



SPRING 2020

# MEMBER *Source*

A Newsletter for CareSource® Members

## Don't Forget!

## MYidealDOCTOR® is ready to help any time!

Gathering indoors with large groups is a great way to get together, but also a great way to spread germs. If you catch a bug, or have another non-emergency medical issue but can't get out to your primary care provider (PCP), call MYidealDOCTOR. Call any time day or night, 365 days a year.

You can call from work or home. Consult with a doctor in minutes. If needed, a medicine can be sent to the network drugstore of your choice.

MYidealDOCTOR treats many things over the phone or computer, such as:

- coughs/colds/flu
- allergies/sinus
- minor injuries
- minor infections
- sore throat/fever
- rashes
- and more

Feel better faster, with MYidealDOCTOR! Use the CareSource App to connect, call 1-855-879-4332, or visit MYidealDOCTOR.com.

*MYidealDOCTOR should NOT be used for trauma, chest pain, shortness of breath, bleeding, or prescribing Drug Enforcement Agency (DEA) controlled substances.*



# Are You at Risk for **Prediabetes?**



**One** out of every **three** adults in the United States has prediabetes.



Prediabetes means your blood glucose (sugar) levels are higher than normal. But not high enough to be diagnosed as diabetes. People with prediabetes have up to a 50 percent chance of having diabetes in the next 5 to 10 years.



Ask your primary care provider if you should be tested for prediabetes. One test for prediabetes is the Hemoglobin A1C test. It shows your average blood sugar level for the past 2 to 3 months. If the results are normal, you should be retested at least each three years.



## Four Ways to Report Fraud, Waste and Abuse

To anonymously report any fraud, waste and abuse cases:

- 1 Call **1-855-202-0729** (TTY: 1-800-255-0056 or 711) and follow the steps to report fraud.
- 2 Write to us. You can fill out the Fraud, Waste and Abuse Reporting Form found on our website. Just go to [www.CareSource.com/members/tools-resources/fraud-waste-abuse/](http://www.CareSource.com/members/tools-resources/fraud-waste-abuse/). You can also send a letter to us at:

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

Other ways to report that are not anonymous include:

- 3 Fax us at **1-800-418-0248**
- 4 Email a message to [fraud@CareSource.com](mailto:fraud@CareSource.com)

Go to **CareSource.com** to learn more about fraud, waste and abuse.



## A1C Test Results

A1C Level	Diagnosis
Below 5.7 percent	Normal
5.7 to 6.4 percent	Prediabetes
6.5 percent or above	Diabetes



Lifestyle changes can help. Think about eating better foods. Consider being active for 30 minutes or more on most days.

Source: National Institute of Diabetes and Digestive and Kidney Diseases



## Healthy Habits to Add to Your Daily Routine

Getting more activity in your life can seem hard. Here are some easy ways to add more physical activity to your daily life:

### Find 10 minutes.

10 minutes here and there goes a long way. Try parking in the farthest spot from where you are going. Try taking the elevator only after you have taken the stairs as far as you can go. Think of ways to get in more activity as you go about your daily life.



### Make it a family affair.

Get your family moving with you! Run around the yard, dance around the house, vacuum or dust to music – just get moving!



Think progress, not perfection. Changing your lifestyle is not all-or-nothing. It is about making healthier choices each day. And starting again when you get off track.

Source: [health.gov](http://health.gov)



## Start Today on a Path to a Healthier Life

It's easy! Fill out your Health Needs Assessment (HNA) to find ways to lead a healthier and safer lifestyle.

You can fill out the HNA online. Create or log into your secure online account at **MyCareSource.com**. Click the Health tab and take the HNA in the Assessment section.

## Start Earning Rewards Today!

CareSource rewards you and your family for taking an active role in getting healthy. We have lifestyle programs to encourage you to complete annual wellness visits and have preventive care screenings. 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 enroll today at [CareSource.com/ga/plans/medicaid/benefits-services/additional-services/babies-first/](https://www.caresource.com/ga/plans/medicaid/benefits-services/additional-services/babies-first/)



### Kids First

Kids ages 16 months to 18 years can earn rewards for well-child visit, vaccines and routine dental exams. Find out more and enroll today at [CareSource.com/ga/plans/medicaid/benefits-services/additional-services/rewards/](https://www.caresource.com/ga/plans/medicaid/benefits-services/additional-services/rewards/)



### MyHealth

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

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

# Your Health Plan at **Your Fingertips!**

Download the CareSource mobile app today from Apple's App Store® or from Google Play®! Accessing your CareSource plan and benefits is easier than ever.



View and share your digital CareSource member ID card



Call and speak with Member Services with a touch



Call the CareSource24® Nurse Advice Line and speak with a registered nurse 24/7/365



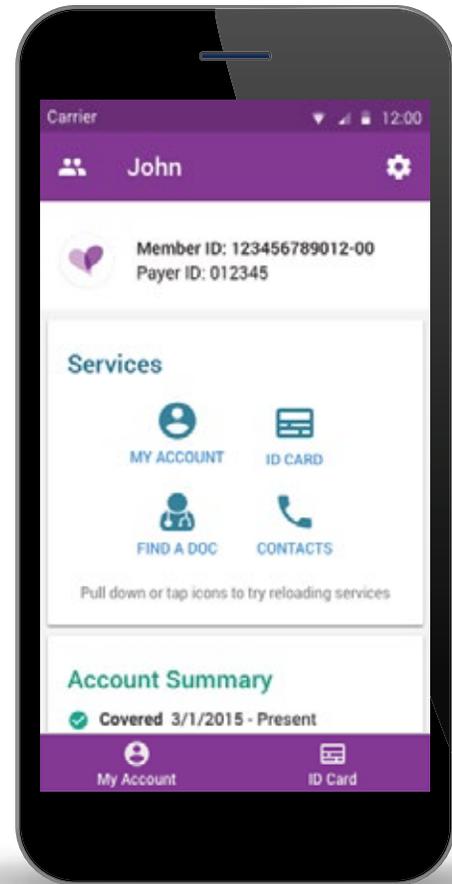
Connect with MYidealDOCTOR®, our telemedicine provider



Find a doctor, hospital, clinic, or urgent care near you



View your claims



## And More!

Download the app and check it out now.



No Internet Access?  
**Don't worry.**

We can still help you. Call Member Services with your questions. Just dial **1-855-202-0729** (TTY: 1-800-255-0056 or 711). Our hours are 7 a.m. – 7 p.m. Monday through Friday.



## Health and Wellness Programs

Thank you for being a member of our health plan. Our mission is to make a lasting difference in our members' lives. We do this by improving their health and well-being. CareSource has programs that can help you reach your best health.

CareSource may sign you up for these programs. We do that based on news we get from your primary care provider, pharmacy, or other health care source. That is why you may get things sent to you by CareSource. We may also call you about these FREE programs. You can also call CareSource and ask to sign up. We want to help you with your health.

Programs are:

- **One to One Care Plans** – These help members with chronic illness and functional injuries, multiple co-morbidities or at-risk pregnancies. It may involve face-to-face visits and phone calls. Also, it may include emails or text messages, mailings, and health partner collaboration.
- **MyHealth Journeys** – Encourages members to use CareSource online tools that boost lifestyle habits. This involves things such as eating healthy and being active. It also involves actively taking care of chronic conditions.
- **Tobacco Free** – Uses coaching by phone to support non-pregnant members to opt-in to a tobacco cessation program. The program covers topics like nicotine addiction and benefits of quitting. It also covers drugs that help a person quit.
- **Health Coaching** – A program focused on disease-specific schooling. This is for members with diabetes, asthma, and high blood pressure.
- **myStrength<sup>SM</sup> Tool** – Offers a FREE online tool for members. It has resources to help behavioral health and total well-being.

To learn more call 1-844-438-9498.





## Don't Miss This or Your Next Dose

Long-term drugs like those for high blood pressure or diabetes, keep you healthy. CareSource wants to make refilling them simpler.

### Helpful ways to remember to refill your medications:



Refill reminders from your drugstore. Some drugstores will **call or text you**.



Set up **automatic refills**. Ask your drugstore to set this up.



Have your drugstore **arrange your long-term medications**. You won't have to visit them as often.



Sign up for **mail order** or **90-day supplies**. Check your Member Handbook to see if you are eligible.

Don't forget to talk to your doctor and pharmacist often. They can answer your questions. They can also tell you what to do if you miss a dose. And, they can talk about how to deal with side effects.



## It's a new year!

### Have you scheduled your FREE Annual Wellness Visit?

Don't forget to see your primary care provider (PCP) at least once every 12 months. During this visit, your PCP will review your personal and family health history. They will also look at your current medications and health concerns or changes since your last visit. They may also talk with you about preventive health tests you should have.

Not sure if you have a provider? Call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). We are open 7 a.m. to 7 p.m. Monday through Friday.



### CareSource24<sup>®</sup> Nurse Advice Line

Our staff of knowledgeable, caring Registered Nurses are here 24/7 to talk with you and offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or ER is required.

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



# Seven Steps to Stay Healthy with a Chronic Disease

**1. Stop smoking:** See your doctor. Talk about choices to lower your risk of serious health problems.



**3. Get active:** Take a brisk walk for at least 30 minutes a day.



**2. Start healthy eating habits:** Eat a well-balanced diet. Try fruits, veggies, whole grains, lean meats, and low-fat dairy products.



**4. Sleep:** Aim to get at least seven hours of sleep each night.



## Your Options for Care

The Emergency Room is a must for serious emergencies. These are things like a heart attack, stroke, trouble breathing, and more. It's important to know about other health care choices you have.



Option	Open	Best for
CareSource24 <sup>®</sup> , Nurse Advice Line	24 hours a day, 365 days a year	Advice for next steps for illness or injury
Primary Care Provider (PCP)	Business hours	Routine care, illnesses, advice
MYidealDOCTOR <sup>®</sup> (telehealth)	24/7/365	Rashes, allergies, coughs
Convenience Care Clinic	Store hours	Sinus, colds, shots
Urgent Care	Some open 24/7/365	Illnesses, broken bones, wounds
Emergency Room	24/7/365	Heart attack, stroke, trouble breathing





## What are Statins?

Statins (atorvastatin, lovastatin, pravastatin, and simvastatin) lower cholesterol by blocking how much cholesterol your body makes. This stops cholesterol from building up in arteries and causing problems.

**5. Limit alcohol intake:** For women, one drink per day. For men, up to two drinks per day.

**7. Get your numbers in check:** Know your BMI, A1C, cholesterol and blood pressure numbers. Talk about them with your doctor. You want to lower your risk for heart disease and stroke.

## 6. Complete your preventive screenings:

Get routine preventive health screenings. These are things like a mammogram, colorectal testing, prostate testing and cervical cancer testing.

**FACT:** Members with a chronic disease have a higher risk of getting the flu. Stay up to date and get your flu shot today!



## Fun Flu Shot Facts

**Did You Know?** The sooner you get a flu shot the sooner you are protected. It can take two weeks for full effect. Ask your doctor or pharmacist when you should get a flu shot.



# Use myStrength<sup>SM</sup> to **FINALLY KICK SMOKING!**

Cigarette smoking is the leading cause of avoidable deaths in the U.S. Vaping and e-cigarette use has quickly increased among youth. Nearly seven out of 10 smokers want to break the habit. But, they do not know how to start. CareSource and myStrength can help you become smoke-free.

Log onto the secure online CareSource member portal at **MyCareSource.com**. Then click on the link for myStrength. You can get help with your addiction with cigarettes and e-cigarettes. Think about how freeing it would be to become a non-smoker!

## Ready to start using myStrength?

1. Visit [bh.mystrength.com/CareSource](http://bh.mystrength.com/CareSource) and click “Sign-Up.”
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile! Download the myStrength app for iOS and Android phones at [mystrength.com/mobile](http://mystrength.com/mobile) and SIGN IN using your login email and password.



## Pharmacy Updates

CareSource has a searchable drug list. It is changed monthly on the website. Know which drugs are covered under your plan? Just go to the *Find My Prescriptions* link under *Member Tools & Resources*. The most up-to-date version can also be found there. If you do not use the internet, call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). They are happy to help. They can tell you if a drug is covered. They can also tell you how much it will cost.



## Drug Take Back Day

Prescription drugs can help you with a sickness or can steady a health emergency. Drugs that have expired, are misused or get into the wrong hands can lead to harm or death.

Don't keep unused drugs in your home. National Drug Take Back Day is **April 25**. To find drug collection sites, visit [takebackday.dea.gov](http://takebackday.dea.gov). These sites can throw away your prescriptions safely.



# Helpful Tips for Your Asthma

Here are a few tips to help control springtime asthma or COPD causes. These are things like pollen, air pollution and temperature changes:

- **Know the pollen count.** Check your local weather forecast or the National Allergy Bureau website. These can show the daily pollen and mold types. Stay indoors during high counts.
- **Use your preventive or controller drugs** as prescribed, even if you are feeling well. If you have quick-relief drugs, keep it nearby if you have a flare-up.
- **Use a peak flow meter.**
- **Make a written Asthma Action Plan.**

If you start having trouble controlling your asthma or allergy symptoms, call your doctor. Your doctor can tell you what makes your asthma worse. They can help find ways to reduce and avoid asthma causes.



## What is Health Care Quality?

Quality is a word you often hear when people talk about health care. But, what does “quality” health care really mean? Quality is how good something is considered. High quality in health care means CareSource always wants to be sure that you:



**1** Get the right care



**2** At the right time



**3** From the right medical expert.

CareSource employs people to make sure that your doctors, nurses and hospitals give you the best quality care!

## Services Covered by CareSource



As a CareSource member, you will keep getting all medically necessary Medicaid-covered services. These are 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 at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). Services covered by CareSource can be found in your member handbook. You can find the handbook on our website. Just go to <https://www.caresource.com/ga/plans/medicaid/plan-documents>.

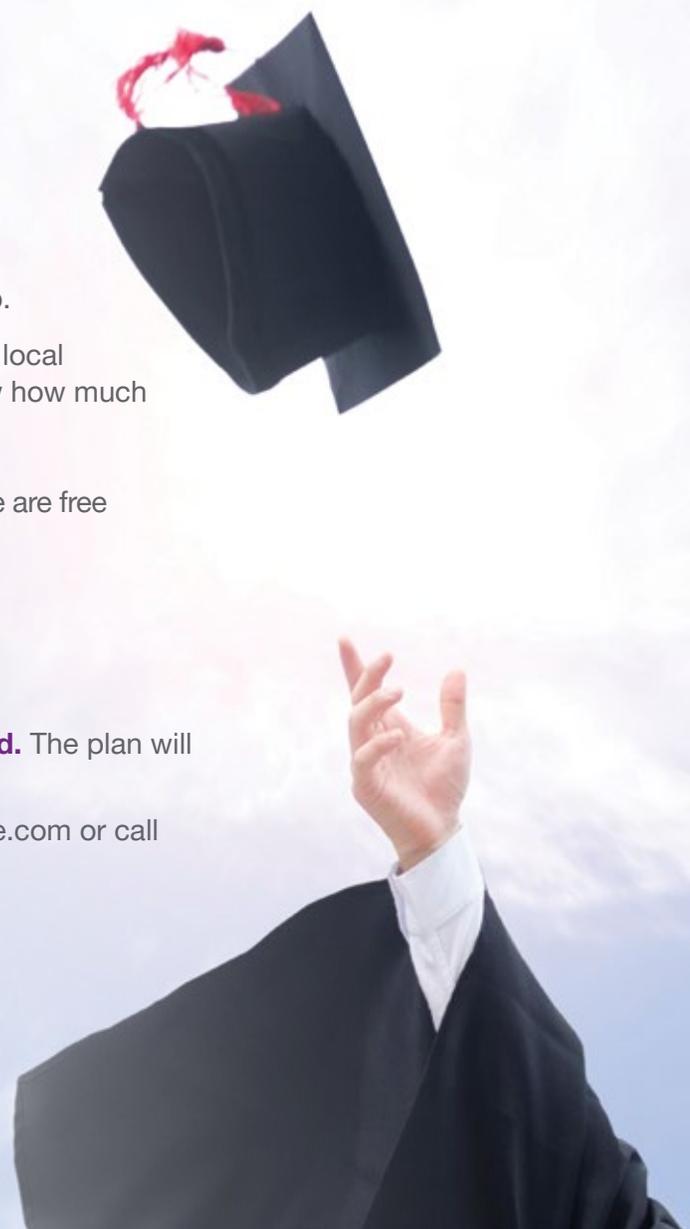
## Pathway to Your GED

Want to get your GED? Here are a few helpful tips:

- 1 Set up an account** at [www.ged.com](http://www.ged.com) for free GED test help.
- 2 Take the Test for Adult Basic Education (TABE) test** at a local technical college. This test will help you. It will let you know how much you should study before the exam.
- 3 Go to test prep classes** to get used to the test format. There are free classes at your local technical college.
- 4 Take the pre-test.** It will help you get ready for the exam.
- 5 Take your GED test.**

**As a CareSource member, your GED exam costs are covered.** The plan will pay up to \$200 for the GED test.

Email Georgia Life Services at [LifeServicesGeorgia@CareSource.com](mailto:LifeServicesGeorgia@CareSource.com) or call **1-844-607-2828** to sign up.



# Thank You FOR BEING A CARESOURCE MEMBER

We want to remind you that you can find the most up-to-date information about your benefits and services on our website at **CareSource.com**. You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; an explanation of limits and quotas; how to get coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.
- How you can get information about our health partners. This includes if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may get care and coverage when you are out of CareSource's service area.
- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource's commitment to protect your privacy in all settings and CareSource's policy on sharing personal health information with plan sponsors and employers.

There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Need Assessment HNA on our website. Go to **CareSource.com/members/my-caresource-account** and click on Health Assessment & Screening. When you complete the HNA, you will get tips that may help you improve your health.

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

Thank you,



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، راجى 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 የሚግኙት መብት አላችሁ። ከአስተርጓሚ ጋር አባክዎን በመታወቁያ ክርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

**BURMESE**

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်ကာ ပြုပြင် သင်္ကြံ၏ အသံပြု ကြိုကြိုက်ရမည်။ အသံပြု ကြို ဝက်စ ငြိမ်မူဝက်ပုံနှိပ်ကိရိယာများကို အသုံးပြုပါ။

**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 તેમ iથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અધિકાર છે. તે ખર્ચ વિન તમ રી ભ પ મ i પ્ર ખ કરી શક ર છે. દ ભ વયુરો i ન 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 दुमापिए 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 deine eegne Schprooch griede, u die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstubleift 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.

# Notice of Non-Discrimination

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)





P.O. Box 723308  
Atlanta, GA 31139 0308

[CareSource.com](http://CareSource.com)

### Member Services Dept:

**1-855-202-0729**

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

### CareSource24®

24-Hour Nurse Advice Line:

**1-866-206-5944**

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

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## Lead Poisoning: Know the Facts!

Lead is most harmful to children under six. Their growing bodies take in lead easily. There is no safe lead level in a child's blood. Long-term health problems and even death can result from lead poisoning. A blood test can tell if your child has been exposed. This can be done at age one and again at age two. Talk to your child's doctor about the test.

Lead can also be hazardous to a baby during pregnancy. If mom has been exposed to lead, she is at a bigger risk for:

- miscarriage
- stillbirth
- early delivery, and
- low birth weight

If you are pregnant and have questions about lead, talk to your PCP.

Source: *Ohio Department of Health*

GA-MMED-3179 | DCH Approved: 3/31/2020

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