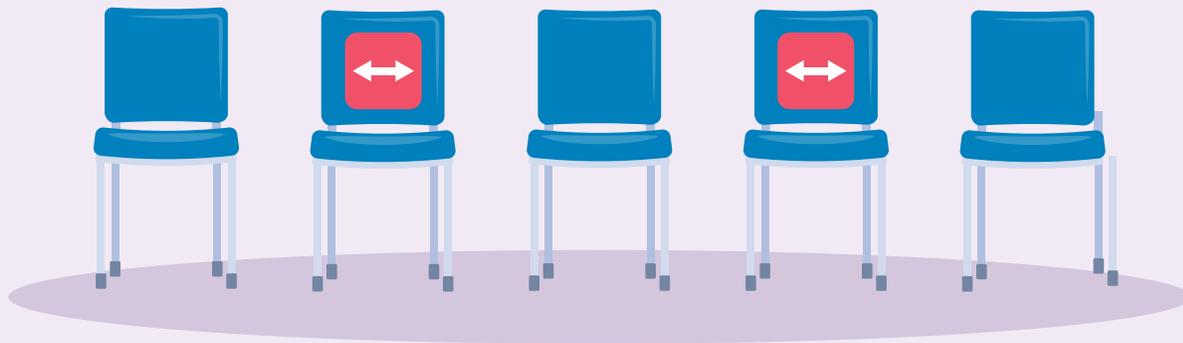
Have you seen the extra benefits that CareSource offers? From **Amazon Prime[®]** to **YMCA[®]** memberships, we've got you and your family covered.

- ✓ **Free Blood Pressure Monitor** for members enrolled in Care Management with a hypertension diagnosis.
- ✓ **Free Full Bedding Set** for kids with asthma enrolled in Care Management with an asthma diagnosis.
- ✓ **Free Amazon Prime[®] Membership** when you enroll, actively engage with CareSource Life Services[®] or Care Management, and complete your well-visits and health screenings.
- ✓ **Free Memberships** to participating groups for you and your kids at no cost to you.
 - ✓ **Boys & Girls Club[®]**: CareSource will pay the annual membership fee (up to \$65) to a local Boys and Girls Club.
 - ✓ **Girl Scouts[®]**: CareSource will pay the annual membership fee and give a uniform voucher for kids and adults.
 - ✓ **YMCA[®]**: Get a free family membership with participating YMCAs when you have at least one CareSource member in your household.

To sign up for these memberships, visit your local club or go online with your CareSource member ID. You will need the member's first and last name and date of birth to sign up.



What to Expect at Your Next Dental Visit During COVID-19



At CareSource, our first priority is to protect you, our providers, and community. We are closely watching the coronavirus (COVID-19) and its impact locally and around the world. As we work with our provider networks, our goal is to help carry out and follow all steps to lessen the spread.

Talk to your dental provider to see if they offer teledentistry. Teledentistry uses your phone, mobile app, or computer for exams when and where you want. Call your provider to find out the best way to set up a teledentistry visit. Visit [CareSource.com/Covid19](https://www.caresource.com/Covid19) to learn more.

The Centers for Disease Control and Prevention (CDC) has a plan you can follow to prevent illness. The goal is to stop the spread of the disease.

- ✔ Let your dental provider know if you have had any symptoms such as fever, cough, trouble breathing, or other flu-like symptoms before going into the office.
- ✔ Let them know if you or a member of your household has traveled to countries with high outbreaks.
- ✔ You may be asked to answer certain questions or fill out special forms.
- ✔ Due to social distancing, offices may ask family members to not sit in the waiting room. You may also be asked to use a cloth face covering or mask.

Visit [cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html) for more details on CDC guidelines in a dental setting. Please know that the recommendations may change with time.

Drug List Updates

CareSource has an easy to search drug list that is updated monthly on our website. Find out which drugs are covered by going to the *Find My Prescriptions* link under *Tools & Resources*. If you don't have internet, we can help. Call Member Services to see if a drug is covered and if there is a cost to you.



CareSource24[®] Nurse Advice Line



Our staff of caring nurses are here 24/7 to talk to you. We can help if you get sick, hurt, or need answers to your health questions. We can also help you decide when self-care, a doctor's visit, urgent care, or an ER trip is needed.

Call **1-844-206-5944** (TTY: 1-800-255-0056 or 711) to learn more.



Preventing Diabetic Kidney Disease

If you have diabetes, your blood sugar levels are often too high. High blood sugar can harm your kidneys over time. Your kidneys clean your blood. If they are damaged, waste builds up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It happens slowly over many years. Most people do not show any signs or have symptoms.

You can help stop or delay kidney damage by getting routine screenings. This is the only way to know if you have diabetic kidney disease. The first type of screening looks for protein in your urine. The other is a blood test to show how well your kidneys are working.

You should get tested each year for kidney disease if you have type 2 diabetes. You should also get tested if you've had type 1 diabetes for more than five years. Talk to your primary care provider (PCP) to learn more.



Dealing with **Drug Supply Problems**

Dealing with the unknown is hard. COVID-19 has changed our lives. And when it comes to medicines, COVID-19 showed our drug supply can change quickly. Drug supply problems can happen even in less difficult times. CareSource understands how important it is that you have your medicine on hand. Make sure you don't run out because of a drug supply problem using the tips below.



Call your drugstore ahead of time.



If there is a problem with your medicine supply, call your provider as soon as you can. You can even ask most drugstores to call your provider for you.



Always talk to your provider before you stop taking a drug. Stopping a drug without talking to your provider can make your condition worse.





Back to SCHOOL?

If your children plan to return to school in fall of 2020, they will face a new norm of routine hand washing and proper cleaning and disinfecting. If your family homeschools or is choosing online school, making a plan could help.

Tips for a **safe return** to school:



Teach good hand washing skills.



Keep your children home if they are sick.



Send wipes, soap, and hand sanitizer to keep in desks and lockers.



Talk to them ahead of time about wearing a mask. Practice wearing them before school starts. Find some masks they will enjoy wearing!

Source: www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/learning.html

Tips for a **virtual return to the classroom**:



Set up the same time each day for starting and ending schoolwork.



Set up a special homework/study area.



Take breaks outside!

Find ways to do schoolwork like math, reading, and writing by:



Cooking together



Reading recipes together



Writing letters to people kids can't visit in person



Earn \$15 MyHealth Reward Dollars!

CareSource is committed to helping improve your health and well-being. To help support your care, CareSource asks that all members age 19 and older fill out the 2020 Health Risk Assessment (HRA). The HRA takes a few minutes to fill out and you can earn \$15 MyHealth Reward Dollars once it is completed*.



Fill out online by going to **MyCareSource.com** and clicking on the *Health* tab. The HRA helps your primary care providers coordinate your care to meet your health care needs. Call the Member Services number found on the back page to learn more.

*See the *Rewards* section of the member portal for more information about MyHealth Rewards.

Post-Partum Visits and EPSDT

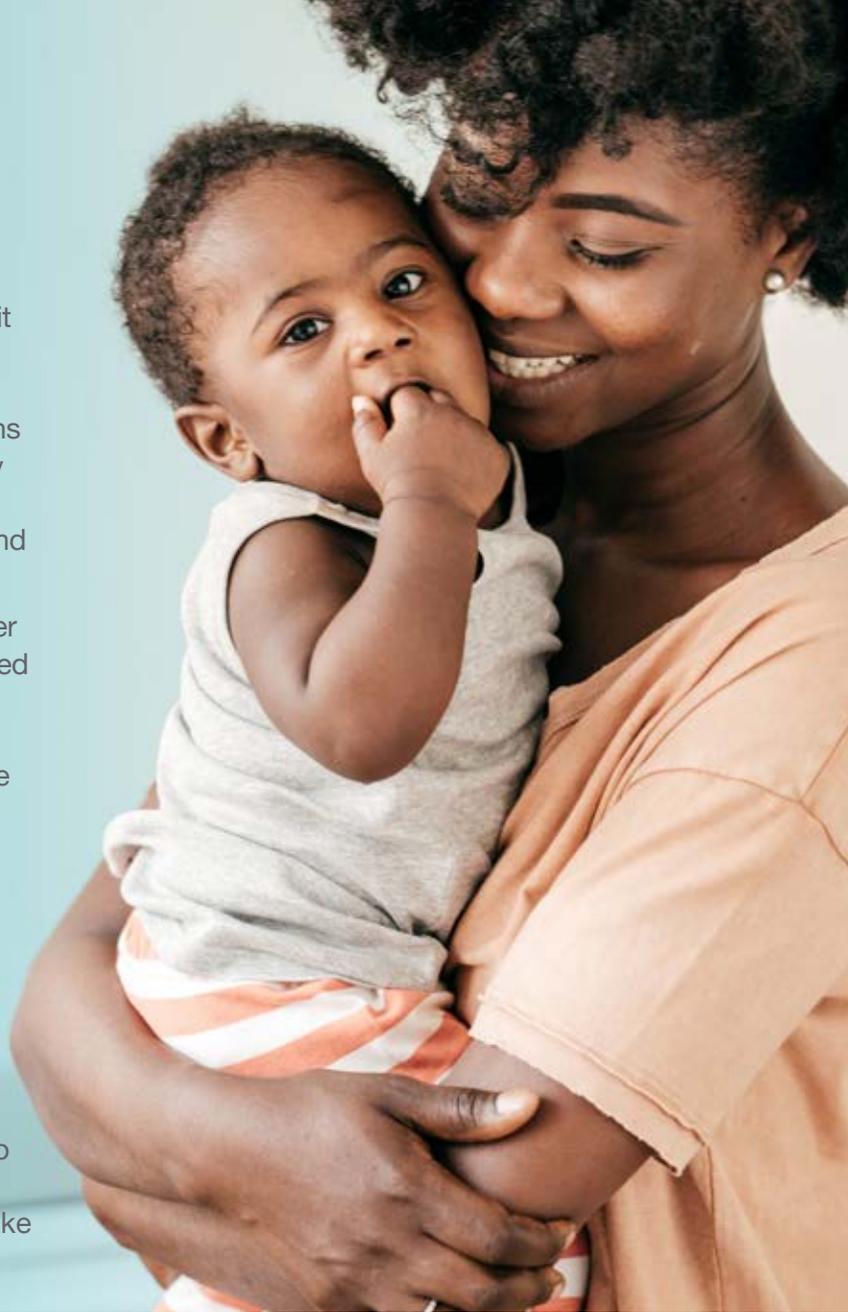
Post-Partum Visits

After you have your baby, make your post-partum visit with your provider. A post-partum visit is important for both you and your baby. It makes sure you are healing well and gives you the chance to ask questions about things like birth control. It also lets your primary care provider (PCP) check on how you are feeling emotionally. Providers understand that the physical and emotional changes after birth can be stressful.

You should have your first visit within three weeks after delivery and a full exam within 12 weeks. You may need to see your provider sooner if you had a c-section or if they direct you to do so. You can set up your post-partum visit before you leave the hospital. CareSource can also help you get a ride if you need one.

EPSDT

Is your child ready to start school? As you prepare your child for school, they also need their well-child checkups. Follow CareSource's Early and Periodic Screening, Diagnostic and Treatment (EPSDT) schedule. EPSDT pays for screenings, visits to the dentist and eye doctor, immunizations and more for your child. CareSource can also help you get rides to well-child checkups if you need it. Be sure to reach out to your child's PCP before the school year to make your child's appointment.



Georgia Patient Safety Plan

Quality is a word you often hear when people talk about health care. But what does it really mean? Quality is how good something is. High quality in health care means CareSource makes sure that you:



Get the right care



At the right time



From the right medical experts

We want to help you and your family stay safe and well. Our team checks on measures that can make your health care better, like:

- The safety of the care you get from doctors, nursing homes, and hospitals.
- Your safety at home, school, or work.

CareSource has staff to help your doctors, nurses, and hospitals give you the best quality care possible!



Reminder: Telehealth Services are Available Any Time

With social distancing and new safety rules, many primary care providers (PCPs) now offer telehealth services. Telehealth is a visit with your PCP using your phone, mobile app, or computer. You can get care for common health issues without seeing your doctor in person. But, how does it work? Use the helpful tips below for your next telehealth visit.

Scheduling Your Visit

When scheduling your visit, ask questions so you know what to expect:

- Will you need to download an app?
- Is your provider calling you?
- Will you call your provider?
- Will the visit be by phone or online?

Talk to your PCP if you are worried about whether you'll be able to have a telehealth visit.

Before Your Visit

- Make notes about the questions you want to ask during your visit.
- Find a quiet place where you can talk openly about any issues you have. You can also answer questions that your provider asks about your health.

During Your Visit

- Be open and honest about your health and any symptoms you have.
- If you have questions about the visit and what type of care can be offered, be sure to ask. Telehealth is new for a lot of people. It is normal to have questions.
- Take notes so you can look back at the information you received.

At The End of Your Visit

Make sure you know the next steps or actions you need to take.

- Do you have a new prescription to fill?
- Do you need to have lab work done after the visit?
- Do you need to schedule another visit?

Check with your PCP's office to find out how and when you can have a telehealth visit. If your PCP doesn't offer telehealth or has limited hours, you can call MYidealDOCTOR®. The cost is the same as a visit to your PCP. You can reach MYidealDOCTOR 24/7, 365 days a year. You can find a link on the CareSource mobile app, call 1-855-879-4332, or visit myidealdoctortelehealth.com.

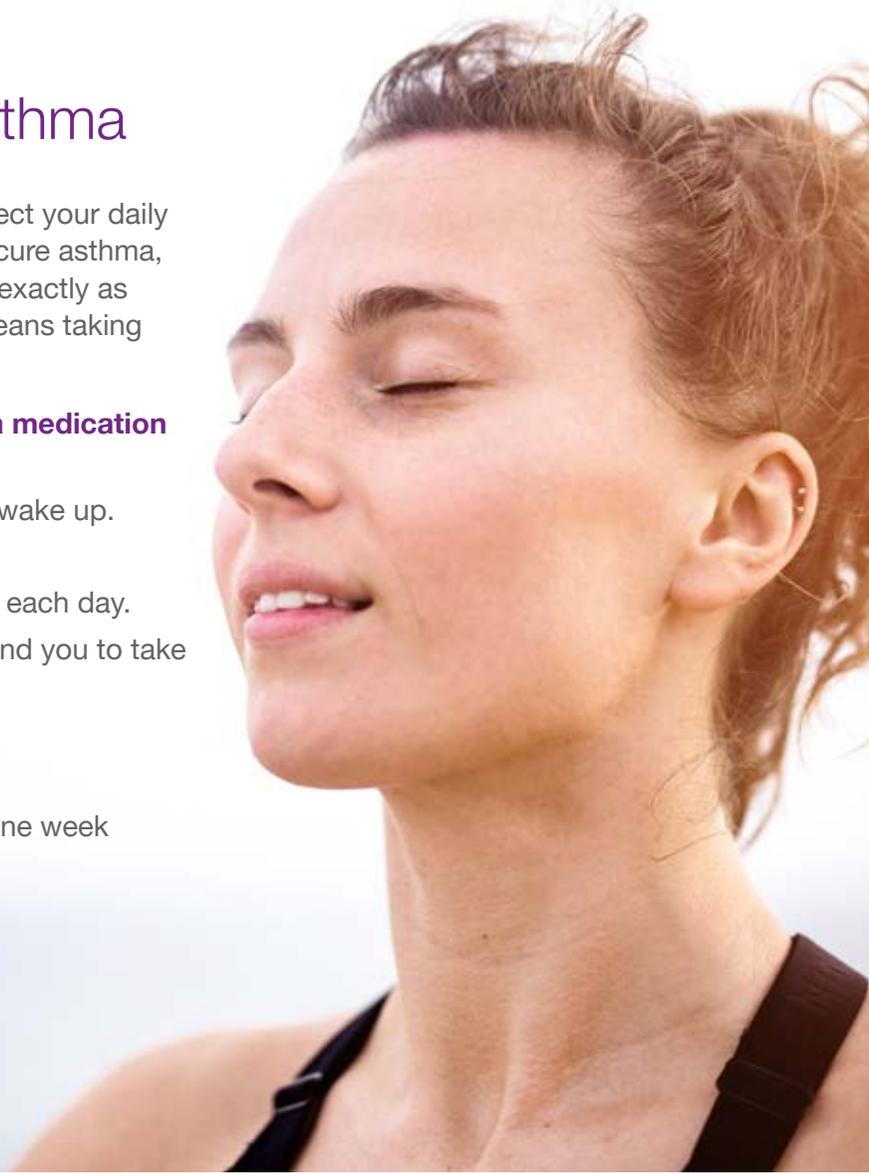


Breathing Better with Asthma

Asthma makes it hard for you to breathe. It can affect your daily life if you don't take care of it. Medications do not cure asthma, but they can help make you feel better. Take them exactly as your primary care provider has prescribed. That means taking them the right way at the right time!

Here are tips to remind you to take your asthma medication and help you get into a routine:

- Keep it near your bed so you see it when you wake up.
- Take it before you brush your teeth.
- Have your family or a friend call to remind you each day.
- Put sticky notes where you'll see them to remind you to take your inhaler when you leave the house.
- Use a weekly pillbox.
- Set your phone or other alarm.
- Mark your calendar to refill your prescription one week before it runs out.



National Prescription Drug Take Back Day

Prescription drugs can be an important part of your treatment. They can help you when you are sick. They can stabilize you in a health emergency. They are helpful tools when used the right way. Drugs that are misused or in the wrong hands can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired drugs.

The National Prescription Drug Take Back Day is **October 24, 2020**. This is your chance to clear out drugs that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round, visit takebackday.dea.gov.

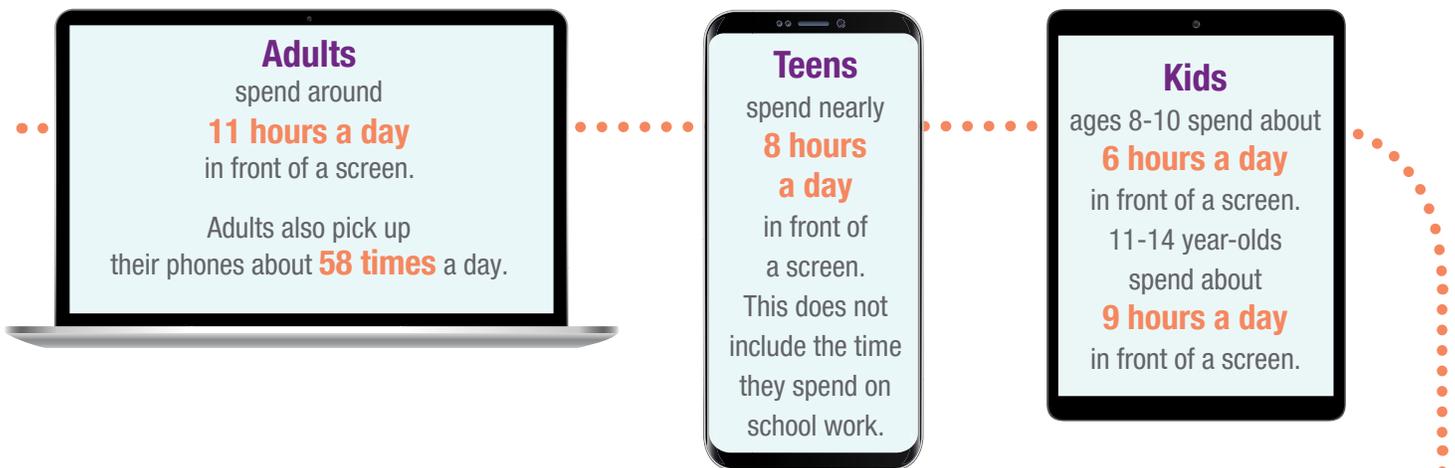




Screen Time and **YOUR HEALTH**

With the recent stay-at-home orders, many of us binge-watched TV shows and “video-chatted” family and friends. We spent more time than usual looking at our screens! Too much screen time can be harmful to our health.

How Much Screen Time Are We Getting?



How Does It Affect Our Health?



- It affects your brain
- It harms your eyesight
- It lowers your attention span
- It can harm your relationships
- It can cause obesity
- It can disrupt your sleep

How Can We Reduce Screen Time?

There are many ways to reduce screen time.

Say **NO** to all screens:

- During meals
- An hour before bed
- In the bathroom

Say **YES** to:

- Reading a book
- Starting or renewing a hobby
- Getting plenty of exercise
- Spending time with friends





BREAST CANCER AWARENESS

Breast cancer is the second most common cancer among women in the United States. It is a disease in which cells in the breast grow out of control. White and black women get breast cancer at about the same rate, but black women die from breast cancer at a higher rate. Many things like family history or getting older can affect your risk for breast cancer. However, you can help lower your risk of breast cancer by taking care of your health in these ways:



Get regular exercise.



Maintain a healthy weight.



Don't drink alcohol, or limit it to no more than one drink per day.



If you can, breastfeed your child/children.

Stay informed and healthy to lower your risk of getting breast cancer. It will also increase your chances of living if you are diagnosed with it.

Source: Centers for Disease Control and Prevention

Protect Yourself from

COVID-19 SCAMS

Unease around COVID-19 has made fraud and scams more common. You should be on alert for things that don't seem right. Some of the scams to watch for are:

- People selling cures for COVID-19.
- Robocalls, sales calls, online posts, emails, or people going door-to-door who promise free hand sanitizer or testing kits if you give your Medicaid or Medicare number.
- Emails pretending to be from the World Health Organization or the CDC.
- Phony websites or apps that share news about COVID-19 so they can get into your phone, tablet, or computer.
- People asking for money for causes or charities that don't exist.
- Health care workers using patient information for COVID-19 testing and then billing for other tests.

Let us know if you suspect fraud or scams! Call CareSource Member Services and say that you'd like to report fraud. You will be routed to a private fraud hotline. You can call the hotline 24 hours a day.

You can also let us know about scams or fraud by:

Email: fraud@caresource.com

Mail: CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Sources: [fda.gov/coronavirus](https://www.fda.gov/coronavirus), [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)





Check Your Blood Pressure at Home and with Your PCP

Keeping your blood pressure in check is great for your health. Uncontrolled blood pressure raises your risk of heart disease and stroke. It is important to see your primary care provider (PCP) routine basis. Have your blood pressure checked at each visit.



Talk to your PCP about checking your blood pressure at home. CareSource may pay for a home blood pressure monitor.



Home blood pressure checks can help you keep tabs on your blood pressure. They can also make certain any lifestyle changes (like healthy eating and being active for 30 minutes every day) you have made are working.



Home checks can alert you and your PCP to possible health problems.

CareSource also offers a free Disease Management Program that can help you learn about your health and how to better manage your specific health condition. If you would like to learn more about blood pressure and you would like to opt-in to the Disease Management Program, please call **1-855-202-0729** (TTY: 1-800-255-0056 or 711).

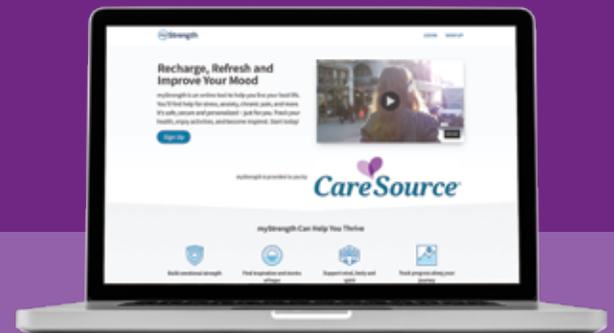
Stress Less with CareSource and myStrength

Life can feel overwhelming at times. CareSource and myStrengthSM can help you through these tough times with self-guided tools to strengthen your mind, body, and spirit. myStrength offers:

- Empowerment activities like a mood tracker and a fitness log
- Articles and videos to learn about topics like anxiety, post-traumatic stress disorder (PTSD) and depression
- Daily inspirational quotes
- Help to stop smoking
- Mindfulness exercises
- Parenting tips and help managing stress
- And much more!

Your emotional health is important. That's why CareSource offers myStrength online or through a mobile app at no cost to you.

- 1 Visit bh.mystrength.com/caresource and click *Sign-Up*
- 2 Complete the sign-up process and your personal profile
- 3 Download the app on your phone at mystrength.com/mobile



Take control of your well-being and start living your best life.

You deserve it!



LOOK...

Get Your Vision Checked

CareSource partners with Superior Vision® to offer routine eye care for our members. Services include:

- Routine eye exam
- Corrective lenses, frames, or contacts

Superior Health, a Versant Health company, has a large provider network in Georgia. This means making an appointment is easy.

Please make sure your eye care provider is in the Superior Network. You should check this before you make an appointment. Visit [FindADoctor.CareSource.com](https://www.findadoctor.caresource.com) to use the Find a Doctor online tool. You can also call Member Services at the number on the back of this newsletter to learn more.



Stamp of Approval

There are times when CareSource must pre-approve some services or medications before you get them. We call this prior authorization (PA). This means that your provider must get approval from us. They must do this before they can give you certain services. They will know how to do this. They need to talk to us before you get services from them.

You may have to pay for services if your provider does not get a PA. Some things that require a PA are:

- Seeing an out-of-network provider (except in emergencies)
- Getting services not covered by CareSource
- Some prescriptions (such as specialty drugs)

Visit [CareSource.com](https://www.caresource.com) to learn more about what needs a PA. You can also find the PA list in your [MyCareSource.com](https://www.mycaresource.com) account. Or you can call the toll-free phone number on your ID card and speak with Member Services. We are here to help you get the care you need, when you need it.



DID YOU KNOW?

It's important to get a **flu shot** every year:

The flu viruses from last flu season will be different from the flu this season, because the virus changes each year. You need a new shot every year to protect yourself.



Tips for a Great Interview

You've spent time searching and applying for jobs. It's a good feeling when that time and hard work results in an interview. Below are useful tips to help put your best foot forward and land your next job!

Research the company

- Know about the employer and the industry
- Search their website, LinkedIn®, Facebook®, and Twitter®
- Learn about the company's culture, mission, and values
- Find out who the key players are in the company
- Look up company news and recent events

Prepare for the interview

- Practice answers to questions that may be asked
- Use examples to talk about your skills
- Bring a copy of your resume

Dress for Success

- Be professional in your words and actions
- Make sure that your clothes fit and are clean and neat

Be on Time

- Get to your interview at least 15 minutes early to get settled

Ask Questions

- Show you're interested in the job by writing down questions to ask ahead of time

Send a "thank-you" email

- Show your appreciation by sending a "thank-you" email
- Ask for the employer's business card or email to send the "thank-you"
- Send the "thank-you" within 24 hours of your interview



If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እየከፈን በመታወቅዎ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြောဆိုသည့် အသံဖြင့် ဖြစ်ကြက်ပေါ်ရှိ အသံဖြင့် ဖြစ် ဝက်ဇ် ငြိမ်မူဝက်ပုံနှိပ်သည့် ဖေ့စ်ပါ။

CHINESE

如果您或者您在帮助的人对 CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请拨打您的会员 ID 卡上的会员服务电话号码。

CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service Nummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને માહિતી મેળવવાનો અધિકાર છે. તે ખર્ચ વિન તમ રી ભ ૫ મ i પ્ર ૫ ત કરી શક ર છે. ૬ ભ વપરો તિ કરિ મ ટે,કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરી.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf en Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.



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

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call the member services number on your member ID card.

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401
1-844-539-1732, TTY: 711
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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CareSource.com

How to Reach Us

Member Services Dept:

1-855-202-0729

(TTY) 1-800-255-0056 or 711)

CareSource24®

24-Hour Nurse Advice Line:

1-844-206-5944

(TTY: 1-800-255-0056 or 711)

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IMPORTANT PLAN INFORMATION

We Want to Hear **FROM YOU!**

We love our members.

That's why we want to hear from you!

Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes 2-3 minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)

Thank you for trusting CareSource with your health care needs.