



SUMMER 2020

# MEMBER *Source*

A Newsletter for CareSource® Members

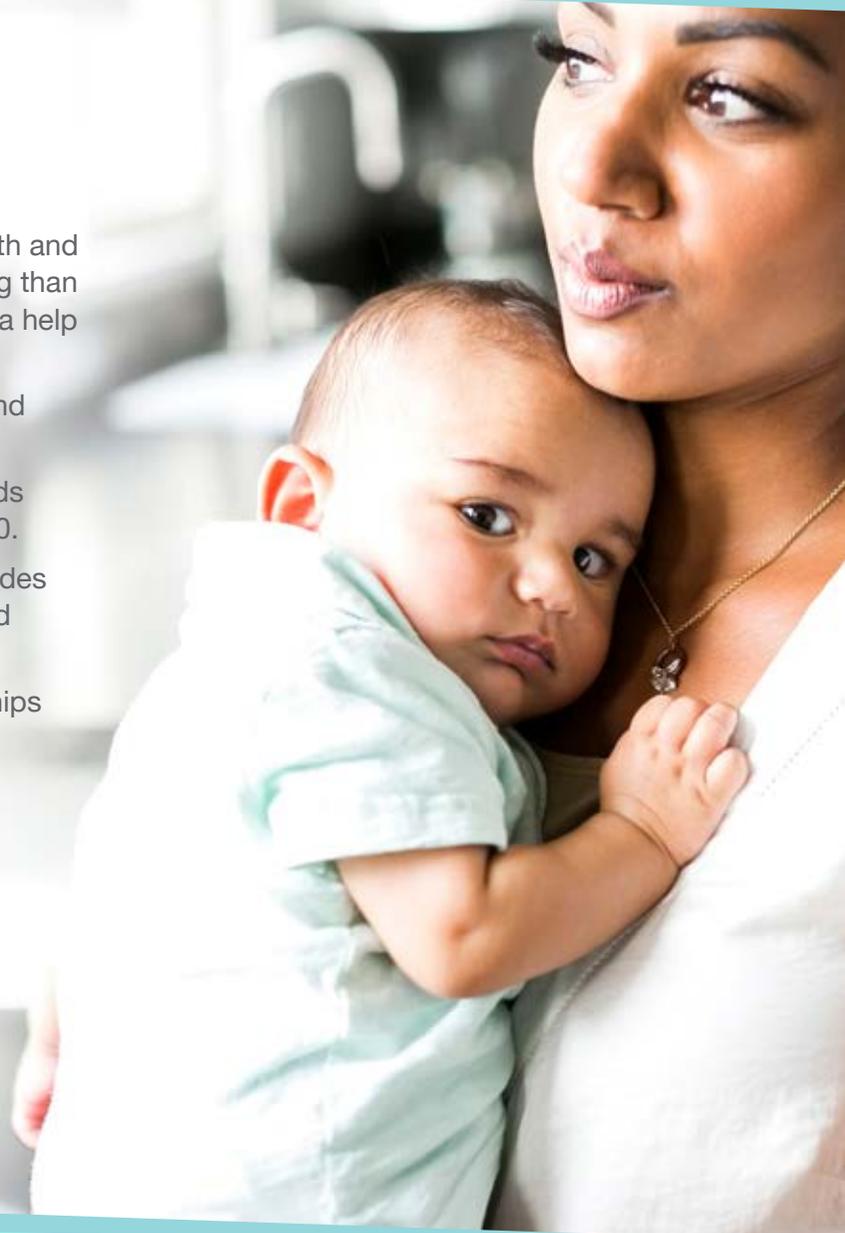
## Thank You

for Being Our Member!

We are happy to serve you. We care about your health and well-being. But there is more to health and well-being than just great health care. With CareSource, you get extra help and benefits like:

- ✓ **Rewards Programs** with values of \$60, \$105 and \$225 for making healthy choices.
- ✓ **Dental and Eye Care** like checkups, \$75 towards eyeglasses or contacts, and braces up to age 20.
- ✓ **Job Help** with CareSource JobConnect™, free rides to trainings and interviews, plus GED testing and study help.
- ✓ **Kids Health and Fitness**, with FREE memberships to Boys and Girls Clubs\*, YMCAs\* and Girl Scouts\*.
- ✓ **Help for Mom and Babies** like a FREE breast pump, FREE pregnancy tests, FREE health items like a welcome gift for new babies, electric toothbrush for kids, and blood pressure monitor.
- ✓ **FREE Amazon Prime Membership** for those who complete their wellness checks!

\*participating clubs only



## STAY WITH CARESOURCE

In May, you should get a notice from Georgia Families® about your Medicaid plan choices. There is nothing you need to do if you want to stay with CareSource. You will keep your CareSource plan automatically. Thank you for letting us serve you and show you the value of health care with heart.

  
**CareSource**®

# What Do **COPD** and **High Blood Pressure** Have in Common?

## COPD



Chronic Obstructive Pulmonary Disease (COPD) makes it hard to breathe. It is vital to know what COPD is, get treatment, and handle it by making life changes.

## High Blood Pressure



Millions of Americans have high blood pressure. Stay healthy by knowing what high blood pressure is and the steps you can take to handle it.



### Your Diet And Activity

Eat healthy foods to keep your body weight in check. For high blood pressure, focus on heart-healthy foods. Try being active at least 30 minutes a day, five days a week.



### Medications

Take medications for high blood pressure and COPD as prescribed. It only works when you take it on a routine basis. Make taking your medicine part of your routine. Try placing a pillbox where you do an action each day. For example, place it next to your toothbrush in the morning.

**Know your medications and their effects.** Always ask your primary care provider (PCP) if you have questions.

## Interpreter Services

If you need help with your CareSource plan, we are here for you. CareSource offers sign and language interpreters free for CareSource-covered doctor visits. Our interpreters can also help over the phone. Call 5 business days before your visit to ask for a sign language interpreter. Or, call 4 business days before your visit for other languages. To learn more, call **1-855-202-0729** (TTY: 1-800-255-0056 or 711).

## Pregnant?

myStrength<sup>SM</sup> has  
Online Tools Just for You!

Pregnancy and the first years of life can often be a lot for parents. We are happy to offer myStrength, a FREE online tool that helps with mental wellbeing during these times.

With myStrength you can start your journey to parenthood right away. Learn about the myth of the perfect parent, how to handle the baby blues, and how playing with your baby helps their growth. You will also get support when things don't go as planned. You can use myStrength through your MyCareSource.com account.



# Preventing Pre-Term Birth

**Healthy pregnancies last about 40 weeks.** Babies born before 37 weeks (called pre-term or “preemies”) can have serious problems. You can help lower the chances that your baby will be born too soon.



- If you smoke, stop
- Stay away from alcohol and drugs
- Visit your doctor at the start and then routinely while pregnant
- Know your risk for pre-term birth
- Talk to your doctor about progesterone if you have a short cervix, have miscarried between 16–36 weeks, or have had a pre-term birth.

**In about half of pre-term births, the mothers had no warning signs.**

You should learn the symptoms of pre-term birth:



- Thin watery discharge
- Pressure between your legs or low in your belly
- Low, dull back pain
- Cramping like your period is going to start
- Feeling like something is not right
- Leaking fluid or bleeding from your vagina
- Sharp pains, contractions, tightening or balling up of your abdomen

Your doctor can give you progesterone to help lower the risk of early birth in women who have had it happen before. Progesterone safely helps women have their babies closer to full term.



## Transportation

– need help?



CareSource PeachCare for Kids® and Planning for Healthy Babies® (P4HB) – Family Planning offers free rides for up to six doctor visits. P4HB members get free rides to parenting classes with LogistiCare. Call **1-855-483-6533** to set-up a ride.

Georgia Medicaid members can set-up rides from DCH for:

- Medical care and evaluations
- Picking up medications
- Picking up health care equipment

To set-up a ride, call the NEMT broker in your region\*:

- LogistiCare: **1-888-224-7981** (Central), **1-888-224-7985** (Southwest), **1-888-224-7988** (East)
- Southeastrans: **1-866-388-9844** (North) and **1-404-209-4000** (Atlanta)

\*For members with no means of transportation.

# Review Your EOB Statement

We are always on the lookout for fraud, waste, abuse, and medical identity theft. CareSource sends an Explanation of Benefits (EOB) to some households. **This is not a bill.** If you get an EOB, please help us by checking for these three things:

- 1 Are there any visits, supplies, or equipment listed that you did not get?
- 2 Are there any visits that were billed more than once?
- 3 Are any of your visit dates unfamiliar to you?

Check your EOB. It helps us be sure providers are not billing us for care you did not get. If you think there are errors or fraud, please let us know. Program Integrity and Investigations can be reached by:



**Calling** 1-855-202-0729 (TTY: 711); or



**Writing** us a letter or fill out the Fraud, Waste and Abuse Reporting form. The form can be found on **CareSource.com**.

**Send the letter or form to:**

CareSource  
Attn: Program Integrity and Investigations  
P.O. Box 1940  
Dayton, OH 45401-1940

You do not have to give your name when you write or call, but we will not be able to call you back for more info. If you do choose to give your name, you may also reach us by:



**Emailing** [fraud@caresource.com](mailto:fraud@caresource.com);  
or **Faxing** 1-800-418-0248

Leave as much information as you can. Your report will be kept private as allowed by law.

# Know Your Status. Get Tested.



**Over 1 million**



people have **HIV** (human immunodeficiency virus) the virus that causes AIDS.



**Over 3.5 million**



people have **Hepatitis C**.

Many people **do not know** they have either health issue.

## The Centers for Disease Control and Prevention (CDC) suggests all people:

- Between the ages of 13 and 64 get tested for HIV at least once as part of routine health care.
- Who were born between 1945 through 1965 be tested at least once in their lifetime for Hepatitis C.



If you are at risk for either health issue, get tested more often. Knowing if you have either health issue is the first step to keep you and others healthy. Talk to your primary care provider (PCP) about being tested.

Source: Centers for Disease Control and Prevention



# Colorectal Cancer Screening Saves Lives

**Colorectal cancer** is the second leading cause of cancer deaths in the U.S. Testing for colon cancer can find pre-cancerous polyps (growths that are not normal) that can be removed before they turn into cancer. If you are 50 years old or older, talk to your primary care provider (PCP) about testing.

## Key Facts:

**One in three**

adults (23 million) age 50 to 75 years old are not screened.



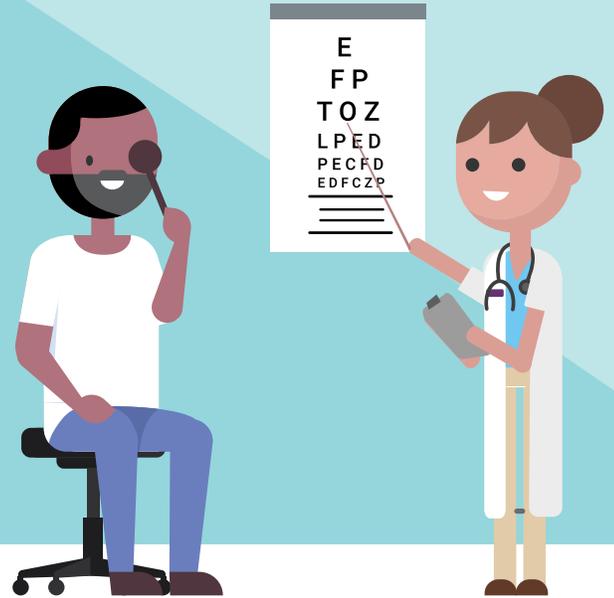
Colorectal polyps and colorectal cancer **don't always cause symptoms.**

**SYMPTOMS**

Colorectal cancer affects **women and men of all racial and ethnic groups.**



Source: Centers for Disease Control and Prevention



## Keep Your Vision Sharp if You Have Diabetes

Over time, high blood sugar can hurt the tiny blood vessels in your eyes. That can lead to a health problem called diabetic eye disease. People with type 1, type 2, and gestational diabetes (diabetes that can happen during pregnancy) can all get diabetic eye disease. There are care steps to prevent diabetic eye disease:

- 1 Get an eye exam at least once a year by an optometrist or eye doctor
- 2 Control your blood sugar
- 3 Keep a healthy blood pressure and cholesterol levels
- 4 Quit smoking
- 5 Stay active

Finding and treating eye disease early can cut the risk of blindness by 95 percent, before much eye loss can happen. Talk to your primary care provider (PCP) if you have any of these symptoms

- Blurry vision
- Black spots
- Flashes of light
- Any loss of sight in one or both eyes



# KNOW YOUR OPTIONS FOR CARE

How to Make the  
Right Choice in  
Uncertain Times



## Call CareSource24®

A Nurse Can Help You  
Decide Where to Get Care

Our staff of caring nurses are here 24/7 to talk to you. We offer help about your injury, sickness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, Urgent Care, or ER is needed.

**Call 1-844-206-5944 (TTY: 711)**



## Telehealth: Connecting You to Care

Talk to a health provider When  
and Where YOU Want

CareSource offers telehealth care so members can get health care at all times. Due to the COVID-19 virus, it is vital now more than ever to lower the risk of infection and spread of disease. Telehealth provides care using your phone, mobile app, or PC. You can get care for common health issues without seeing your doctor in person.

Your primary care provider (PCP) or mental health provider may offer telehealth care. If your PCP is not free for a virtual visit, you can also use MYidealDOCTOR®. MYidealDOCTOR has doctors on hand 24/7 who can check symptoms or risk of infection and go over next steps. Visit **CareSource.com** to learn more.

Call your PCP to find out the best way to setup a telehealth visit. If you need help or have questions, a care manager can help you.

*\*MYidealDOCTOR is for members two years old and older and does not offer mental health services.*





## Before You Go, Know Where to Go and When

How to choose between...

Primary Care	Telehealth & MYidealDOCTOR	Convenience Clinics	Urgent Care	Emergency Department
Mostly open during regular business hours. Appointment needed. For routine care, common sicknesses and advice. Visit your doctor the most often!	Easy access to a doctor by phone or PC. Ask your PCP how to reach their telehealth service <b>or</b> Call MYidealDOCTOR® at <b>1-855-879-4332</b> or visit <a href="http://myidealdoc.com">myidealdoc.com</a> day or night, 24/7.	Often open seven days a week with evening hours. When you can't go to your doctor. Use for common health issues or rashes. Check your local drug store for availability.	Mostly open seven days a week with evening hours. When your doctor is not free. Your health issue can't wait. If you need x-rays or stitches for deep cuts.	Open 24 hours a day, 365 days a year. If you are very sick or need urgent help. Life-threatening issues such as chest pain and a head injury.

Call the CareSource24® Nurse Advice Line for advice and where to go for care.

1-844-206-5944 (TTY: 711)



## Take Your Medicine!

Your primary care provider (PCP) gives you medicine to help you feel better and avoid more serious issues. Check with your doctor or drugstore to make sure you take your medicine the right way. Some questions to ask:

- ✓ How often should I take this?
- ✓ Should I take this each day at a certain time or times?
- ✓ How long should I take this medication?
- ✓ What are the side effects?
- ✓ What should I do if I have any side effects?
- ✓ What do I do if I miss a dose?
- ✓ Do I need to take this with or without food?
- ✓ How often do I need tests to check this medicine?

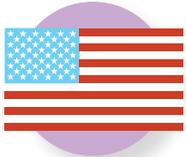


You might be able to get early refills, 90-day fills, or home delivery. Some pharmacies can drop off or mail prescriptions. Call your local drugstore to see if this is something they offer.



# Love Your Bones: Understanding Osteoporosis

Osteoporosis is a bone disease that takes place when bones become weak and easily broken. This usually happens in the hip, wrist or backbone.



**10 million**  
Americans  
have  
osteoporosis.



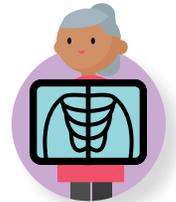
**80%** of  
osteoporosis  
patients are  
women.



**44 million**  
Americans  
have low bone  
density.



**1 in 2** women over  
age 50 will break  
a bone because of  
osteoporosis



**65** is the age women  
should get a bone  
density screening test.

If you are age 65 or older, you should get a bone density test, called a dexascan. This test is covered by CareSource. It is offered every two years or more if needed. To prevent osteoporosis take calcium and Vitamin D. You should also stop smoking and stay active. Talk with your PCP to see if you need a bone density test.

## SURVEY SAYS...

### Health Needs Assessment is Key Part of Successful Wellness Program

We want you to stay as healthy as you can. One way we do this is by asking you questions about your health. We call these questions a Health Needs Assessment or HNA. By filling out the HNA each year, you can earn \$15 in rewards! The yearly reward is issued through the MyHealth program. See [MyCareSource.com](http://MyCareSource.com) to get to the MyHealth program.

Filling out the HNA is easy. Complete it using one of these ways:



Online.

Log into your secure **MyCareSource.com** member portal account. Click on the **Health** tab. Don't have an account? It's easy to sign up and create one today!



Mail.

Fill out and send back the copy using the envelope in your new member kit.

As a CareSource member it's important to fill out the HNA. New members should fill it out when they sign up. All other members should fill it out each year.



# Your Health, Your Rewards

You can get rewards for living a healthy lifestyle! CareSource rewards you and your family for taking an active role in being healthy. See what programs you could start earning rewards from below:



## Babies First®

Pregnant moms and newborns can earn rewards for going to prenatal, postpartum and well-baby visits. Learn more and sign up today at **GA Babies First**.



## Kids First

Kids ages 16 months to 18 years can earn rewards for well-child visits, shots and routine dental exams. Learn more and sign up today at **GA Kids First**.



## MyHealth Rewards

Adults can earn rewards with the **MyHealth Rewards** program. As a CareSource member you could already be earning rewards! To get started, simply log into your **MyCareSource®** account.

To learn more about CareSource Rewards programs, call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711).

## Prostate Cancer

Prostate cancer is the most common cancer among men in the U.S. aside from skin cancer. Men with family who have had prostate cancer, older men, and African-American men have the greatest risk for getting prostate cancer. The goal of testing for prostate cancer is to find cancers that may be at high risk for spreading if not treated.



Learn the benefits and drawbacks of testing as well as diagnosis and care.



Most prostate cancers grow slowly, and don't cause health problems in men who have the cancer.



Talk to your primary care provider (PCP) about testing.

Source: Centers for Disease Control and Prevention



## LOOK... Eye Care Benefit Update

CareSource is excited to announce a partnership with Superior Vision®. Superior Vision offers routine eye care for our members. Services are:

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

Superior Health, a Versant Health company, has a large network in Georgia. This makes seeing an eye doctor easy.

Please make sure your eye doctor is in the Superior Network. You should check this before you plan a visit. Visit [findadoctor.caresource.com](http://findadoctor.caresource.com) to use the Find a Doctor online tool. You can also call Member Services at **1-855-202-0729** (TTY: 711). We are here to help you.

# What Are Adverse Childhood Experiences (ACEs)?

Adverse childhood experiences (ACEs), are traumatic events and/or environments that harm a child's sense of safety and support. ACEs happen in youth (0-17 years).



## Traumatic Events

- facing fighting or being abused
- seeing fighting in the home/city
- having a family member try or die by suicide

## Environments

- alcohol or drug misuse
- mental health problems
- divorce or having family in being in jail/prison

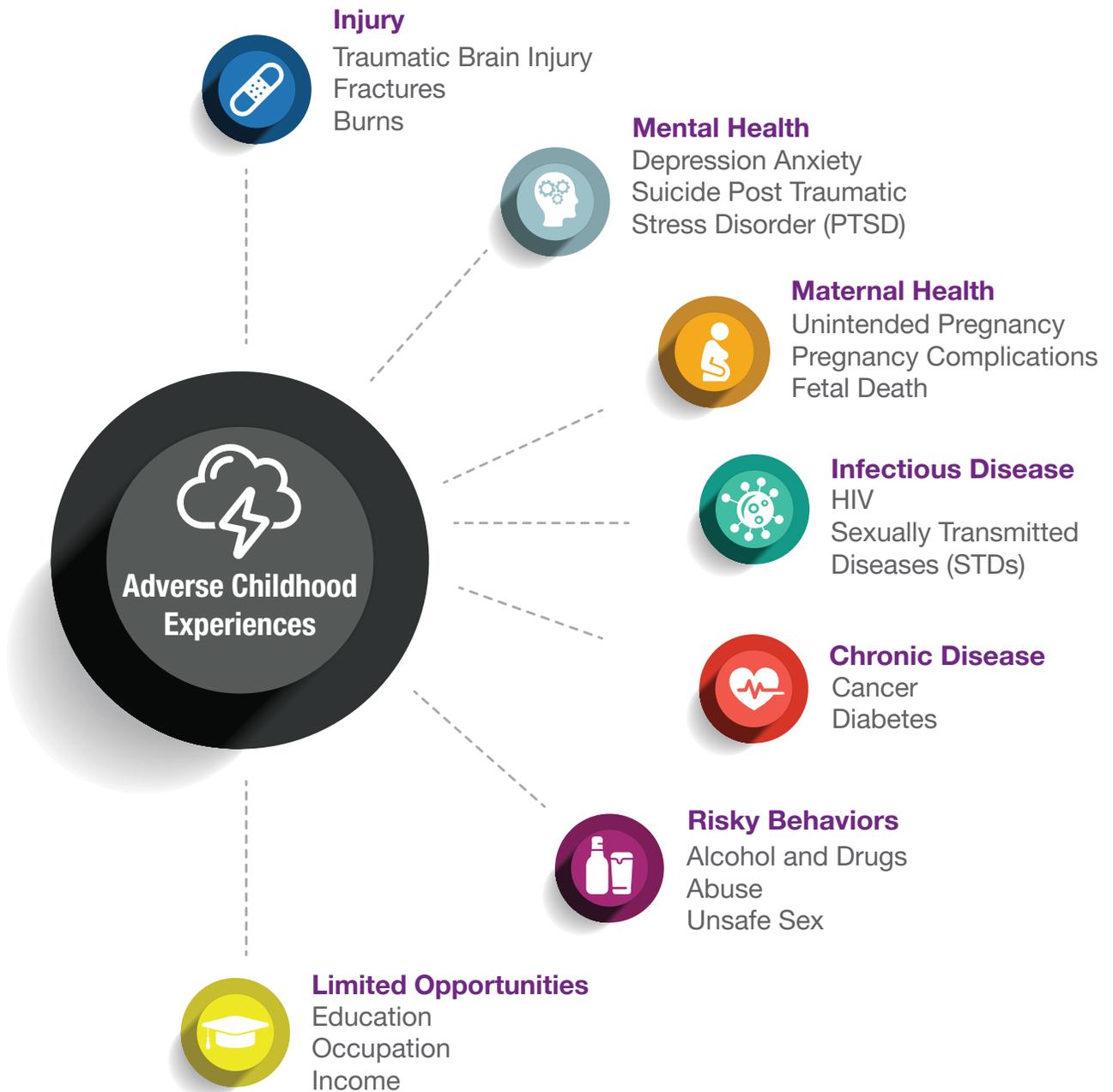
## How big is the problem?

- **ACEs are Common.** 61% of adults surveyed across 25 states said they faced at least one type of ACE. 1 out of 6 said they had four or more types of ACEs.
- **Stopping ACEs could help cut a lot of health conditions.** ACEs are linked to life-long health problems, poor mental health, and drug and alcohol abuse. Up to 1.9 million cases of heart disease and 21 million cases of depression could have been avoided by stopping ACEs.
- **Some children are at greater risk than others.** Women and many racial/ethnic groups are at higher risk. They could face up to four or more types of ACEs.
- **ACEs are costly.** The costs to households and cities totals hundreds of billions of dollars each year.

## What are the concerns?

ACEs are strongly tied to higher risk for disease and lower well-being.

# Early Adversity Has **Lasting Impacts**



## How can we prevent ACEs?

It helps to make safe, nurturing relationships and healthy environments for children. The CDC came up with six tactics for stopping ACEs. Go to [www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html](http://www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html) to learn more.

If you or a loved one has suffered from ACEs, talk to your primary care provider (PCP). They can help you with next steps.



# Follow-Up Care for Kids and Teens with ADHD

Taking care of Attention-Deficit/Hyperactivity Disorder (ADHD) doesn't end with medication and a care plan. Ongoing care is of great value for your child's success.

- 1 Primary Care Provider (PCP) Visits:** When your child is first given ADHD drugs, you will be asked to stay in touch with your child's PCP. They will ask you to return for follow-up visits to make sure your child has the right drug, dose, and plan.
  - The American Academy of Pediatrics suggests coming back for a check-up within the first month. At this visit, the PCP may check on how your child is reacting to the medication.
  - You may be told to set up visits every three months for the first year.
  - Your child's PCP will tell you how often to set up visits after that.
- 2 Track Progress:** Care for ADHD often involves medications, therapy, and support from parents and teachers. The aim is to support your child in reaching goals like calmer family interactions or better study habits.
  - Track their progress through daily reports, rating sheets, or charts.
  - Stay in touch with teachers and track school goals.
  - If your child isn't making progress, talk with their PCP, therapist, or care coordinator.



You can get a \$10 reward when your child goes to their 30-day visit after being prescribed ADHD drugs! You will also get rewards when they go two more times for visits within 10 months. Your rewards can be up to \$30.

## Signing up is easy! Follow one of these ways:

- 1. Online:** Sign up on our website under Kids First at [CareSource.com/documents/ga-med-member-rewards/](https://www.caresource.com/documents/ga-med-member-rewards/).
- 2. Phone:** Call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). Hours are 7 a.m. to 7 p.m. Monday – Friday.

## CareSource Mobile App

Having the CareSource app on your smartphone makes using your benefits a snap!



A **NEW** Message Center helps you see updates from CareSource. Use the Message Center like your email inbox. It will let you know when you have a new record to view.



**MYidealDOCTOR®** – our telehealth provider is in the CareSource app. You can talk to a doctor at any time, 24/7. Just sign in and answer a couple of questions. A doctor will call you back, often within 15 minutes!

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**

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**BURMESE**

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ခြွေးချွေး ပြုပြု သင်္ကြန် အသံဖြင့် ဖြစ်ကြက်ပေါ်ရှိ အသံဖြင့် ဖြစ် ဝက်ဝက် ငြိမ်မူဝက်ဝက်သို့ ဖော်ပြပါ။

**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 મહત્વની માહિતી મેળવવાનો અધિકાર છે. તે અર્થ 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 griegue, 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.

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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>.



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**CareSource.com**

**Member Services Dept:**

**1-855-202-0729**

(TTY) 1 800 255 0056 or 711)

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24 Hour Nurse Advice Line:

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