



FALL 2023

MEMBER *Source*

A Newsletter for CareSource® MyCare Ohio (Medicare-Medicaid Plan) Members

Better Together

Redetermination is back! Redetermination is when you renew your Medicaid coverage with the state. You need to renew each year. CareSource cannot renew for you. Below are ways you can renew.

If you got a renewal packet in the mail, fill it out and return it as soon as you can. We do not want you to have a gap in your health coverage. You can **take action now** by updating your contact information, even if you have not received a packet in the mail. Without Medicaid coverage, you will no longer be eligible for MyCare Ohio.

- **BY PHONE:** Call 1-800-324-8680 (TTY: 711).
- **ONLINE:** www.benefits.ohio.gov.
- **IN PERSON:** Visit your local County Department of Job and Family Services. Their staff can help you renew.

If you are no longer eligible for Medicaid, you have options.

To learn about your options, call the Ohio Senior Health Insurance Information Program at 1-800-686-1578 or Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.



CareSource®



Caring for your Mental Health & Wellness



Good health means more than just taking care of your body. It means taking care of your mind, body, and spirit.

You may feel overwhelmed, sad, or nervous at times. Those feelings may go away on their own. Sometimes, these feelings are more serious and may make it hard to carry out daily tasks. You are not alone. You can feel better. CareSource has options available for both your mental and physical health.

Your Primary Care Provider (PCP) Can Help

Your annual wellness visit can be used to talk about mental health with your PCP. Any time you visit can be a good time to talk about it. They can give you a screening to decide if your concerns are serious enough to need medication or counseling. You may want to bring up:

- Feeling down or sad for more than a week
- Crying frequently
- Thinking of death or suicide
- Thinking of hurting others
- Trouble sleeping
- Dramatic mood swings
- Feeling short of breath or scared
- Using or abusing drugs or alcohol

If You Need Counseling...

You don't need our approval or a referral for counseling. We want you to get the help you need.

Use our **Find A Doctor/Provider** tool to find counselors, psychiatrists, and psychologists that are in-network and accepting new patients. Your Care Manager can help you find one. You can also call the CareSource24® Nurse Advice Line if you need help finding a mental health or substance use disorder provider near you.



Telehealth Services for Mental Health

If you can't find a local mental health provider or need telehealth counseling, Teladoc® offers counseling by appointment by phone or computer from 9 a.m. to 7 p.m. seven days a week. Talk to a counselor for mental health or substance use issues. You can talk to the same person each time if you like.

How to Use Teladoc*:

- Visit [Teladoc.com/MyCareOhio](https://www.teladoc.com/MyCareOhio)
- Call 1-800-TELADOC (835-2362)
- Use the CareSource mobile app
- Download the Teladoc app

*To use Teladoc, you must be 18 years or older.

CareSource24 Nurse Advice Line

Call the CareSource24® Nurse Advice Line at **1-866-206-7861** (TTY: **1-800-750-0750 or 711**). We are here 24 hours a day, 7 days a week, 365 days a year. Call us any time if you need to talk. We can listen or refer you to crisis care if you need it.

Suicide Prevention

GET HELP NOW! 9-8-8 is the number to reach a crisis counselor. You can call 24 hours a day, 7 days a week. Dial 9-8-8 if you or someone else is:

- Thinking of suicide or hurting themselves
- Having a mental health crisis
- Having a substance use crisis

Learn more about the 9-8-8 Suicide and Crisis Lifeline at www.988lifeline.org.

Help for Moms and New Parents

Pregnancy and a new baby can bring a range of feelings. Moms and new parents can talk with mental health providers and other experts. Women and their families can get the help they need before, during and after the baby is born. Get help and support from these resources:

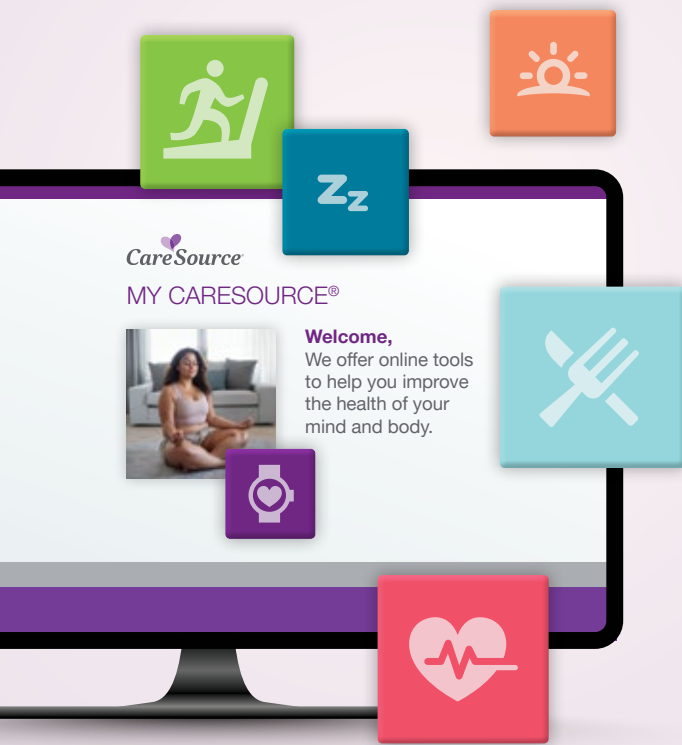
National Maternal Mental Health Hotline

Call or Text: 1-833-9-HELP4MOMS (943-5746)

Postpartum Support International

Call: 1-800-944-4773

Tools for Your Mind and Body



We offer online tools to help you improve the health of your mind and body.

MyHealth

With MyHealth™, you can access health assessments, videos, and tools to meet your health goals. You can even earn rewards for some activities!* Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **MyHealth** link.

myStrength

You can use myStrengthSM to help your mood and mental health. It offers personalized support to help improve your mood. Get guided meditations, tools to help you sleep better, and more! Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **myStrength** link.

CareSource Circle

Join the CareSource Circle! It is an online community where you can give feedback and talk with other members. You'll see health tips, recipes, surveys, and more! Visit **CareSource.com/CircleOHMyCare**.

**myStrength is for members ages 13 and up. MyHealth and Rewards are for members aged 18 and up.*



Injuries from falls and other accidents caused almost 36 million medical visits in 2021. Having a home first aid kit can save a trip to the doctor or ER, or even a life. You can buy a pre-made first aid kit or build one yourself.

To make your kit more personal, add:

- Some of your prescription drugs.
- Other medicines you use often.
- Important phone numbers.
- Notes about your health.

The Mayo Clinic (www.mayoclinic.org/first-aid/first-aid-kits/basics/art-20056673) and WikiHow (www.wikihow.com/Create-a-Home-First-Aid-Kit) have great ideas for setting up a good home first aid kit.

*Source: National Safety Council, Injury Facts.
www.injuryfacts.nsc.org/home-and-community/deaths-in-the-home/introduction/*





Manage Your Medication This Fall!

Keeping up with your medication can be hard! It's important to fill and take your medication on time. If you are able, fill a 90-day supply so you won't run out during busy months.

HERE ARE OTHER TIPS:



Medication and Temperature Changes.

Some medications are affected by high or low temperatures. Medicine may be less effective if it is not kept at the right temperature. Do not leave any medication where the temperatures change, like in the car or the bathroom.



Stick to a plan!

Try to take your medication at the same time each day. You can set an alarm, use a pill box, or have a close friend or family member help to remind you to take it on time.



Traveling?

Be sure to take enough medication for your whole trip. Have it at the top of your packing list. Check for it each time you go somewhere new.

We want you to stay healthy.

Health Care Terminology... Explained

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



Medically necessary

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

Network provider

A doctor, hospital, drugstore, or other provider that gives care to CareSource members. The **Find a Doctor/Provider** tool has the most up-to-date list of network providers near you. Visit **FindADoctor.CareSource.com**.

Preventive care

Routine care like screenings and exams. You get this care to help stop a health problem from occurring.

Prior authorization

Approval that may be needed before you get a service. The service must be medically necessary for your care. Your network provider will get prior authorization for the care you need.

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

Life HACKS:



It's Time to Get Ready for Autumn!

We have affordable and fun ideas for you and your family to decorate for the season.

BAKE BUGS OUT OF YOUR PINECONES

Pinecones you find outside while on a hike or in the park make great decorations! Just remember, there may be bugs living in them. Put the pinecones on foil in the oven 45 minutes. Then they will be bug-free and good to use throughout your home!



FRESHEN YOUR HOME

There's nothing better than a fresh smelling home on a crisp fall day. Make a fall scented DIY potpourri. Potpourri is a mix

of dried, natural plant materials that create a pleasant smell. Try using dried apples, orange slices, cloves, pinecones, cinnamon sticks, vanilla or essential oils. Mix your materials together and then place them into a jar or bowl.



CREATE A FALL WREATH

Brighten your house with a homemade fall wreath! Gather items from your garden or take a nature walk to make the wreath. You will need a foam wreath to start. Paint or wrap the foam to match the items you are going to use. You can wrap the foam in burlap or ribbon. Then use nuts, dried flowers, grasses, or wheat to create your wreath. Glue or poke these items into the wreath. Be careful with dried leaves or flowers because they may be delicate. There's no wrong way to make it so you can be creative!



YOU ASKED FOR IT!



Your most asked questions to Member Services—answered.

What can I do on the member portal?

The member portal is a helpful tool to manage your benefits. You can view or print your CareSource member ID card, find a doctor, check your claims, see your plan benefits, and more!

How do I set up a My CareSource member portal account?

Setting up an account for the My CareSource® member portal is easy. Go to **MyCareSource.com** and click **Sign up**. Fill out the information on the **Create an Account** page. Click **Register**, and you're all set!

How can I go to the member portal?

You can get to the member portal by going to **MyCareSource.com**. You can also use the CareSource mobile app to access the member portal. Download the app for free through the Apple App Store® or Google Play®.

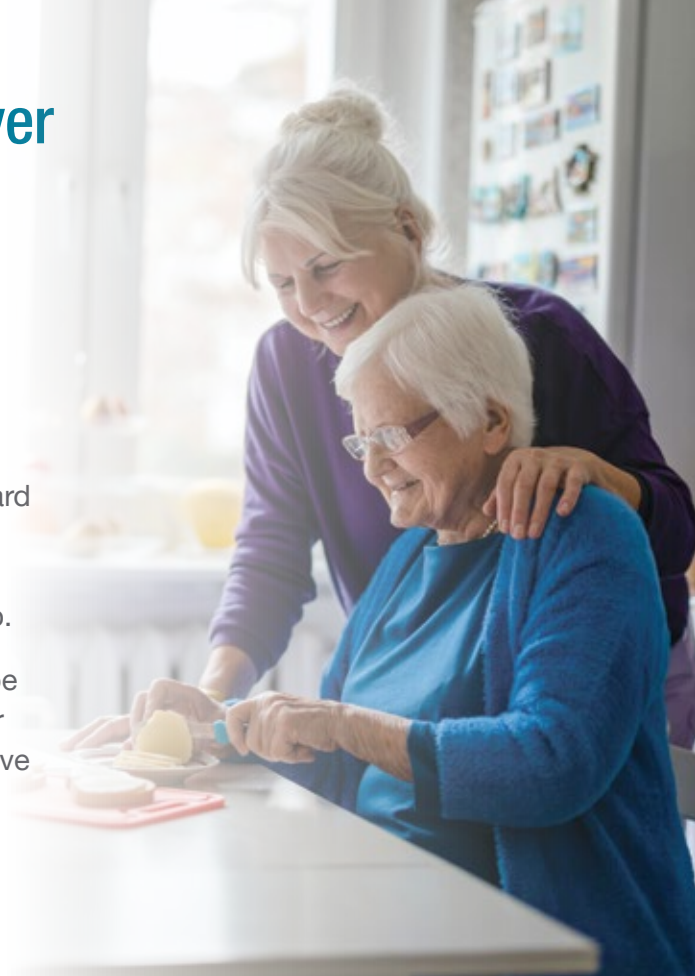


Juggling a Job While Being a Caregiver

If you are a caregiver for a spouse, parent, child, or other loved one, you know it is hard. It takes a lot of time, effort, and work. What do you do if you are juggling caregiving and holding a job? This is one of the most common issues facing caregivers. About 60% of caregivers are employed. Two-thirds of those caregivers have made changes to their jobs due to caregiving.

If you are one of these caregivers, you have likely made some hard choices. Maybe you have flexibility in your job that allows you to handle both roles. Maybe you had to leave the workforce or go part-time. There are resources for caregivers who also hold a job.

If you are comfortable with it, talk to your employer. There may be flexible options you did not know about. You may also qualify for FMLA, the Family Medical Leave Act. This allows you to take leave to care for a family member. Caregiver Action Network at www.CareGiverAction.org has a toolkit for caregivers who hold jobs. No matter what, know you are not alone.



Laughter is the Best Medicine



What is a good joke about pizza?
None – they are all too cheesy.

Laughing is fun and good for you! Laughing can decrease stress, relieve pain, and improve your mood. It can also increase the amount of oxygen you breathe which helps stimulate your organs. Just make sure you aren't laughing at the expense of others.

Try sharing daily jokes with friends or family to include others in this fun and free health benefit!

Source: Mayo Clinic. www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress-relief/art-20044456



Pharmacy Updates

CareSource has a searchable drug list on **CareSource.com**. Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **Ohio** and **MyCare** to find out which drugs are covered. It is where the most current updates can be found. Call Member Services if you do not have access to the Internet. We can help you find out if a medication is covered and how much it will cost.



Keep Your Cool in Extreme Heat

Extreme heat events are more common as the climate gets warmer. These heat events are even happening in the fall when we expect it to be cooler. As warmer weather lasts longer, heat-related illness is happening more often. This is partly because it is also more humid. When humidity is high, water does not evaporate as well. This makes it harder for your body to cool off by sweating.

All of us can be at risk of the health effects of heat. Children, older adults, pregnant women, athletes, outdoor workers, and those with heart or lung issues are some of those most affected.

Use these tips from the Centers for Disease Control and Prevention to prevent heat-related illness:

- Drink lots of fluids even if you are not thirsty. Stay away from sugary or alcoholic drinks. They can cause you to lose more body fluid.
- Stay inside where it is air-conditioned as much as you can. Do not rely on a fan to keep you cool during an extreme heat event.
- Use your stove and oven less. It can make your home hotter.
- Take cool showers or baths.
- Use the buddy system. Check in on a friend or a neighbor and have them do the same for you.

Learn more about extreme heat at www.heat.gov.

Enrolling in Medicare

Breaking Down the Basics

Are you or a loved one eligible for Medicare? It might be hard to know where to start. There are many terms and types that make it confusing. Here's what to know before the Annual Enrollment Period starts on October 15.

Medicare is for people aged 65 and older. Some people under 65 with certain disabilities are also eligible. The plans are broken into Part A, Part B, Part C, and Part D. Knowing what each part covers will help you know what is included. There are also plans for people who are eligible for both Medicaid and Medicare. These are called dual special needs plans (D-SNP).

These are your options:

Sources: *Welcome to Medicare*, www.Medicare.gov,
Medicare and You, www.medicare.gov/medicare-and-you



Original Medicare

These plans offer Part A and Part B. You can use any provider or hospital that takes Medicare. You can add drug or supplemental coverage if needed.

✓ **Part A** - Your hospital coverage:

- Inpatient hospital stays
- Skilled nursing facility stays
- Hospice care

✓ **Part B** - Your medical coverage:

- Visits to your primary care provider (PCP)
- Medical equipment
- Preventive care

These plans may not cover all your needs. You can choose an extra Medicare Supplemental (Medigap) plan. This helps you pay for services that are not covered with Original Medicare.

Medicare Advantage (Part C)

A combined plan for your health and drug coverage. You will likely have to use in-network providers for these plans. These may have lower out-of-pocket costs.

✓ **Part A**

✓ **Part B**

✓ **Part D** - Your drug coverage:

- Prescription drugs*
- Many vaccines

Extra Benefits like dental, vision, and hearing.

**Costs differ based on plans*

Find a plan that fits you or your loved one's needs and budget.

Here are some tips:

- Compare all the plans.
- Gather health information such as current providers.
- Look into medications and check to see what they cost or if they would be covered.
- Check what extra benefits may be needed like dental, vision or hearing.
- Look at financial resources at www.Medicare.gov/basics/costs/help.

By taking time to think about your health care needs, you and your loved ones will feel prepared to sign up for Medicare. You can learn more at www.Medicare.gov or call 1-800-MEDICARE (633-4227) (TTY: 1-877-486-2048).





Don't Fall to the Flu! Get Your Flu Shot Today.

Fall is here, and with it comes the start of flu season. Make a plan and get your flu shot before the flu gets to you. Get all your vaccinations on time to keep you and your loved ones safe. Getting vaccinated helps you stay healthy. It also helps stop the spread of illnesses. For more information on the flu shot, visit **CareSource.com/flushot**.

You may be eligible to earn a \$40 reward* for getting your flu shot. Learn more at **CareSource.com/oh-myicare-rewards**.

**Rewards are only available for MyCare Medicare and Medicaid members only.*

Fraud Warning



There have been recent fraud attempts of Medicaid members. People may try to pose as a health plan or the Ohio Department of Medicaid (ODM). They may do this to get your personal or financial information.

If someone asks you for money or your bank, debit, or credit card information to keep your Medicaid benefits, report it. Do not respond. It is a scam. CareSource and ODM will not ask for any money to keep your Medicaid benefits.

Please report suspicious activity! Call the Ohio Attorney General at 1-800-282-0515 (TTY: 711) or visit www.ohioprotects.org.

Always be careful when you give out any personal or financial information!



What is RSV? Respiratory Syncytial Virus (RSV) is a virus that causes cold-like symptoms. Most people recover quickly, but it can be very serious. Babies and older adults are at high risk.

What are the symptoms of RSV? Runny nose, coughing, sneezing, fever, and wheezing. You may also notice you are less hungry than usual. Call your doctor if symptoms worsen, you have trouble breathing, or a high fever.

How can I avoid getting RSV? RSV spreads through contact with droplets. Wash your hands frequently and avoid touching your face. Clean and disinfect high-touch surfaces. Avoid contact with others who are sick.

Is there a cure for RSV? No, there is not. But you can manage symptoms to help you feel better. Drink fluids and manage fever and pain with an over-the-counter (OTC) medication like ibuprofen. For those 60 and older, an RSV vaccine is available. It can help keep you from getting RSV. Talk to your provider about whether this vaccine is right for you.

Source: Centers for Disease Control and Prevention.
www.cdc.gov/rsv/index.html.



Create a Fitness Routine that Sticks!

Exercising is good for your health and decreases the risk for chronic diseases. It is recommended adults get 150 minutes of physical activity each week. Starting a fitness routine can help make exercise a part of your daily life.

Think about your



**Lifestyle
& Health
Goals**



Time



Budget



**Physical
Condition**

When you are ready to start exercising, start slow. Think about the types of exercises you enjoy and what you want to do. Build those into your daily routine. Schedule time to exercise just like you would an appointment. When you break 150 minutes into five days, that's just 30 minutes of exercise each day! You can break up your exercise throughout the day. Instead of one 30-minute walk, you can do two 15-minute walks.

As you start moving, listen to your body. Take breaks and have days to rest. It may be hard, but the results will be rewarding.

As you're building your fitness plan, don't forget you have access to fitness centers and select YMCAs with Silver&Fit®. Use your CareSource transportation benefit and schedule a ride to the gym! Visit page 12 to learn more about scheduling a ride. You also have access to the Silver&Fit Home Fitness program where you can request one home fitness kit per year at no additional cost to you. Some kits include a Fitbit® or Garmin® Wearable Fitness Tracker. Learn more about your fitness benefits by calling 1-877-427-4788 (TTY: 711) or visiting www.SilverandFit.com.

**Silver&Fit and CareSource transportation are only available to MyCare Medicare and Medicaid members.*

Sources: Centers for Disease Control and Prevention. www.cdc.gov/physicalactivity/basics/adding-pa/index.htm,
Centers for Disease Control and Prevention. www.cdc.gov/physicalactivity/basics/adults/index.htm



A **NEW** Way to Get Communications from CareSource

Do you want to reduce your paper mail? You can now get your required communications from CareSource in your My CareSource account. You'll get an alert when a letter is ready to view by text or email! These would be many routine letters we may need to send you. You can still get your general account information notices by email and text.

Update Your Communication Preferences:

Visit **MyCareSource.com** Log in to your account. If you don't have an account, click **Sign Up** and follow the steps. You will need your CareSource member ID card. Click **Preferences** on the top menu bar.

Make sure your email and phone number are correct.

Click **Send me email** or **Send me text**. When you do, the boxes underneath will be filled in. This is where you will see the new **Required Communications** box.

Click **Update**.

You're all set. You will get an alert when there's something new in your Member Portal.

Go to **MyCareSource.com** and log in!

Change your mind? Log in and uncheck the boxes. The emails or texts will stop, and you will start getting paper mail again.

Note: There are certain materials we are required to send you in the mail no matter your communication preference.

Schedule a Ride!

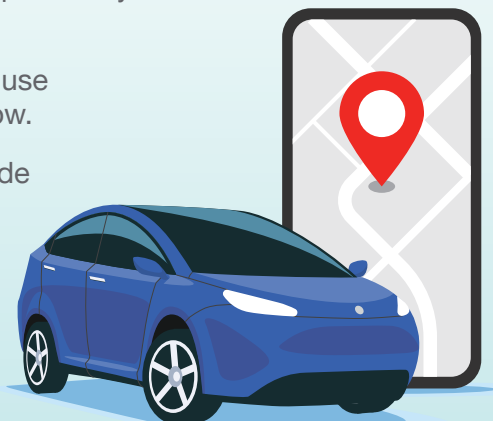
Don't let getting around hold you back from living a healthier life! Going to your health care visits are a big part of staying healthy. You can get rides to and from your providers, and to the pharmacy.

Here's what to do when you need a ride:

Call Member Services at least two business days before your visit. Want to use public transportation? We can help! Just call Member Services to let us know.

Did you know you can also get a ride to the gym? Learn more about your ride options at **CareSource.com/oh/plans/mycare/benefits-services/** or call Member Services.

**Enhanced transportation benefits are available to MyCare Medicare and Medicaid members only. This includes 60 one-way rides per year.*



Fall into Healthy Habits and Earn Rewards



Have you done healthy activities this year? This could include seeing your provider for your annual physical. It could also include doing an A1C test. If so, you have earned reward dollars. Your rewards* are loaded onto your My CareSource Rewards® card. Use your card at stores like Dollar General® and Walmart®. If you haven't done any healthy activities yet, it is not too late! You have until the end of the year to do eligible activities to earn rewards in 2023.

Questions about the program or your account balance? Call Member Services. The number is on the back of the newsletter.

**The rewards are subject to change. They may vary by age, gender and health needs. Rewards are only available for MyCare Medicare and Medicaid members only.*

Telehealth Fraud



Telehealth is when you visit with a provider through the phone or video call.

These visits are a convenient option for care. Make sure you do not fall victim to a scam. Be careful if you are offered free or very low-cost items or services through email, websites, or from someone calling you. Also be careful if you are offered supplies or tests that don't make sense. There is a chance it could be fraud. You can use our **Find A Doctor/Provider** tool to find in-network telehealth providers near you.

Call Member Services and ask to report fraud if you have suspicions. We will look into these complaints.

Source: Office of Inspector General. www.oig.hhs.gov/documents/root/1045/sfa-telefraud.pdf



Adult ADHD

Adults with attention-deficit/hyperactivity disorder (ADHD) may have a hard time focusing on everyday tasks. These changes may help manage symptoms:

- Free yourself from distractions
- Keep a schedule
- Talk with a therapist.

With the right help, some characteristics could become advantages! Adults with ADHD tend to be more creative and have higher energy. This can be helpful in reaching goals. Sometimes people with ADHD have hyper-focus which can make them more productive. Learn more about living with ADHD at www.MedicalNewsToday.com/articles/adult-adhd-strategies#summary.

Sources: Psychology Today. www.psychologytoday.com/us/blog/the-best-strategies-for-managing-adult-adhd/201702/can-you-improve-adult-adhd-without; Cleveland Clinic. my.clevelandclinic.org/health/diseases/5197-attention-deficit-hyperactivity-disorder-adhd-in-adults

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-855-475-3163** (TTY: 711), 8 a.m. - 8 p.m., Monday – Friday. The call is free.

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-475-3163 (TTY: 711), de 8 a.m. a 8 p.m., de lunes a viernes. La llamada es gratuita.

Chinese Mandarin: 注意：如果您使用中文，可以免费获得语言协助服务。请于周一至周五早 8 点至晚 8 点之间致电 1-855-475-3163 (TTY 专线：711)。该电话免费。

Chinese Cantonese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請撥打 1-855-475-3163 (TTY: 711)，上午8點至晚上8點，週一至週五。此為免付費電話。

Tagalog: ATENSYON: Kung nagsasalita ka ng Tagalog, magagamit mo ang libreng mga serbisyo sa tulong sa wika na available sa iyo. Tawagan ang 1-855-475-3163 (TTY: 711), 8 a.m. - 8 p.m., Lunes – Biyernes. Libre ang tawag.

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-475-3163 (Téléscripneur : 711) de 8 h à 20 h, du lundi au vendredi. L'appel est gratuit.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-475-3163 (TTY: 711), 8 giờ sáng - 8 giờ tối, từ Thứ 2 đến Thứ 6. Miễn phí cuộc gọi.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachunterstützungsdienste zur Verfügung. Rufen Sie an unter 1-855-475-3163 (TTY: 711), 08:00 - 20:00, Montag – Freitag Der Anruf ist kostenlos.

Korean: 알려 드립니다: 한국어를 구사하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 전화 1-855-475-3163(TTY: 711), 오전 8시~오후 8시, 월요일~금요일.> 전화 요금은 무료입니다.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону 1-855-475-3163 (телетайп: 711) с 8:00 утра до 8:00 вечера с понедельника по пятницу. Звонок бесплатный.

Arabic: تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متاحة لك مجاناً. اتصل على رقم الهاتف 1-855-475-3163 (هاتف نصّي: 117 أو)، من 8 صباحاً حتى 8 مساءً، من الإثنين إلى الجمعة. هذه المكالمات مجانية.

Italian: Se parli Italiano, sono disponibili, gratuitamente, servizi di assistenza nella tua lingua. Contatta il Servizio Clienti al numero 1-855-475-3163 TTY (telescrivente) 711). Servizio disponibile dalle 8.00 alle 20.00, dal lunedì al venerdì. La chiamata è gratuita

Portuguese: ATENÇÃO: Caso seja falante de português, disponibilizamos serviços linguísticos gratuitos para você. Ligue para 1-855-475-3163 (TTY: 711), das 8h às 20h, de segunda a sexta-feira. A ligação é gratuita.

French Creole: ATANSYON: Si ou pale anglè, sèvis asistans lengwistik yo gratis, yo disponib pou ou. Rele 1-855-475-3163 (TTY: 711), 8 a.m. - 8 p.m., Lendi - Vandredi. Apèl la gratis.

Polish: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń 1-855-475-3163 (TTY: 711), od 8 rano do 8 wieczorem, od poniedziałku do piątku. Rozmowa jest bezpłatna.

Hindi: ध्यान दें: यदि आप अंग्रेजी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। कॉल करें 1-855-475-3163 (TTY: 711), 8 a.m. - 8 p.m., सोमवार - शुक्रवार। यह कॉल निःशुल्क है।

Japanese: ご注意：英語をお話しされるのであれば、言語支援サービスが無料でご利用になれます。電話番号：1-855-475-3163 (TTY: 711) にお問い合わせください。月～金曜日、午前8時～午後8時にご利用いただけます。電話はフリーダイヤルです。

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