



WINTER 2020

# MEMBER *Source*

A Newsletter for CareSource® Members

## The Best Thing Next to a **HOUSE CALL!**

Telehealth lets you talk to a provider over the phone or computer. Your primary care provider (PCP) and others may offer telehealth services. Call your PCP's office for details.

Telehealth is great for treating many conditions over the phone or computer, such as:

- Medication follow-up (with the prescriber)
- Coughs/colds/flu
- Allergies/sinus
- Minor injuries
- Minor infections
- Sore throat/fever
- Rashes
- And more

If your PCP doesn't offer telehealth or has limited hours, you can call MYidealDOCTOR® anytime, day or night. Feel better faster with MYidealDOCTOR. Use the CareSource App to connect, call 1-855-879-4332, or visit [MYidealDOCTORtelehealth.com](https://www.MYidealDOCTORtelehealth.com).

If you're not sure of the best way to get care or if you need medical advice, call the CareSource24® Nurse Advice Line. The number is on the back of this newsletter and on your CareSource member ID card.





## Get More than Just Good Health

2020 has not been an easy year for anyone. That's why CareSource offers you and your family rewards for completing healthy activities. This can include yearly physicals, flu shots, and dentist visits. As healthy activities are completed, the rewards are added to your account. The rewards can be used at many retailers, restaurants and online.

Here are a few programs where you can earn rewards:



### Babies First®

Earn up to \$225! This includes pre and post-natal visits, wellness check-up and a lead screening. You must enroll in the program to be eligible.



### Kids First

Earn up to \$100! This includes wellness check-ups, routine dental exams, vaccinations, annual flu shot and more. You must enroll in the program to be eligible.



### MyHealth

Adults can earn up to \$65 for wellness check-ups, routine dental exams, vaccinations, annual flu shot, pap smear, cholesterol check, diabetes testing, taking part in the stop smoking program, and more.

To learn more about rewards, go to the [My CareSource](#) member portal, or call Member Services.






# Heart Failure and Medications

Heart failure is a chronic condition in which the heart doesn't pump blood as well as it should. Heart failure is often treated with a combination of medications. Work with your primary care provider (PCP) to find the best treatment plan for you. Your PCP may need to change your dosages based on your blood test results to make sure they are working safely.

## Here are a few tips to keep in mind:

- 
- Make a list of the medications you take and share it with all of your providers. Carry the list with you at all times.
  - Talk to your PCP about any over-the-counter (OTC) drugs or supplements you are taking. They can worsen heart failure.
    - Some OTC drugs such as ibuprofen (Advil, Motrin IB), naproxen sodium (Aleve), and diet pills may lead to fluid buildup.
    - Be careful about taking supplements. Some may interfere with heart failure medications.
  - Talk to your PCP if you have any side effects.
  - Don't stop taking any medications without talking to your PCP first.



## MEDICATION SAFETY

*Remember, medication  
safety starts with  
**YOU!***

Taking medications as prescribed by your primary care provider (PCP) is vital to your health. Did you know that good communication with your care team is just as important? Your PCP may change your dose or switch your medication based on how you react to treatment. Not keeping track of all these changes could lead to medication errors. The best way to prevent errors is by talking with your PCP and pharmacist.

If you are starting or stopping a medication, ask your PCP for a new medication list and review it at the end of the visit. Let your pharmacist know of any changes. Your pharmacist can tell you how to take your medications. They can also discontinue any old prescriptions in your pharmacy record so they aren't accidentally filled.



# You Have Options!

Don't put off getting medical care because of COVID-19 fears. As our communities open, we should all adopt safe practices, like frequent hand-washing, social distancing, and wearing face masks when needed. These practices make us all safer!

## You have options for care.

If you aren't sure where to go, call the CareSource24® Nurse Advice Line. Nurses are available to speak with you 24/7/365. The number is on the back of this newsletter, and on your CareSource member ID card.



### Primary Care Provider (PCP)

#### **Often open during regular business hours. Appointment needed.**

For routine care, common illnesses and advice. May also offer telehealth. Contact your PCP's office to find out. Visit your doctor the most often!



### Telehealth & MYidealDOCTOR®

#### **Convenient access to a doctor by phone or computer, from wherever you are.**

Your PCP may offer telehealth. Contact their office to find out. If your PCP is not available, call MYidealDOCTOR at **1-855-879-4332** or visit [myidealdoctortelehealth.com](https://myidealdoctortelehealth.com).



### Convenience Care Clinics

#### **Often open seven days a week with evening and weekend hours.**

When you're not able to see your PCP. Inside many local drug and grocery stores. Use for common illnesses such as coughs, sinusitis, colds, sore throats, and immunizations.



### Urgent Care

#### **Often open seven days a week with evening and weekend hours.**

When you're not able to see your PCP. Your condition or injury can't wait. For common illnesses, x-rays, deep cuts, and more.



### Hospital Emergency Room

**Open 24 Hours a day, 365 days a year.** When you are very sick or need immediate help. For life-threatening situations such as chest pain or a head injury.

## Prior Authorization List Changes Coming

### January 1, 2021

There are times when CareSource must preapprove some services 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. You may have to pay for services if your provider does not get a PA.

The list of services that need a PA for your plan will be changing on January 1, 2021. Visit **CareSource.com** to see the most up-to-date list of what needs a PA. You can also find the PA list in your [MyCareSource.com](https://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.



# Connect with MYidealDOCTOR® Telehealth Services Through the CareSource Mobile App:

You have one touch access to a health care provider, day or night, 24/7/365. You can connect with MYidealDOCTOR right from the home screen. See helpful information about how to schedule your MYidealDOCTOR visit in the app.

## Our Mobile App Also Has These Easy-to-Use Features!



### Digital ID Card

View and share your digital CareSource member ID card.



### Find a Doctor

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



### Call a Nurse

Call CareSource24®, our Nurse Advice Line, and speak to a nurse 24/7/365.



### My CareSource®

Log in your secure My CareSource account.



### 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.



## TAKE CONTROL OF HIV AND HCV

### Win the fight for a healthier life

Treatment is an important part of staying healthy with Human Immunodeficiency Virus (HIV) and the Hepatitis C Virus (HCV). Follow the helpful tips below:

- See a primary care provider (PCP) soon after testing positive for HIV or HCV. Start treatment right away.
- Take your medications daily and exactly as prescribed. Medications can help you live a longer and healthier life. Medications also reduce the risk of spreading HIV or HCV to others.
- Don't miss visits with your PCP. Regular care is an important part of treatment. It helps make sure your treatment plan is keeping the virus under control.

# Job Search in a Changing Workforce

COVID-19 has changed the way we search for new jobs and start new careers. Follow the tips below to make your job search as easy as possible in the changing workforce.

- **Search for employers in active-hiring mode.**

LinkedIn.com, FlexJobs.com, and Job-Hunt.org all have real-time lists of employers that are hiring. Use them to get a sense of who is hiring. Don't just rely on these online lists. Many jobs are found through your own network and referrals, not online postings.

- **Ramp up your informational interviews.**

Find job leads by doing informational interviews. These are structured talks with people who work in the field. They may have insider tips you may not have thought about yourself!

- **Add remote-friendly keywords to your résumé.**

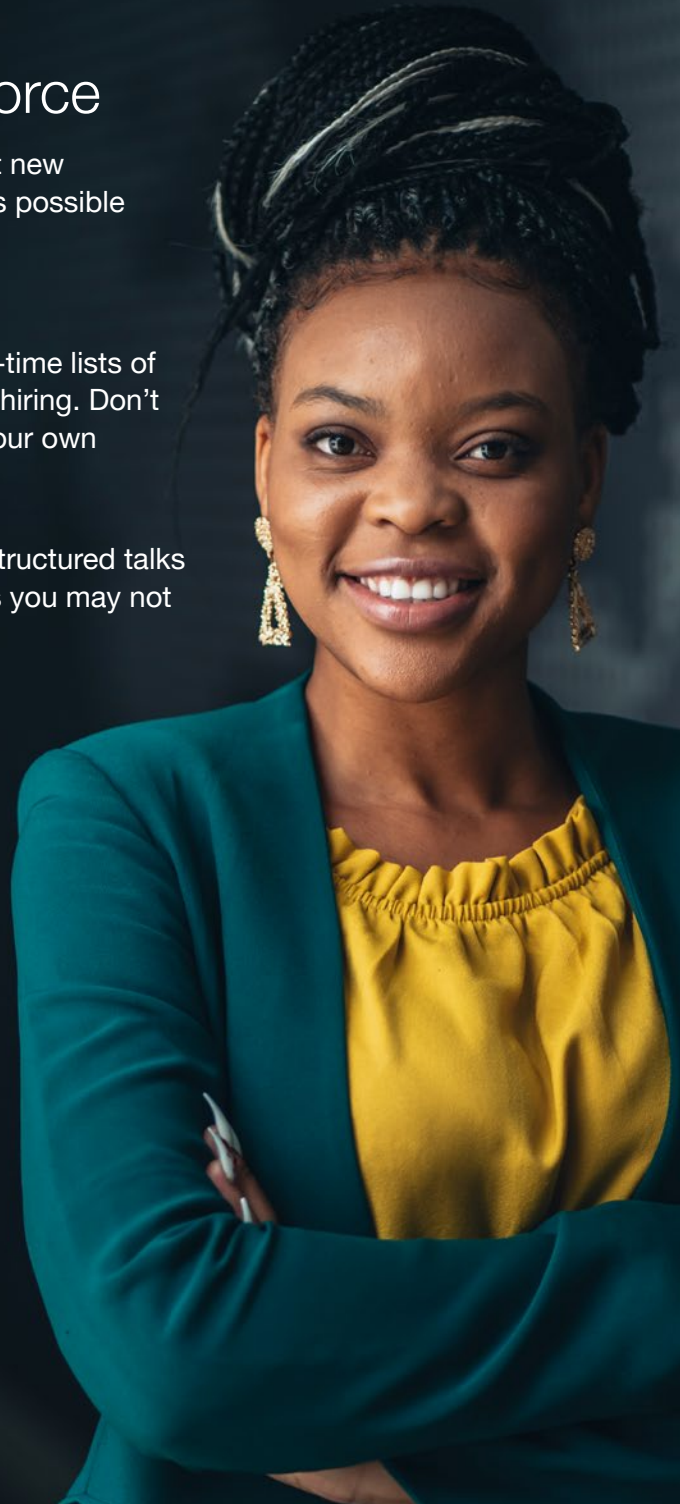
Hiring managers want people to show that they can work remotely. Talk about video technologies you've used, such as Zoom or Webex. Cite your familiarity with document-sharing tools like Dropbox or Google Docs.

- **Keep tabs on social media.**

Connect with employers through social media. Follow their accounts to learn more about how they operate. Comment on their posts when you have something helpful to add.

- **Define your own success.**

1. Set daily and weekly goals. A goal can be as simple as learning about one new company each day, or connecting with a couple of people who work in the field you're interested in each week.
2. Limit your time on online job boards. Reaching out to those in your network for leads can be just as helpful.
3. Make self-care a priority. Having a positive mindset and a healthy outlook is key when you're job hunting.



## Services Covered by CareSource

What to do if you get a bill?

As a CareSource member, 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. If you get a bill, please call Member Services. Services covered by CareSource can be found in your member handbook. You can find the handbook on our website. Just go to [CareSource.com/ga/plans/medicaid/plan-documents/](https://www.caresource.com/ga/plans/medicaid/plan-documents/).



# How Robocalls Work



Robocalls are auto-dialed calls that have a pre-recorded message. Many robocalls are valid, like calls from your primary care provider reminding you about your visit. Some robocalls are scams that may pressure you to buy something or give your personal information over the phone. Know the signs of fraudulent robocalls so you can protect yourself from scams. Here are a few tips to help spot a fraudulent robocall:

- **You're urged to act quickly.**
- **You're asked to press a number to be taken off of a call list or to speak to a live person.**
- **You're asked to wire money or send a prepaid money or gift card.**

## DO'S:

- **Do verify the caller.** If the call claims to be from Social Security or Internal Revenue Service (IRS), hang up and look up the phone number. Call and ask if they tried to reach you.
- **Do add your name** to the National Do Not Call Registry at [DoNotCall.gov](https://www.donotcall.gov).

Source: [fcc.gov](https://www.fcc.gov)

## DON'TS:

- **Don't answer calls from an unknown number.** Let it go to voicemail.
- **Don't press any keys or reply to a message.**
- **Don't give any personal information over the phone.** This includes your credit card or Social Security number or Medicaid ID number.

## Drug List Updates



CareSource has an easy to search drug list on our website. Find out which drugs are covered under your plan by going to the **Find My Prescriptions** link under Member Tools & Resources. It is updated monthly so you'll find the most up-to-date list of drugs. If you don't have access to the internet, we can help. Member Services can help you find out if a medication is covered and its cost to you.





## PICKLES AND ICE CREAM

Pickles and ice cream may sound like a crazy food combo, but it's a famous craving associated with pregnancy. As a nod to this common craving, the Healthy Mothers, Healthy Babies Coalition of Georgia launched an online community called **Pickles and Ice Cream Georgia**. Their website has lots of information from pre-pregnancy to postpartum. They even host free online prenatal classes to help you or those you love get ready to have a baby. You can even earn up to \$20 for taking part in these classes! Go to [picklesandicecreamga.org/events/](https://picklesandicecreamga.org/events/) to sign up and learn more.



## FLU SHOT AND COVID-19

A flu shot is one of the easiest steps you can take to stay healthy. It's even more vital now with the COVID-19 pandemic. Stay up-to-date on your flu shot and encourage others to do the same. The best part? You can get your flu shot at no cost to you!





# Self-Care During a Pandemic

The COVID-19 pandemic is stressful and can create fear and anxiety. It can be overwhelming for both adults and children. Social distancing is key for slowing the spread of COVID-19. It can also make us feel isolated and lonely. Self-care during a pandemic may feel selfish, but it is a healthy way to stay positive for yourself, your family, and for your community.

If you are feeling stressed and overwhelmed, CareSource and myStrength<sup>SM</sup> can help. Their self-guided modules can strengthen your emotional health and give you support right from home! You can access myStrength through the member portal or go to [mystrength.com/r/CareSource](https://mystrength.com/r/CareSource) to learn more.

If you feel you need more help, call the CareSource24<sup>®</sup> Nurse Advice Line. Nurses are available to speak with you 24/7/365. The number is on the back of this newsletter, and on your CareSource member ID card.

Source: [www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html)



## Fill Half Your Plate with **Fruits and Veggies**

Eating a diet rich in fruits and vegetables is key to staying healthy! Fruits and veggies are full of vitamins, minerals, and fiber you need for a healthy diet. Plus, they are low in calories and fat, and are a good source of carbohydrates. That's why it's important to fill half your plate at each meal with fruits and veggies. It's easier than you think!

- **Add veggies to meals and dishes you already like to eat.** Tacos, pasta, and stir-fry taste great with added veggies.
- **Brighten your plate with fruits and veggies of all different colors.** A variety of colors add greater nutritional value.
- **Bananas, apples, and oranges make great on-the-go snacks.** Keep these fruits on a table or countertop. It's easier to choose healthy snacks when they're within reach!
- **Stock up on fresh fruits and veggies in season.** They cost less and are more likely at their peak flavor.
- **Get veggies that are easy to prepare.** Baby carrots, celery sticks, and salad greens are always great to have on hand.
- **Have a sweet tooth? Try a fresh fruit salad for a tasty dessert after any meal.** Or, keep dried fruits like raisins or cranberries on hand for your sweet cravings.

Source: [choosemyplate.gov](https://choosemyplate.gov)





## Low Blood Sugar & Diabetes

Low blood sugar (glucose) can be dangerous. Glucose is the main source of energy for the body. Low blood sugar can happen when the amount of glucose in your blood drops below what your body needs. It can be caused by:

- Not eating enough food or skipping meals.
- Being more active than usual.
- Taking too much medication, such as insulin or diabetes pills.
- Taking other medications that cause low blood sugar.

## Heart Healthy Lifestyle Changes

Lifestyle changes can be some of the best things you can do to improve your health and to prevent and treat heart disease. Stay at a healthy weight by making good food and drink choices and by being physically active on a regular basis. If you are over a healthy weight range, losing even a little weight has great benefits!

### Choose Healthy Foods and Drinks Every Day

- Eat fruits and vegetables
- Include whole grains instead of processed foods
- Use fat-free or low-fat dairy products
- 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** - Men should not have more than two drinks per day and women should not have more than one drink per day. Examples of one drink include 12 fluid ounces of beer or 5 fluid ounces of wine.

**Get regular physical activity** - Do physical activities you enjoy. Try walking for 10 minutes, three times a day, five days a week. Talk to your PCP about the types of activities best for you.

**Don't smoke and avoid secondhand smoke** - Call 1-800-QUIT-NOW (1-800-784-8669).

**Find ways to reduce stress in your life** - Try deep breathing or meditation. Getting plenty of sleep can help, too. Visit [myStrength.com](http://myStrength.com) to help you manage your stress.



Symptoms of low blood sugar can develop quickly, usually in just 10 to 15 minutes, and need to be treated immediately. Learn your own signs and symptoms of when your blood glucose is low. The goal is to quickly get your blood sugar back to normal. Eat or drink 15 grams of carbohydrates that are easily digested like:

- Half a cup of fruit juice
- A few pieces of hard candy
- Glucose tablets

Talk with your primary care provider if you're still having issues with low blood sugar as your medications may need adjusted. If symptoms **DO NOT** improve after you have had a quick-sugar food, call **911** or have someone drive you to the Emergency Room. **DO NOT** drive when your blood glucose is low.

*Source: American Diabetes Association (ADA), Centers for Disease Control and Prevention (CDC)*

## Protect Yourself and Your Baby!

Pregnant women are at a higher risk for severe illness if they get COVID-19. There are ways to protect yourself if you are pregnant:

- Wash your hands often
- Limit your contact with other people
- Stay at least six feet apart from others
- Wear a mask in public or when you can't stay at least six feet apart

Even though there is no 100% way to protect yourself, these simple steps can lower the chances you'll get COVID-19. Take care of you and your baby. Talk to your primary care provider if you have any questions about COVID-19.

*Source: <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/special-populations/pregnancy-data-on-covid-19.html>*





# Smoking and Tobacco Use

Tobacco use can lead to tobacco/nicotine dependence and major health problems. Smoking and using tobacco harms almost all organs in the body. When you stop smoking or using tobacco products, you cut the risk of smoking-related diseases such as heart attacks, strokes, and certain cancers.

The good news is smokers can - and do - quit for good. **Since 2002, there have been more former than current smokers.** If you quit smoking, it will be easier to breathe so you can be more active. By quitting smoking, you will help protect those around you from health risks linked to breathing secondhand smoke. You will also have more money in your wallet. Studies show that a person who smokes one pack a day will save over \$2,000 a year!



To get help and quit for good, call 1-800-QUIT-NOW (1-800-784-8669).

Coaches can counsel you over the phone for free. Nicotine replacement therapy, such as nicotine patches and gum, is available to eligible members.

*Source: Centers for Disease Control and Prevention*

## Care Managers are Here to Help

There are times in our lives when it can be hard to focus on our health. Life tends to get in the way. Care Management has nurses, social workers, and other outreach workers who can work with you one-on-one to coordinate your health care needs. Care Managers can serve as a link between you and your health providers. Care Managers can advocate for you to get the care you need. They are trained to help you and your family with medical problems like asthma, cancer, diabetes, and other serious medical conditions.

You don't need to have a severe health issue to benefit from Care Management. Anyone can learn, gain, and grow by being part of it. Learn more by calling 1-855-202-0729 (TTY: 1-800-255-0056 or 711).





# Get Rewarded

You can get \$15 for completing your yearly Health Risk Assessment (HRA). By answering a few questions, CareSource can find areas where we may be able to meet your health care needs. We can also help with needs like housing, education, and employment.

To complete the HRA, use one of three ways:

1

**Phone:** Call the Member Assessment Team **1-833-230-2011** (TTY: 1-800-743-3333 or 711). This is the fastest and easiest way!

2

**Online:** Log in to **MyCareSource.com**:

- Go to the **Health** tab at the top.
- Scroll and click on the start button.

3

**Mail:** Return the copy in your new member kit.

Once you complete your HRA, \$15 is added to your MyHealth Rewards account. Check out the program and other rewards you can earn in the Member Portal. The best part? You can earn \$15 each year! Start earning today!

## CareSource will be closed on the following days:

- Thursday, November 26 – Thanksgiving
- Friday, November 27 – Day after Thanksgiving
- Thursday, December 24 – Christmas Eve
- Friday, December 25 – Christmas Day

## 2021

- Friday, January 1 – New Year's Day
- Monday, May 31 – Memorial Day
- Monday, July 5 – Fourth of July (*observed*)
- Monday, September 6 – Labor Day
- Thursday, November 25 – Thanksgiving
- Friday, November 26 – Day after Thanksgiving
- Friday, December 24 – Christmas Eve
- Monday, December 27 – Day after Christmas (*observed*)



**Holiday  
Schedule**

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. للتحديث 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 እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎት ቁጥር ይደውሉ።

#### BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြောသလို အသံဖြင့် ကြိုကြက်ပြောလိုရုံ အသံဖြင့် ကြို ဝက်ခေ ငြိမ်မူဝတ်စုံဝတ်ဆင်သည့် ဖုန်းနံပါတ်။

#### 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 [થી] કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતી અવકાશ છે. તે ખર્ચ વિન તમ રી ભ ૫ મ i પ્ર નત 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 કરો.

#### 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 un Information in deine eegne Schprooch grieghe, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublicht 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.



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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>.



PO Box 723308  
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**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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