



SUMMER 2020

MEMBER *Source*

A Newsletter for CareSource® Members

Get Rewarded for Telling Us About Your Health

New members, have you gotten your \$20 Walmart® Gift Card?

CareSource wants to know how we can help you get and stay healthy. And, if you tell us within 90 days of becoming a member, you can get a \$20 Walmart gift card. Just complete the Health Needs Screening (HNS). The HNS is a questionnaire that asks you about your health history and any health conditions you have.

Take the HNS one of four ways:



By Phone.

By phone. Call **1-844-207-6137** to complete the health survey over the phone. 8 a.m. to 8 p.m. Eastern Standard Time, Monday – Friday



Online.

Log into **MyCareSource.com**. Create or log into your secure, online member portal account. Select the **Health** tab to continue.



Mail.

Fill out and send back the copy included in your new member kit. Use the envelope given.



At Walmart.

Visit the Pursuant Health kiosk at a Walmart store near you. Check your mail for a Walmart gift card and steps to complete the HNS.



 **CareSource**®

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

COPD



Chronic Obstructive Pulmonary Disease (COPD) is a serious disease that makes it hard to breathe. It is important to understand COPD, get treatment and manage it by making lifestyle changes.

High Blood Pressure



Millions of Americans have high blood pressure (hypertension). Understanding what blood pressure is and knowing the steps that you can take to help manage it are key to your health.



Your Diet And Activity

Maintain a healthy body weight by eating a well-balanced diet. For high blood pressure, try to 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. Medication only works when you take it regularly. If you forget to take your medication, create a routine. Try placing a pillbox near an item for an action you do every day. For example, place it next to your toothbrush in the morning.

Know your medications and their side effects. Always ask your primary medical provider (PMP) if you do not understand something.

Pregnant? myStrengthSM Has Online Tools Just for You!

Pregnancy and the first years of life can often be overwhelming for parents. We are happy to offer myStrength, a FREE web-based tool that helps with mental wellness 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 the benefits of play. You will also get support when things don't go as planned. You can access myStrength through your **MyCareSource.com** secure account.



Preventing Preterm Birth



Healthy pregnancies last about 40 weeks.

Babies born before 37 weeks (called pre-term or “preemies”) can have serious problems. You can help reduce the chances that your baby will be born too soon.

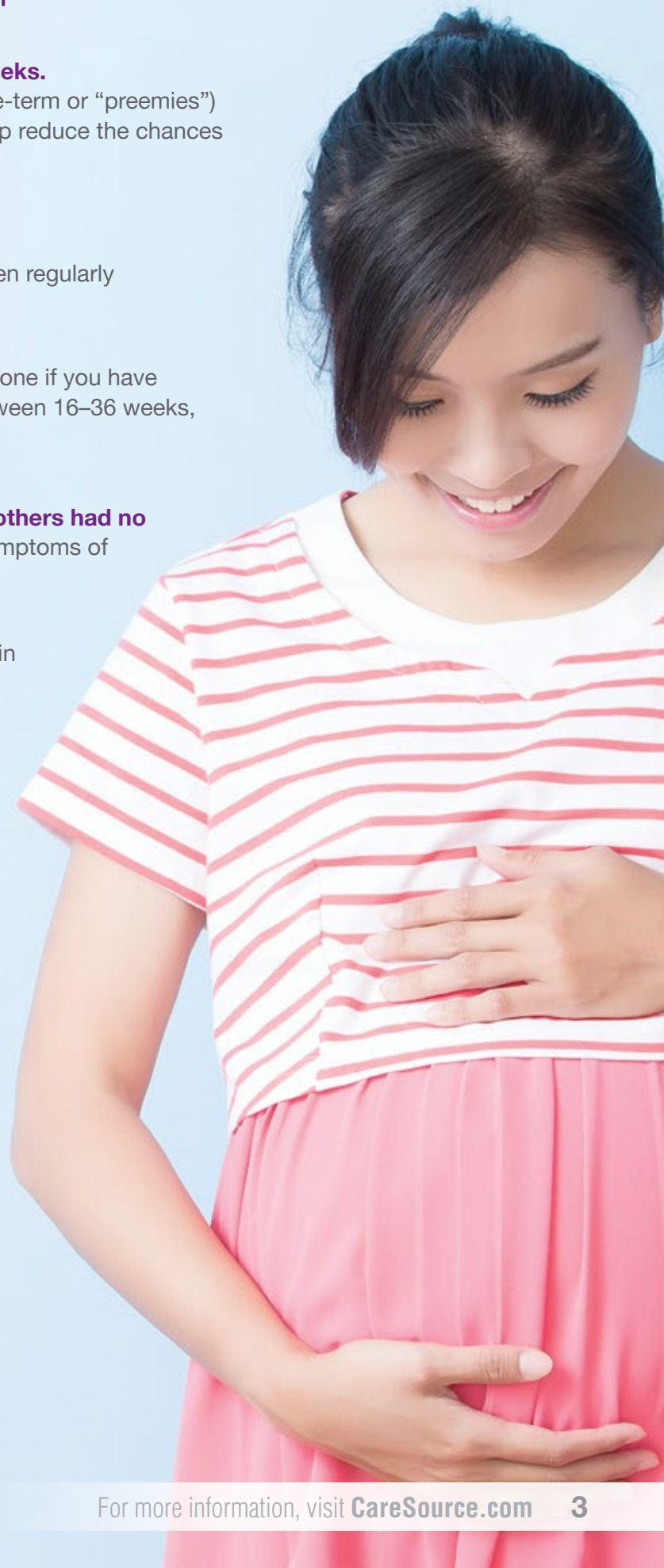
- If you smoke, stop
- Avoid alcohol and drugs
- Visit your doctor at the start and then regularly while pregnant
- Know your risk for preterm birth
- Talk to your doctor about progesterone if you have a short cervix, have miscarried between 16–36 weeks, or have had a preterm birth.



In about half of preterm births, the mothers had no warning signs. You should learn the symptoms of preterm labor:

- Thin watery discharge
- Pressure between your legs or low in your belly
- Low, dull backache
- 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 reduce the risk of early birth in women who have had it happen before. Progesterone safely helps women deliver their babies closer to full term.





Keep Your Vision Sharp if You Have Diabetes

High blood sugar can hurt the tiny blood vessels in your eyes over time. That can lead to a condition called diabetic retinopathy. Anyone with any kind of diabetes can get diabetic retinopathy. Such as people with type 1, type 2, and gestational diabetes (diabetes that can develop during pregnancy). There are care steps to prevent diabetic eye disease:

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

Finding and treating retinopathy early can cut the risk of blindness by 95 percent, often before much vision loss can happen. Talk to your primary medical provider (PMP) if you have any of the following symptoms:

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

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 may **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 as part of routine health care.
- Who were born between 1945 through 1965 be tested at least once in their lifetime for the 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 medical provider (PMP) 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 United States for men and women. Screening for colon cancer can find precancerous polyps (abnormal growths). Polyps are benign growths that can be removed before they turn into cancer. You should talk to your primary medical provider (PMP) about screening if you are 45 years old or older.

Key Facts:

One in three

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



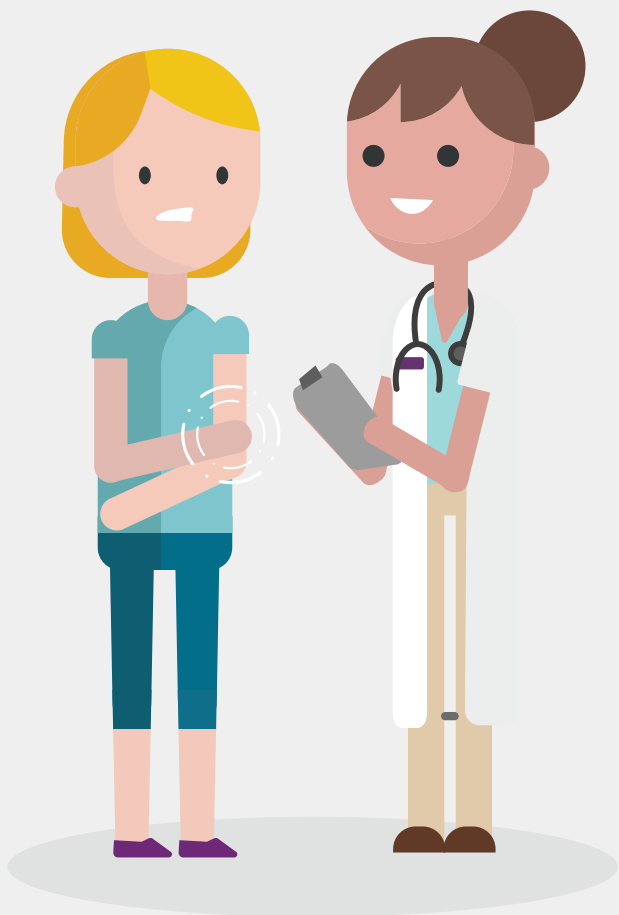
Colorectal polyps and colorectal cancer **don't always cause symptoms.**

SYMPTOMS

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



Source: Centers for Disease Control and Prevention



Call CareSource24®

**A Nurse Can Help You
Decide Where to Get Care**

Our staff of caring registered nurses are here 24/7 to talk to you. We offer help 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 needed.

Call 1-844-206-5947



Telehealth: Connecting You to Care

**Talk to a health provider When
and Where YOU Want**

CareSource offers telemedicine services to make sure you and your family are able to get health care when you need it. COVID-19 is an infectious disease. It is important now more than ever to not spread the disease to others. Telemedicine uses your phone, mobile app, or the internet to bring health care to you when and where you want it. You can get care for minor injuries, illnesses or other common health issues without making a visit to the doctor.

Your primary medical provider (PMP) or behavioral health provider may offer telemedicine services. You can also use MYidealDOCTOR® if you are not able to visit a primary medical provider for a face-to-face visit. CareSource partners with MYidealDOCTOR to give you* the 24/7 ability to see a doctor online. Doctors can check symptoms and tell you if they think you need to go to urgent care or the ER. They can also give you next steps for taking care of your health issue.

Call your PMP to find out the best way to set up a telemedicine visit. You can also contact telehealth services, member services or a care manager.

**MYidealDOCTOR is for members two years old and older and does not offer behavioral 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
Usually open from 9:00 a.m. to 5:00 p.m. Monday-Friday. Appointment needed. Use for routine care and common illness. Visit your doctor the most often!	Easy to talk to a doctor by phone or online. Ask your PMP how to use their telehealth service or call MYidealDOCTOR® at 1-855-879-4332 or visit myidealdoc.com . This service can be reached 24/7.	Usually open seven days a week with evening hours. Use when your regular doctor is not available. Use this service for common illnesses such as rashes, colds, etc. Check your local drug store for a clinic.	Usually open seven days a week with evening hours. Use when your regular doctor is not available, and your condition or injury can't wait. Use if you need x-rays, stitches for deep cuts, etc.	Open 24 Hours a day, 365 days a year. If you are very sick or need emergency help call 911 or go to the nearest emergency room. Use for life-threatening situations such as chest pain, head injury, etc.

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

1-844-206-5947 (TTY: 1-800-743-3333 or 711)



Take Your Medicine!

Your primary medical provider (PMP) prescribes medication to help you feel better and avoid more serious issues. Check with your doctor or pharmacy to make sure you take your medicine correctly. Some questions to ask:

- ✓ How often should I take this?
- ✓ Should I take this every day at a certain time or times?
- ✓ How long should I take this medication?
- ✓ What are the side effects and what should I do if I experience any of them?
- ✓ 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 monitor this medicine?

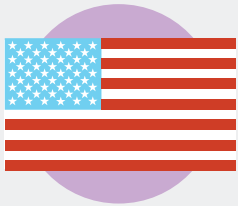
You might be able to take advantage of early refills, 90-day fills, or home delivery. Some network pharmacies can deliver or mail prescriptions. Call your local pharmacy to see if this service is available.



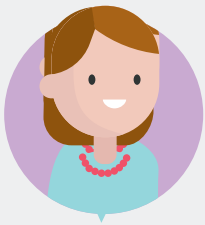


Love Your Bones: Understanding Osteoporosis

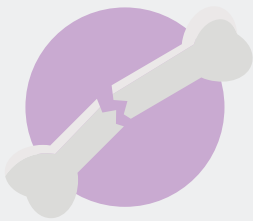
Osteoporosis is a bone disease that happens when bones become weak and can break easily. This often happens in the hip, wrist or spine.



10 million
Americans have
osteoporosis.



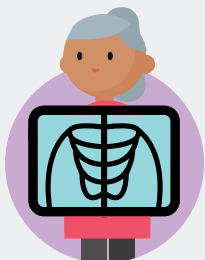
80%
of osteoporosis patients
are women.



44 million
Americans have low
bone density.



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



65
is recommended age for
women to get a bone density
screening test.

Review Your EOB Statement

We are always on the lookout for possible fraud, waste, abuse, and medical identity theft. CareSource sends Explanation of Benefits (EOB) statements to some member households. This is not a bill. Please help us if you receive an Explanation of Benefits statement by checking for these three things:

- ① Are there any services, supplies or equipment listed that you did not get?
- ② Are there any services that were billed more than once?
- ③ Are any of the dates of service shown that are unfamiliar to you?

By checking your EOB, you will help us make sure providers are not billing us for services you did not get. Please let us know if you think there are errors or fraud. Contact our Program Integrity and Investigations department:



Call 1-844-607-2829 (TTY: 1-800-743-3333 or 711) and select the menu option for reporting fraud



Write us a letter or complete the Fraud, Waste and Abuse Reporting form located on **caresource.com** and send it to:

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

You may remain anonymous (choose not to leave your name) when you write or call. If you are not worried about giving your name, you may also contact us by:



Emailing fraud@caresource.com;
or **Faxing** 1-800-418-0248

We will not be able to call you back with more information if you choose not to leave your name. Please leave as many details as you can, including names and phone numbers. Your report will be kept confidential to the extent allowed by law.



Your Health, Your Rewards

Did you know you can get rewarded for living a healthy lifestyle? CareSource rewards you and your family for taking an active role in being healthy. We have lifestyle programs for 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: www.caresource.com/in/plans/medicaid/benefits-services/additional-services/rewards/



Kids First

Kids ages 16 months to 18 years can earn rewards for well-child visits, vaccines and routine dental exams. Find out more and enroll today at www.caresource.com/in/plans/medicaid/benefits-services/additional-services/rewards/



MyHealth Rewards

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

To learn more about CareSource Rewards programs, call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

Prostate Cancer

Aside from non-melanoma skin cancer, prostate cancer is the most common cancer among men in the United States. Men who have a family history of prostate cancer, older men and African-American men have the greatest risk for developing prostate cancer. The goal of screening for prostate cancer is to find cancers that may be at high risk for spreading if not treated.



Men should learn about the possible benefits and drawbacks of screening as well as diagnosis and treatment.



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



Talk to your primary medical provider (PMP) about screening.

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 eyewear (lenses/frames/contacts)

Superior Health, a Versant Health company, has a large provider network in Indiana. This means making an appointment is easy.

Please make sure your eye care provider is in the Superior Network. You should check this before you make an appointment. Visit **CareSource.com** to use the Find a Doctor online tool. You can also call Member Services at **1-844-607-2829** (TTY: 1-800-750-0750 or 711). We are here to help you.

CareSource Mobile App

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



A **NEW** Message Center helps you see important updates from CareSource. When invoices are available, you will get an alert in the Message Center inbox along with a PDF. You can also use the Message Center like your email inbox. This can let you know when you have a new document to look at.



MYidealDOCTOR® – Our telehealth provider is also in the CareSource app; there's no need to download a separate app. You can talk to a doctor anytime, 24/7. Just register and answer a couple of questions. A doctor will call you back, usually within 15 minutes!



5 Helpful Tips

for Leaving the Hospital for Mental Health

Your mental health care doesn't end when leaving the hospital. Knowing your next steps can be hard. However, it is important that you have a follow up visit with your mental health provider within seven days after leaving the hospital.

1. Good follow up care means that you are less likely to return to the hospital.
2. Follow-up visits give your doctors a chance to check or change your medications.
3. You may need extra help after leaving the hospital.
4. Helps give proof that you've gone back to your home, work or school.
5. Helps with build on your progress during your hospital stay.





Need Help Getting
to a Provider?

We Can Help!

All Healthy Indiana Plan (HIP)* and Hoosier Healthwise (HHW)** members can set up rides to/for:

- Any covered doctor visit or behavioral health visit
- The NICU to visit their baby
- Local Women, Infants and Children (WIC) offices
- Medicaid redetermination (renewal) appointments with the state
- CareSource sponsored events

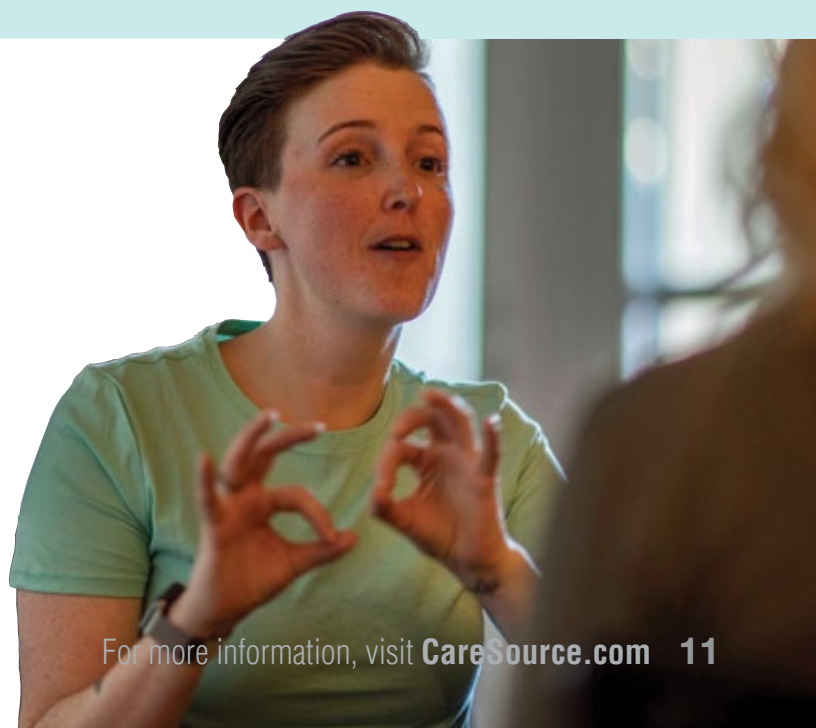
Call **1-844-607-2829** (TTY: 1-800-743-3333 or 711) to set up a ride at least two business days (48 hours) before your appointment. Trips to same day urgent care trips are also covered. **Note:** If you have an emergency, call 911 or go to the nearest ER.

**HIP includes unlimited trips with no copay. Prior authorization is needed for trips over 50 miles.*

***HHW includes unlimited trips. Copay applies to Children's Health Insurance Program (CHIP) members. Prior authorization is needed for trips over 50 miles.*

Interpreter Services

If you need help using your CareSource benefits, 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 provider visit to ask for a sign language interpreter or 4 business days before your visit for other languages. Call **1-844-607-2829** (TTY: 1-800-743-3333 or 711) to have an interpreter at your next health care visit.



Lifeline Cell Phones

As a Healthy Indiana Plan or Hoosier Healthwise plan member, your household may be able to get a free or discounted cell phone*. Lifeline is federally funded and is the nation's main low-income assistance program.

How to get Lifeline

There are three ways to apply for Lifeline.

- Apply online at www.lifelinesupport.org
- Mail in your application
- Call a phone or Internet Company

Below is a list of Lifeline Assistance free government cell phone providers in Indiana. Each one offers different plans and choices. It just depends on where you live. To learn more, call any of the toll-free phone numbers or visit www.lifelinesupport.org/.



Phone Company	Phone Number	Website
Access Wireless	1-800-464-6010	www.accesswireless.com
American Assistance	1-866-966-2628	www.americanassistance.com
Assurance Wireless	1-888-898-4888	www.assurancewireless.com
EnTouch Wireless	1-866-488-8719	www.entouchwireless.com
Life Wireless	1-888-543-3620	www.lifewireless.com
Q-Link Wireless	1-855-754-6543	www.QLinkWireless.com
Safelink Wireless	1-800-723-3546	www.SafelinkWireless.com
Terracom Wireless	1-877-351-4747	www.terracomwireless.com
Tempo Communications	1-877-822-8501	www.mytempo.com
Truconnect	1-800-430-0443	www.truconnect.com
T-Mobile	1-800-866-2453	www.t-mobile.com

**Only one Lifeline discount is allowed per household*



CareSource JobConnect™ Member Moments

True stories of triumph in CareSource Life Services®

Melinda -

Have you heard of Next Level Jobs? Through this program, CareSource JobConnect can help you get free training for a job in one of Indiana's most high-paying, in-demand industries! Here's Melinda's story:

Melinda dreamed of being a nurse but didn't know where to start. As a single mom with two kids, just struggling to survive was hard enough.

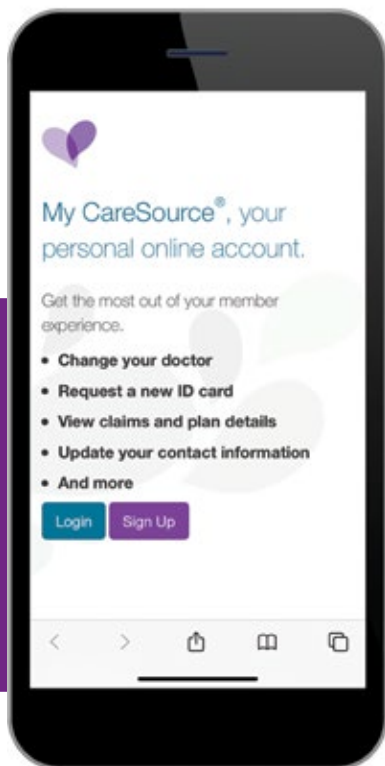
CareSource JobConnect life coaches worked with Melinda to outline a tailored path for her. Melinda's coach helped her get free training as a Certified Nursing Assistant. Now, she is making good money working full-time at a retirement home.

Because of the shortage of health care workers in Indiana, her employer will pay for her to get even more training. Melinda is now in nursing classes at a community college to take her career to the "Next Level"!

We can help you!

Life Services and JobConnect are included in your CareSource plan. To learn more:

- Email: LifeServicesIndiana@caresource.com
- Phone: **1-844-607-2832** (TTY: 1-800-743-3333 or 711)



Start Earning Rewards Today!

Did you know you can get rewarded for living a healthy lifestyle? CareSource rewards you and your family for taking an active role in becoming healthy. Adults can earn rewards with the MyHealth Rewards program. As a CareSource member you are already enrolled, and could be earning rewards right now! To see where you could be earning rewards:

1

Go to **MyCareSource.com** and click **Login** or **Sign Up** (have your CareSource member ID card handy to sign up).

2

Click the **Health** link at the top of the home page.

3

Scroll to "MyHealth – Wellness Program" and click the **Start** link.

4

Click the **Rewards** link at the top of the MyHealth page to see a list of reward activities.

To learn more about CareSource Rewards programs, call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

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

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ከፍተኛ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቁያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပူးပေါင်း၍ သင်၏ အသက်ကြို ကြိုကြက်ပေါ်ရှိ အသက်ကြို ကြို ဝက်ဇ် ငြိမ်သက်မှုကုန်သွယ်မှုသို့ ဓာနပို့ပါ။

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-Servicenummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે iથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની મેળિનો અધિકાર છે. તે ખર્ચ વિન તમ રી ભ મ i પ્ર પ્ત કરી શક ર છે. દ ભ વપરો નિ 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 दुभाषिण से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます（無償）。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, 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.



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)

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



PO Box 8738
Dayton, OH 45401 8738
CareSource.com

HOW TO REACH US

Member Services Dept:

1-844-607-2829

(TTY: 1 800 743 3333 or 711)

CareSource24®

24 Hour Nurse Advice Line:

1-844-206-5947

(TTY: 1 800 743 3333 or 711)

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We love our members.

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Go to the link below and let us know what
topics you'd like to see in your quarterly
newsletters. This survey only takes
2-3 minutes.

CareSource.com/NewsletterSurvey



*Thank you for trusting CareSource with
your health care needs.*