



SUMMER 2024

# MEMBER *Source*

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

## Have Medicaid Coverage? **Read On!**

You may have heard a lot about Medicaid in the news lately. The government issued a Public Health Emergency (PHE) during the COVID-19 pandemic. You did not have to renew your Medicaid coverage under the PHE. Now that the PHE has ended, you will need to renew. **CareSource cannot renew for you.** You need to renew through Department of Job and Family Services.



SCAN ME

Learn about Medicaid renewal at **CareSource.com/RenewOHMyCare** or scan the QR code using your phone's camera.

We love that you are a member of CareSource! We do not want you to have a gap in your health coverage. Take action as soon it is your time to renew!

  
**CareSource**®





# Safe Travels!

Before you travel, make sure you have your prescribed medicines. Check your medicine supply early and ask for refills if needed. Keep your medicines in their original bottles with labels. If you are flying, pack them in your carry-on bag so you don't lose them. If you have questions, check with your doctor or pharmacist.



## Interpreter Services

Servicios de Intérprete  
दुभाषयिा सेवाएँउ



We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**. Someone who speaks your language can help you.



Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-855-475-3163 (TTY: 1-833-711-4711 o 711)**. Alguien que hable español le podrá ayudar.



हमारेस्वास्थ्य या दवा की योजना केबारेमेंआपकेकसी भी प्रश्न केजवाब देनेकेलिए हमारेपास मुफ्त दुभाषयिा सेवाएँउपलब्ध हैं. एक दुभाषयिा प्राप्त करनेकेलिए, बस हमें **1-855-475-3163 (TTY: 1-833-711-4711 या 711)** पर फोन करें. कोई व्यक्ति जो हन्दिी बोलता हैआपकी मदद कर सकता है.





# Water Safety Tips for the Summer

As the weather warms, cooling off at the beach, a lake, or pool can be great fun.

## Follow some basic tips to stay safe.



Never swim alone.



Wear a life jacket any time you are on a boat.



Know your limits and only swim in safe areas.



Drink lots of fluids.



Always wear sunscreen. The water reflects the sun and makes it easier to burn. Learn more about protecting your skin from the sun on page 8.

According to the Red Cross, drowning is a leading cause of death in children. Take a water safety class or swim lessons. The Red Cross offers classes. Other local resources may offer lessons or classes as well.

Learn more at [www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/water-safety.html](http://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/water-safety.html).



# Preventing Fraud, Waste, and Abuse

EOB  
Explanation of Benefits

**THIS IS NOT A BILL**

CareSource

To prevent fraud, waste, abuse, or medical identity theft, we send an Explanation of Benefits (EOB).

**This is not a bill.**

**If you get one, check these three items:**

- 1 Are the services, supplies, or equipment listed, correct?
- 2 Were any items billed more than once?
- 3 Do the dates of service look correct?



If something doesn't look right, call Member Services. Follow the prompts to report fraud. You can also send us an email at [fraud@caresource.com](mailto:fraud@caresource.com), fax to 1-800-418-0248, or write to us at:

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

You do not have to give us your name when you write or call. Your report will be kept confidential as possible by law.

# Caring for the Caregiver



If you are a caregiver for a loved one, it can be hard. It takes a lot of time, effort, and energy. Caring for yourself is one of the most important things you can do. You cannot give your best to someone else if you are not caring for yourself first.

Visit your provider to stay up-to-date on routine exams. Get your COVID-19 and flu shots to protect yourself and your loved ones. Try to get enough sleep and add plenty of fruits, veggies, and whole grains to your diet.

Do something for yourself that is not related to caregiving. Join a fitness class, read a book, or meet up with a friend for lunch.

You are not alone. Find others who are in similar situations. [Caregiver.org](http://Caregiver.org) and [CareGiverAction.org](http://CareGiverAction.org) have free online support groups you can join.



# Go Green!



Did you know you can choose to get email or text from us instead of some paper mail? We will send you a text or email when documents are ready for you to view in your My CareSource® account. Some things must be mailed to you, but when we can, we will follow your preference.

## Use the steps below to update your preferences and go green!

1. Log in to your account at **MyCareSource.com**. If you don't have a My CareSource account, click **Sign Up** and follow the prompts. You will need your CareSource member ID card.
2. Click **Preferences** on the top navigation bar. A screen to edit your contact preferences will appear.
3. Make sure your email and phone number are correct. If they are not, change them. Check the boxes for **Send me email** and/or **Send me text**. You can then pick the types of messages you would like to get electronically.

Click the **Update** button and you're all set!

## Dental Care to Keep You Smiling

Routine dental visits are key for you and your child's overall health. You have dental benefits like exams, cleanings, x-rays, and more! We work with Skygen to manage your dental care.

Helpful tips to take care of your dental health:

- See your dentist two times a year. You should go even if you do not have tooth or gum pain.
- Your dentist will do an exam to make sure your mouth is healthy.
- Exams can help detect issues like cavities and gum disease.
- You will have your teeth cleaned during routine visits. This cleaning helps remove build-up that can be hard to get to with normal brushing and flossing.
- Brush teeth twice a day with fluoride toothpaste and floss daily.
- Limit sweet foods and drinks, like cake, candy, soda, and fruit drinks.

### Need to find a dentist?

Use our Find a Doctor/Provider tool to find a dentist at **FindADoctor.CareSource.com**.

# 3 Tips to Get and Stay Active

Starting a new workout routine doesn't have to be hard. Sticking to that routine can be tricky.

Here are three easy tips to get and stay active.

## 1 Start small.

Listen to your body. Give yourself grace to ramp up your activity over time.

## 2 Take more steps throughout the day.

Simply walking more can give you more energy. Park farther away when you go to the store. Choose the stairs instead of an elevator.

## 3 Focus on healthy foods.

As you get more active, your body needs more nutrients. Focus on filling yourself with fruits, veggies, and whole grains. Choose lean meats and protein from beans and legumes.



## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at [CareSource.com](https://www.caresource.com). We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose your **Ohio** and **MyCare** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.





# Our Goal for Health Equity

Our goal is to make a lasting impact in our members' lives. Health equity plays a big part in that effort. Health equity is giving all people the same chance to be as healthy as they can be. It does not matter who they are or where they live.

## How do we reach health equity?

These social and economic factors must be addressed to reach health equity:

**Discrimination & Equity Issues**

**Access to Healthy Food**

**Steady Job with a Livable Wage**

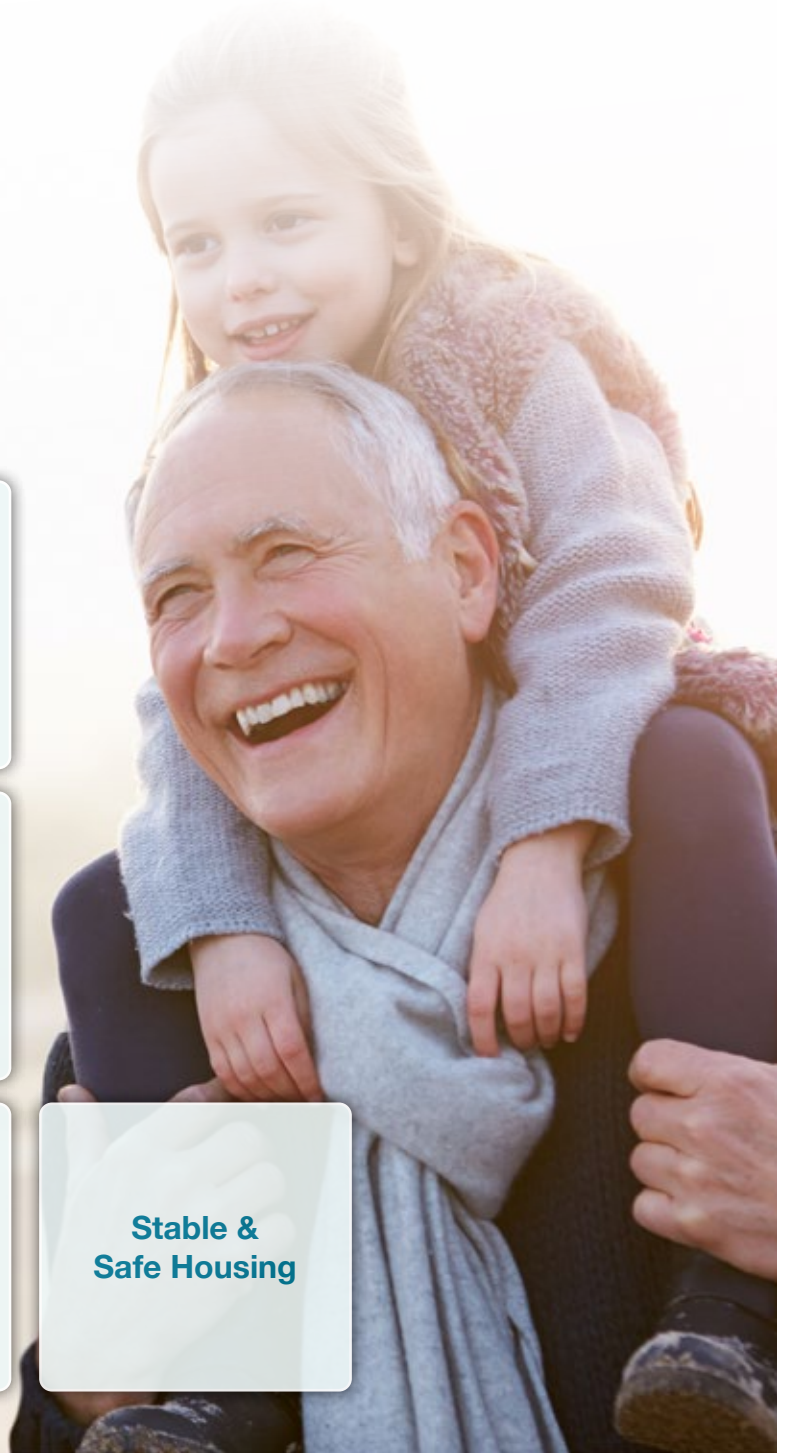
**Neighborhood Safety**

**Clean Air & Water**

**Quality & Affordable Health Care**

**Quality of Schools**

**Stable & Safe Housing**





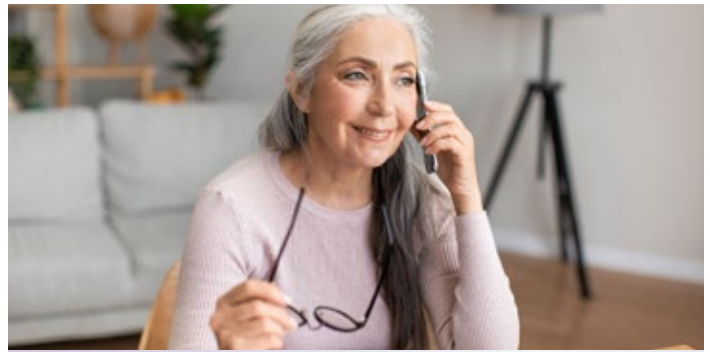
## Protect Your Skin this Summer

Summer means warm weather and sunny days. Don't forget to protect your skin from the sun. The American Academy of Dermatology (AAD) says everyone needs sunscreen to help prevent skin cancer. Sunscreen that has broad-spectrum (UVA and UVB) protection is best. Look for options that are SPF 30 or higher and water resistant. There are ways to treat your skin if you do get a sunburn.

### FOLLOW THESE TIPS:

- ✓ Take cool baths or showers to help with pain. Use an aloe vera or soy moisturizer.
- ✓ Drink plenty of water.
- ✓ If you get blisters, let them heal—do not pop them.
- ✓ Protect your sunburned skin while it heals. Wear clothes to cover your skin, stay in the shade and use sunscreen.

**Source:** American Academy of Dermatology  
<https://www.aad.org/media/stats-sunscreen>



## Get Help Using Your Online Benefits!

We have digital tools to help you make the most of your CareSource benefits and services. We can help you get started. **Call Member Services or your Care Manager and we can help you learn more about our digital tools.**

Here are some of the tools available:



### My CareSource®

Your 24/7 secure online portal account. With My CareSource, you can find out about your benefits, choose the way you want to hear from us and much more. To sign up, visit **MyCareSource.com**.



### CareSource Mobile App

View your CareSource account on-the-go using our mobile app. You can see your CareSource member ID card, find a provider near you, and much more. Get the mobile app through the iPhone App Store® or for Android on Google Play®.



### Teladoc

Save money, time and worry when you use telehealth. You can use Teladoc® for general medical and behavioral health services. It's a great option when your provider is closed, or you can't get a same day appointment. Visit **Teladoc.com/MyCare** to learn more.





# High Blood Pressure Affects Half of Adult Men



Fifty percent of adult men in United States have high blood pressure, also known as hypertension. High blood pressure raises the risk of other serious health problems. Some of these are heart disease, stroke, and chronic kidney disease. Catching and treating it early can help stop these health issues before they start. Have your blood pressure checked often because you may not have any signs. You could have it and not know.

One way to track your blood pressure is by going to your primary care provider (PCP) for a yearly health exam. They will check it along with many other routine things to review your health. If your blood pressure is high, they can give you tips on how to lower it and may give you medicine to treat it. You may need to have it checked more often if you have any other health issues. You also may need to get it checked more often if you have a close family member that has high blood pressure.



**Your blood pressure will change during the day. It depends on what you are doing.**



A normal blood pressure should be **lower than 120/80 mmHg.**



It is high when it stays above **130/80 mmHg or higher.**

## Questions?

You can call our CareSource24® 24-Hour Nurse Advice Line. We are here to help you 24/7/365. Call **1-866-206-7861** (TTY: **1-833-711-4711** or **711**).

## Sources:

Centers for Disease Control and Prevention [www.cdc.gov/bloodpressure/facts.htm](http://www.cdc.gov/bloodpressure/facts.htm),

MedLine Plus [www.medlineplus.gov/ency/article/007490.htm](http://www.medlineplus.gov/ency/article/007490.htm), [www.medlineplus.gov/ency/article/007465.htm](http://www.medlineplus.gov/ency/article/007465.htm)

**English:** We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at **1-855-475-3163** (TTY: 1-833-711-4711 or 711), 8 a.m. - 8 p.m., Monday – Friday. Someone who speaks your language can help you. This is a free service.

**Spanish:** Contamos con servicios gratuitos de intérprete para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o de medicamentos. Para obtener los servicios de un intérprete, llámenos al **1-855-475-3163** (TTY: 1-833-711-4711 o 711), de 8 a. m. a 8 p. m., de lunes a viernes. Una persona que habla español puede brindarle ayuda. Este servicio es gratuito.

**Chinese Mandarin:** 我们提供免费口译服务，以回答您对我们的健康或药物计划的任何问题。如要获取口译服务，请在周一至周五的上午 8:00 至晚上 8:00 致电 **1-855-475-3163** (聋哑人电传打字服务专线：1-833-711-4711 或 711) 联系我们。届时，我们将安排会讲普通话的人员为您提供帮助。此项服务免费提供。

**Chinese Cantonese:** 我們提供免費的口譯服務，以回答您可能對我們的健康或藥物計劃擁有的任何疑問。如需口譯員，請致電 **1-855-475-3163** 聯絡我們 ( TTY 聽障電話專線：1-833-711-4711 或 711 ) ；服務時間為：週一至週五上午 8 點至晚上 8 點。我們將安排會說繁體中文的人員為您提供幫助。此項服務免費提供。

**Tagalog:** Mayroon kaming mga libreng serbisyo ng interpreter upang sagutin ang anumang mga katanungan na maaaring mayroon ka tungkol sa aming plano sa kalusugan o gamot. Upang makakuha ng interpreter, tawagan lang kami sa **1-855-475-3163** (TTY: 1-833-711-4711 o 711), 8 a.m. - 8 p.m., Lunes - Biyernes. Matutulungan ka ng isang taong nagsasalita ng Tagalog. Libreng serbisyo ito.

**French:** Des services d'interprétation vous sont proposés gratuitement pour répondre à toutes vos questions sur notre programme relatif à la santé ou aux médicaments. Pour obtenir un interprète, contactez-nous au **1-855-475-3163** (téléscripteur : 1-833-711-4711 ou 711) de 8 h 00 à 20 h, du lundi au vendredi. Une personne parlant français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có các dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào mà quý vị có thể có về chương trình sức khỏe hoặc thuốc của chúng tôi. Để có thông dịch viên, chỉ cần gọi cho chúng tôi theo số **1-855-475-3163** (TTY: 1-833-711-4711 hoặc 711), 8 giờ sáng - 8 giờ tối, từ Thứ 2 đến Thứ 6. Một người nói Tiếng Việt có thể giúp quý vị. Dịch vụ này miễn phí.

**Russian:** Мы бесплатно предоставляем услуги устного перевода в случае, если у вас могут возникнуть вопросы о нашем медицинском или лекарственном плане. Для получения услуг устного перевода, просто позвоните нам по номеру **1-855-475-3163** (телетайп: 1-833-711-4711 или 711) с 8:00 до 20:00 с понедельника по пятницу. Вам может помочь человек, говорящий на русском языке. Эта услуга предоставляется вам бесплатно.

**Arabic:** لدينا خدمات المترجمين الفوريين للإجابة على أي أسئلة قد تكون لديك حول خطتنا الصحية أو الدوائية. للحصول على مترجم فوري، فقط اتصل بنا على **1-855-475-3163** (TTY: 1-833-711-4711 أو 711)، من صباحاً حتى 8 مساءً، من الإثنين إلى الجمعة. يمكن لشخص يتحدث اللغة العربية تقديم المساعدة لك. هذه الخدمة مجانية.

**Italian:** Disponiamo di servizi gratuiti di interpretariato per rispondere a qualsiasi domanda in merito al nostro piano sanitario o farmaceutico. Per richiedere un interprete è sufficiente chiamarci al numero **1-855-475-3163** (TTY: 1-833-711-4711 o 711), dalle 8.00 alle 20.00, dal lunedì al venerdì. Potrai ricevere assistenza da qualcuno che parla italiano come te. Il servizio è gratuito.

**Portuguese:** Oferecemos serviços de interpretação gratuitos para responder a quaisquer perguntas que possa ter sobre o nosso plano de saúde ou medicamentos. Para obter um intérprete, basta ligar para **1-855-475-3163** (Teletipo: 1-833-711-4711 ou 711), das 8:00 às 20:00, de segunda a sexta-feira. Alguém que fale [Português] pode ajudá-lo. Este serviço é gratuito.

**French Creole:** Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou kapab genyen sou plan sante oswa medikaman. Pou w jwenn yon entèprèt, jis rele nou nan **1-855-475-3163** (TTY: 1-833-711-4711 oswa 711), 8 a.m. - 8 p.m., Lendi – Vandredi. Yon moun ki pale kreyòl kapab ede w. Sa se yon sèvis gratis.

**Polish:** Oferujemy bezpłatne usługi tłumaczenia, który odpowie na wszelkie pytania dotyczące naszego planu opieki zdrowotnej lub planu leczenia farmakologicznego. W celu skorzystania z usług tłumaczenia prosimy o kontakt pod numerem **1-855-475-3163** (TTY (dalekopis): 1-833-711-4711 lub 711), od 8:00 do 20:00, od poniedziałku do piątku. Asystent mówiący po polsku udzieli Państwu pomocy. Usługa jest bezpłatna.

**German:** Bei Fragen zu unserem Gesundheits- oder Arzneimittelplan steht Ihnen ein kostenloser Dolmetscherdienst zur Verfügung. Um einen Dolmetscher in Anspruch zu nehmen, rufen Sie uns einfach montags bis freitags von 8.00 Uhr bis 20.00 Uhr unter **1-855-475-3163** (TTY: 1-833-711-4711 oder 711) an. Jemand, der Deutsch spricht, wird Ihnen weiterhelfen. Dieser Dienst ist kostenlos.

**Korean:** 건강 플랜이나 처방약 플랜에 대하여 궁금하신 점에 대해 답을 드릴 때 무료 통역 서비스를 이용하실 수 있습니다. 통역가가 필요하시면 **1-855-475-3163** (TTY: 1-833-711-4711 또는 711)으로 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 전화 주십시오. 한국어를 구사하는 담당자가 도와드릴 수 있습니다. 본 서비스는 무료로 제공됩니다.

**Hindi:** हमारी स्वास्थ्य या दवा योजना के बारे में आपके हो सकने वाले किसी भी प्रश्नों का उत्तर देने के लिए हमारे पास निःशुल्क दुभाषयिणी सेवाएं हैं। दुभाषयिणी प्राप्त करने के लिए, बस हमें **1-855-475-3163** (TTY: 1-833-711-4711 या 711), 8 a.m. - 8 p.m., सोमवार - शुक्रवार, पर कॉल करें। हृदी में बात करने वाला कोई व्यक्ति आपकी मदद कर सकता है। यह सेवा निःशुल्क है।

**Japanese:** 医療保険または医薬品プランに関するご質問にお答えするため、無料の通訳サービスがあります。通訳をご希望の方は、**1-855-475-3163** (TTY: 1-833-711-4711 または 711) までお電話下さい。月～金曜日、午前8時～午後8時にご利用いただけます。日本語を話す通訳者が対応いたします。こちらは無料サービスです。

## Notice of Non-Discrimination

CareSource complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status. CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille or audio at no charge. Please call Member Services at the number on your CareSource ID card if you need any of these services. If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947  
Dayton, Ohio 45401

Email: CivilRightsCoordinator@CareSource.com  
Phone: 1-800-488-0134 (TTY: 711)  
Fax: 1-844-417-6254

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Mail: U.S. Dept of Health and Human Services  
200 Independence Ave, SW Room 509F HHH Building  
Washington, D.C. 20201

Online: [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

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

**MyCareOhio**  
Connecting Medicare + Medicaid





P.O. Box 8738  
Dayton, OH 45401-8738  
**CareSource.com**

## HOW TO REACH US

Member Services Dept:  
**1-855-475-3163**  
(TTY: 1-833-711-4711 or 711)

CareSource24®  
24-Hour Nurse Advice Line:  
**1-866-206-7861**

## Join Us

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [X.com/CareSource](https://www.x.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

## Important Plan Information

“

**Tell Us  
What You  
Think!**

”

We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

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

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

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**MyCareOhio**  
*Connecting Medicare + Medicaid*

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