



SPRING 2023

MEMBER *Source*

A Newsletter for CareSource Members

Spring Into Self-Care!

The days are getting longer, and the flowers are starting to bloom. Spring is a time for fresh starts. You can start fresh by making time for you! It's important to maintain a healthy mind and body. We have started a self-care checklist for you. These are just a few ways you can make sure you are taking care of yourself.

Self-care checklist:

- ☒ Drink more water
- ☒ Listen to music
- ☒ Declutter a space
- ☒ Try yoga or stretching
- ☒ Watch a sunrise or sunset
- ☒ Call a friend
- ☒ Eat your lunch outside



 **CareSource**[®]



Services Covered by CareSource

What to Do if You Get a Bill

You get all medically necessary Medicaid-covered services at no cost to you as a CareSource member. Medically necessary means you need the services to prevent, diagnose, or treat a medical condition. You should not be billed for these services. Call Member Services if you get a bill. Services covered by CareSource can be found in your member handbook. You can find the handbook at [CareSource.com/plans/medicaid/plan-documents/](https://www.caresource.com/plans/medicaid/plan-documents/). You can also get a printed copy sent to you when you call Member Services.



Pharmacy Updates

CareSource has a searchable drug list on [CareSource.com](https://www.caresource.com). Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **Indiana** and **Medicaid** 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.

Help in Other Languages

Are you or someone you care for a CareSource member who:

- Does not speak English?
- Has hearing or vision problems?
- Has trouble reading or speaking English?

We can help. We can get you sign language interpreters or interpreters in the language you speak. Interpreters can help you talk with us or your providers. You can also get materials in other languages or formats at no cost to you. These formats include large print, braille, or audio. Call Member Services to learn more.

Don't Risk Losing Your Health Coverage

We love that you are a member of CareSource! We do not want you to have a gap in your health coverage. The Family and Social Services Administration (FSSA) may ask you to renew your Medicaid coverage soon. CareSource cannot renew for you. You have to take action through FSSA.

If you got a Medicaid renewal packet in the mail, make sure you fill it out and return it as soon as you can. If you do not respond, you risk losing your coverage.

You can take action now if you have not received a packet in the mail.

ONLINE: Update your information at www.FSSABenefits.IN.gov.

BY PHONE: Call 1-800-403-0864 if you need any help.



Fuel Up With *Fresh Food*

Start strong this spring by adding fresh fruits and vegetables to your diet. Eating fresh food helps you stay healthy. It also gives you energy. That way you can get outside and enjoy the weather as it gets warmer.

Fruits and vegetables are great sources of vitamins and minerals. They also help decrease the risk of chronic disease. This chart shows which fruits and vegetables have the vitamins and minerals you need.

Nutrients	Importance	Fruits & Vegetables
Vitamin A	Helps with healthy eyes and skin, protects from infection	Cabbage, cantaloupe, carrots, grapefruit, leaf and romaine lettuce, sweet potatoes, watermelon, tomatoes
Vitamin C	Supports immune health, helps heal cuts and wounds	Broccoli, cabbage, cantaloupe, cauliflower, grapefruit, oranges, pineapple, strawberries, tomatoes
Calcium	Helps keep teeth and bones healthy	Blackberries, oranges, leafy green vegetables – collard greens, kale, spinach
Fiber	Helps with digestive system health, reduces risk of heart disease	Apples, bananas, broccoli, brussel sprouts, peaches, pears, raspberries, spinach
Iron	Helps maintain healthy blood	Broccoli, spinach, sweet potatoes, peas
Potassium	Helps lower blood pressure	Bananas, broccoli, potatoes, sweet potatoes, tomatoes

It may seem like a challenge to know where to start. Small changes can make a big difference. You can add fresh food to meals you are already eating. Add carrots or spinach to pasta sauces or soups. You can also add fruit to salads or side dishes. Fruits like bananas, apples, and oranges are easy to grab on the go. Finding ways to fuel up with these fresh foods will help you stay healthy all year long! Learn more by visiting www.MyPlate.gov.



Using the My CareSource Member Portal

My CareSource®
is your personal
portal account.
It holds your
CareSource
health information.

There are a few easy steps to set up a My CareSource member portal account.

1. Go to **MyCareSource.com** and click **Sign Up**. Enter your name and email address, then set up a password.
2. You can choose to complete the form in Spanish or English.
3. To add your plan, fill in:
 - Your name
 - Member ID number as it appears on your CareSource member ID card,
 - Your birth date, and
 - Specify if this is your plan, or if you are creating it as a parent or guardian for another member.
4. Click **Register**. You will get a confirmation email.
5. Click the link in the email to activate your My CareSource account.

Now you are ready to use your new My CareSource account!

You can use your My CareSource account to pay your premium, view plan documents, use tools to improve your health, get important health updates, and lots more! Take a few minutes to see what you can do!

One popular use for My CareSource is to request a new ID card.

Getting a new CareSource ID card is easy. On the Home page, click **Request ID Card** from the **My Help** menu on the right. A new ID card request page will come up.

- Pick the reason you need a new ID card from the choices listed.
- Make sure the mailing address shown is correct. (If it is not correct, you can update it on the **Preferences** page.)
- Click **Submit**.

Your new CareSource ID card should arrive within 7-10 days.



It is just that easy!



Life HACKS:

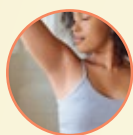
Baking Soda

Who knew baking soda had so many uses beyond just baking? Here are just a few ways to use baking soda in and around your home!



SOOTHE DIAPER RASHES:

Use two tablespoons of baking soda in the bath to soothe a red rash.



USE AS DEODORANT:

You can gently pat baking soda under your arms to use as deodorant!



CLEAN CRAYONS FROM THE WALL:

Using a wet cloth with baking soda can remove crayon marks from the wall.



REMOVE WEEDS:

Sprinkle baking soda between the cracks in your sidewalk or driveway to remove weeds.



USE AS AN ANTACID:

Use a half teaspoon of baking soda with a half cup of water to relieve heartburn or an upset stomach.



REMOVE OIL & GREASE STAINS:

Sprinkle a little bit of baking soda on your oil or grease spill and scrub with a wet brush.



KEEP YOUR FLOWERS FRESH FOR LONGER:

Adding just a teaspoon of baking soda to the water in your vase of flowers will help them stay fresh!



KEEP ANTS AWAY:

Use a 50/50 mix of baking soda and salt and sprinkle where you may have ants.

Plus, baking soda doesn't cost much.
It never hurts to have a box or two on hand!



**YOU
ASKED
FOR IT!**

Your Top Questions to Member Services Answered

When will I receive my CareSource member ID card?

Each member of your family who has joined CareSource will receive their own CareSource member ID card. Carry your member ID card with you in a secure place. Call Member Services if you have not received your card or any of the information listed is wrong. You must show your CareSource member ID card when you get any medical services or prescriptions.

Need it sooner? You can view a digital copy of your member ID card on the CareSource mobile app. Download the app today!

I lost my CareSource member ID card. What should I do?

If you lose your member ID card, you can request a new printed member ID card on the My CareSource member portal. You can also call Member Services to get a new one sent to you.



Take Control of Your Cluttered Mind

Studies show having a tidy home can bring calm to your life. Cleaning and decluttering your home can have a positive effect on your mental health. It can give you a feeling of control in your life. If you have let your home go because you have been busy or feeling down, it can feel overwhelming to get started.

Experts say to start in one room or with one task. Washing the dishes is a great place to start. Dirty dishes are an easy task, and one that is easy to measure progress. Then wipe the counters. Pretty soon, the kitchen is clean! Any room you start is a great place. Getting started is the key.

It is amazing how much better having a clean room or a clean home can feel. To get more information about decluttering and health essentials, you can read or listen to podcasts from the Cleveland Clinic at my.clevelandclinic.org/podcasts/health-essentials.



Are you at Risk for Chronic Kidney Disease?

If you have diabetes and/or high blood pressure, you're at risk for chronic kidney disease (CKD). You may not notice any symptoms during the early stages. If it is left untreated, CKD can get worse and lead to permanent kidney failure. Here's how you can take action:

- 1 Get screened for CKD today.
- 2 Keep your blood pressure below 130/80.
- 3 Keep your blood sugar levels under control.

Need help managing CKD?

Our Care Management program can help you learn more about CKD and find ways to better manage it. Call **1-844-438-9498** (TTY: 711) if you would like to be part of the Care Management program.

Prepping for Spring Storms

Spring storms can make getting around hard. Get ready for bad weather before it hits. Make kits for your home and car in case you get caught by a storm or stuck in traffic. If you or a family member is out when a storm hits, have a plan for where you go if you cannot get home.

YOUR HOME KIT:

Have candles, matches, blankets, and enough water to last at least three days for each person on hand. If you can store them safely, a kerosene heater or generator can be helpful if the power will be out for a long time. If you have a fireplace, bring in enough wood to burn for a few days.

YOUR CAR KIT:

Have blankets, a raincoat, socks, bottled water, packaged snacks, jumper cables, sand, and a flashlight on hand.

You can get more tips and ideas to prepare for all types of weather at [Ready.gov](https://www.ready.gov).

Stress and Self-Care for Parents and Caregivers

Parents and caregivers have needs just like children. Self-care is not selfish. You cannot give your best to others if you do not care for yourself first.

The first step in caring for yourself is knowing when you are stressed. Stress can make you feel physically tense or stiff. It can also make you mentally tired or unable to fall asleep at night. Some people even get sick more often because their immune system is not working as well as it should.

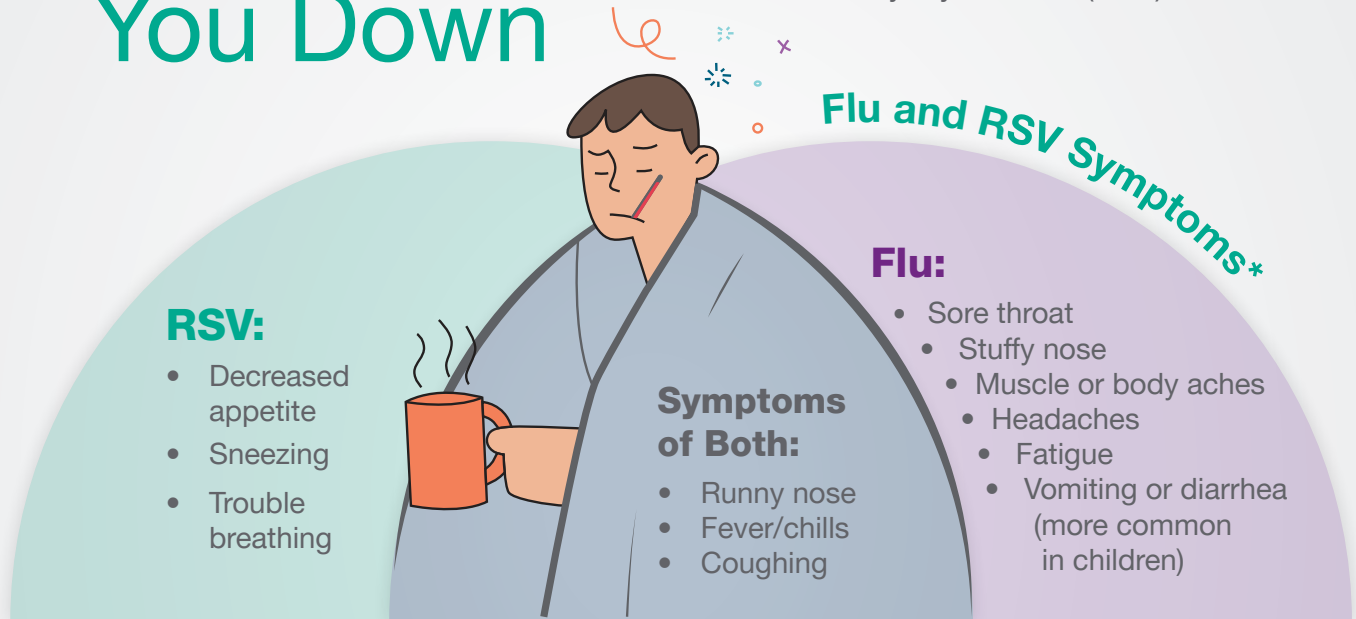
Taking time to relax is vital to lower stress. Whether it is listening to music, taking a warm bath, or meditating, you need to make time for yourself. Reframing your thinking can also help lower stress. If you have thoughts like, "I am such a bad parent or caregiver" or "I can't do this", you can start believing those statements even if they are not true. Try to catch these thoughts and replace them with coping statements. Think to yourself, "this too shall pass" or "I can do this" to help you cope in stressful moments.

All of this is *easier said than done* as a parent or caregiver. But you need to take care of yourself. Not only will it make you a better caregiver or parent, it is also good for your health.



Don't Let Illness Bring You Down

Many people seem to get sick this time of year. Two of the most common ones are influenza (flu) and Respiratory Syncytial Virus (RSV).



You may not have every symptom listed. Many people get sick this time of year. Infants and young children are more likely to get severe symptoms.

TIPS TO PREVENT FLU AND RSV:

- **Stop the spread of germs.** Wash your hands often. Cover your coughs and sneezes.
- **Avoid touching your eyes, nose, and mouth.**
- **Disinfect your home.** Clean areas that are touched often, like doorknobs, faucets, and light switches.
- **Limit contact with others who are sick.**
- **Get your flu shot.** It is vital to get all your vaccinations on time to keep you healthy. Visit **CareSource.com/flushot** to learn more about the flu shot.

Call the CareSource24® Nurse Advice Line if you have any questions. They can help you learn about your health, give you advice, or help you decide where to go for care.

Sources: Centers for Disease Control and Prevention. <https://www.cdc.gov/rsv/about/symptoms.html> Centers for Disease Control and Prevention. <https://www.cdc.gov/flu/symptoms/index.html>

4 Ways to Report Fraud, Waste, and Abuse

CareSource has a program to handle cases of fraud, waste, and abuse. Misuse of benefits can be done by providers, pharmacies, or members.

If you are concerned about these:



Call Member Services



Write a letter to:

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. If you do not mind giving your name, you can:



Fax: 1-800-418-0248



Email: fraud@CareSource.com

Find out more at
**[CareSource.com/members/
tools-resources/fraud-waste-abuse](https://www.caresource.com/members/tools-resources/fraud-waste-abuse)**
or scan the QR code.



Need A Ride?

A big part of staying healthy is going to all your health care visits. As a CareSource member, you get transportation to and from your providers and other health care visits at no cost to you.

We Also Help You Go To:



Health care visits



Visits to any Women, Infants, and Children (WIC) appointments.



The pharmacy to pick up your prescriptions.



CareSource events like Bumps and Babies Fairs



Renewal appointments with the State at Family and Social Services Administration (FSSA)

How To Set Up Your Ride

Call Member Services to schedule your ride.
Call at least two business days before your visit.





Benefits of Walking

Taking a walk is an easy way to stay active and healthy. Find a park near you to take a walk outside. Meet some friends and walk together at the gym. Grab your headphones and listen to music, a podcast, or an audiobook while you walk. Taking a walk can be fun! How does adding a few extra steps to your day help your health?



Improves Heart Health -

increases heart rate, improves blood flow, and helps lower blood pressure.



Strengthens Muscles -

helps with joint and bone health.



Improves Mental Health -

reduces stress and depression.



Helps with Weight Loss -

walking at least 30 minutes a day can help you lose weight.



Lowers Risk of Diabetes -

exercise, such as walking, helps regulate blood sugar levels.

All you need is a comfy pair of walking shoes and you can be on your way!

Source: www.cdc.gov/physicalactivity/walking/index.htm



Stay Well, Earn Rewards

Did you know you can get rewarded for healthy habits at every age?



Babies First®

Newborn - 15 months: Babies First®

As an expectant or new mom, you can earn up to **\$240*** in rewards. How? By going to the appointments you and your baby need to stay healthy! Make sure you enroll each time you are pregnant.



Kids First

16 months - 17 years: Kids First

Your child may be able to earn up to **\$50*** in rewards each year for doing health and wellness activities. Make sure each child is signed up for the program.



MyHealth

18 years and older: MyHealth Rewards

Adults can earn up to **\$300*** in rewards through MyHealth rewards! You earn rewards by completing wellness visits and screenings.

Learn more about these rewards and how to sign up. You can also call Member Services to get started.

*The rewards are subject to change and may vary by age, gender and health needs.

Staying Healthy in 2023, and Beyond!

We want you to stay healthy this year! A new year is good time to set up your preventive care visits. Use the table to help you stay up-to-date on needed activities. Work with your provider to get your preventive care. They will know what is best for you based on your health history.

You can also earn rewards for many of these healthy activities and screenings. Read article **Stay Well, Earn Rewards** on the next page to learn more.

Preventive Care for Adults

RECOMMENDED ACTIVITIES	HOW OFTEN?	20s	30s	40s	50s	60 & OLDER
Annual Physical Exam	Once a year.	✓	✓	✓	✓	✓
Breast Cancer Screening (Women)	Women ages 40-54, once a year. Women ages 55 or older, every two years or once a year.			✓	✓	✓
Cervical Cancer Screening (Women)	Once every five years for women ages 30-65 who have a normal Pap test. Women who are older than 65 who have not been diagnosed with cervical cancer can stop having Pap tests if they had three negative tests in the last 10 years.	✓	✓	✓	✓	✓
Chlamydia Screening	Anyone under 25 should be screened each year.	✓				
Cholesterol Screening	If your levels are within normal limits, get checked every five years.	✓	✓	✓	✓	✓
Colon Cancer Screening	Anyone between the ages of 45-75 should get screened. A colonoscopy should be done every 10 years. A fecal immunochemical test (FIT) test is done yearly.			✓	✓	✓
Dental Exam	At least once a year.	✓	✓	✓	✓	✓
Diabetes Screening	Every three years.	✓	✓	✓	✓	✓
Eye Exam	Every two years.	✓	✓	✓	✓	✓
Flu Shot	Once per year	✓	✓	✓	✓	✓
Pneumococcal	If you are over age 64, at least once in your life.					✓
Shingles Vaccine	Adults 50 years or older should get the two-dose shingles vaccine.				✓	✓
Td Vaccine	Once every ten years.	✓	✓	✓	✓	✓

To learn more, visit: <https://www.caresource.com/in/members/education/preventive-care/medicaid/>



BeMe Health: A New Program For CareSource Teens

Being a teen comes with a lot of pressure. It can feel overwhelming and stressful. We want to connect with teens where they are. BeMe Health is a new free mobile app for CareSource members ages 13 to 18 that supports teen mental health.

Teens get support through coaching, virtual self-care, gaming, and more. The content is focused on making teens feel good and boost their moods. Licensed behavioral health coaches help teens learn to cope and stay resilient. Teens can text coaches in real time through the app. There are also mental health resources available through BeMe.

Teens have access to 24/7 support. This way they can live their healthiest, happiest lives. Content is available in both English and Spanish. Learn more at www.BeMe.com/CareSource or by calling Member Services.

The Tip of the Iceberg: Climate Anxiety and Our Youth

We feel climate change in our daily lives. The weather is more extreme. Summers are hotter. Winters are colder. We have more storms, wildfires, floods, and other natural disasters. It has caused climate anxiety. Climate anxiety is not a mental illness. It is real fear and stress about the future from the results of climate change.

The American Psychological Association says children and young adults have more climate anxiety than older adults. Which makes sense, since younger people will live through more of its impact, but have less power to limit the harm of climate change right now.

So how can we help young people with climate anxiety? Let them know you hear them and understand their fear. Do not tell them it will be okay. Channel their fears into action. Learn about steps that you can take to limit your impact on the environment. Spend time in nature. Get involved in organizations making positive change.

Climate anxiety is real. Taking action can help children and young adults feel more in control.

CareSource JobConnect™ Member Moments

True stories of triumph in CareSource Life Services®

Mike



Mike was stuck in a dead-end job. When he met his CareSource Life Coach, she asked him a question that would change his life, “If you could do anything you wanted, what would that be?”

Mike’s dream was to be a hospitality manager. He hoped to work for a high-end restaurant or hotel. His coach worked with him to plan out the steps to make his dream come true.

CareSource JobConnect™ helps you with education and employment. Mike enrolled in a state college program for a degree in hotel management. He was also awarded financial aid to pay for it. Meanwhile, his Life Coach helped him get a job in the kitchen of a four-star luxury hotel. He is now on the path to a rewarding career.

We can help you, too!

CareSource Life Services and CareSource JobConnect are a part of your plan. To learn more, email LifeServicesIndiana@CareSource.com or call **1-844-607-2832** (TTY: 1-800-743-3333 or 711).



Help Improve Your CareSource Experience

What you think about your plan, the services, and support we provide **matters**. We value the feedback we get from members like you. This helps us ensure you get the highest quality of care.

Each spring, we partner with SPH Analytics, a Press Ganey Solution, to conduct a survey about your overall health care experiences. The survey is sent to a random set of members by SPH. All feedback is anonymous. The survey may come to you by email, mail, or phone call.

If you do receive the survey, we hope you will take it. If you have already taken the survey, thank you!



Thank You

FOR BEING A CARESOURCE MEMBER

Thank you for being a member of our health plan. Our mission is to make a lasting difference in our members' lives by improving their health and well-being. We want you to know where to go for information on your benefits, services, and programs available to you.

Learn About Your Plan Online

Plan Information

You can find the most up-to-date information about your benefits and services at **CareSource.com**. You will also find information about:

- The toll-free number to call if you have questions about how we manage care and services.
- How to reach us using TTY services if you are hard of hearing.
- Our Care Management Program and how you or your caregiver may self-refer to the program.
- The benefits and services that are covered under your plan as well as what is not covered.
- Pharmacy benefits and medications you can get. This includes:
 - our preferred drug list/formulary with any restrictions and preferences;
 - the limits of certain medications;
 - how to get non-formulary medications/medications not on the preferred drug list and how providers can support an exception;
 - and the process for generic substitution, therapeutic interchange, and step-therapy.
- Your financial responsibility: Premiums, copayments, coinsurance, and other charges.
- How you can get materials in other formats at no cost to you. These formats include large print, braille, or audio. We can get you sign language interpreters or interpreters in the language you speak. We can explain this information in English or in your primary language. Interpreters can help you talk with us or your providers.
- Your rights and responsibilities as a member.
- How we manage care and services, benefits and access to services, and other issues.
- How to send a claim to get paid back if you paid for a covered service.
- How you can tell us you are unhappy with CareSource.
- How to appeal a decision that affects your coverage, benefits and services.

You can also take a Health Needs Screening (HNS). Go to **MyCareSource.com** and set up your member portal account if you haven't already done so. Click on **Health Assessment & Screening**. When you complete the HNS, you will get tips and tools that help you improve your health. You will also have access to tools that help improve your health and build a healthy lifestyle.

Providers and Your Care

- Our **Find A Doctor** tool lists in-network providers like dentists, therapists, hospitals, clinics, and more that you can choose from to meet your needs. You can search for a provider by filtering office location, gender, or specialty.
- Who our providers are; if they have board certification, the medical school they went to, and where they completed their residency.
- How you can choose your primary medical provider (PMP) and make appointments. How to see a specialist, behavioral health provider, and get hospital services.
- How to get care outside of your provider's normal office hours.
- How to get emergency care whether going to an emergency room (ER) or calling 911.
- How to get care when you are out of the plan's service area.
- How to get services if you travel and any restrictions on your benefits.

How CareSource Manages Your Plan

- Our Quality Program to make sure you get good care and service.
- How we decide how and when to add new technology as a covered benefit.
- Our notice of privacy practices and HIPAA/Member Consent Form. Including:
 - what a routine consent is and how it allows us to use and disclose information about you;



- how we use authorizations and your right to approve the release of personal health information not covered by routine consent;
- how you can restrict the use of or disclosure of personal health information or get a list of the disclosures we have made.
- Our commitment to protect your privacy in all settings.
- CareSource's policy prohibiting financial gain for those who make coverage determination decisions about your care.
- The availability of, and a description of the independent external appeals process for utilization management decisions by CareSource.
-

Health and Wellness Programs

CareSource has zero cost programs that can help you reach your best health. CareSource may sign you up in these programs. You can opt-in or opt-out of them at any time. Programs include:

- **Care Management** – A team of individuals at work with you, providers, and any family or caregivers you would like to help coordinate your care to meet your health and wellness goals. Care management includes different levels of care. It may include face-to-face visits, telephone calls, emails, text messages, and mailings.
- **MyHealth Journeys** – An online tool that encourages healthy lifestyle habits. This includes eating healthy, being physically active, and managing chronic conditions. You can earn up to \$15 or completing three journeys.
- **myStrengthSM Tool** - A FREE online self-management tool with resources to improve behavioral or mental health and overall well-being.
- **Medication Therapy Management** – Helps you learn about medications, reduce costs and stick to a treatment plan.

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

If you would like more information, or do not have access to the internet, call Member Services.

Thank you,
CareSource

What Can Care Management Do For You?

CareSource Care Management was made with you and your health in mind. Your Care Team includes nurses, pharmacists, a social worker, and health specialists. We can help you with these things and more:



Coordinating your care.



Managing your health condition.



Accessing free rides to provider visits.



Getting community support.



Tracking your rewards.

To enroll in our Care Management program, call **1-844-438-9498**.



Want more information about our Care Management program? Scan the QR code or visit <https://www.caresource.com/in/plans/medicaid/benefits-services/care-disease-management/>



Your Supplemental **BENEFITS**

CareSource is more than just quality health insurance. We are a not-for-profit health plan that ***cares about you.*** Our benefits go beyond basic care. Take advantage of all that CareSource has to offer.

- ✓ Most of our plans offer **dental** services.* Good dental care is key to your overall health. Two dental exams and cleanings, dental x-rays, and fluoride treatments are covered each year at no cost to you.
- ✓ **Vision** care** is also covered for most plan members. Caring for your eyes can lead to a better quality of life. Routine exams, services from an eye doctor, and glasses are covered at no cost to you. Some restrictions apply.
- ✓ You can get **free rides** to visits to your providers, to pick up prescriptions, WIC (Women, Infants, and Children) appointments, or to renew your health coverage at your county Family and Social Services Administration. You can also get **free rides** to food banks, food pantries, or to pick up online grocery orders for curbside pickup.
- ✓ Get help from a **Life Coach** who can help you find a job, finish your degree, or link you to support for food, utilities, or housing through CareSource Life Services®.
- ✓ Get rewards for taking an active role in your health. Our rewards programs have values up to **\$50, \$240, and \$300!**

Please see your member handbook for your full list of benefits. You can also call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711) to learn more. We are here Monday through Friday, 8 a.m. to 8 p.m. Eastern Time.

**Routine dental is not covered under HIP Basic. Some HIP Basic members may be covered under EPSDT services. For other services for HIP Basic members, copays for dental may apply.*

*** Vision is not covered under HIP Basic.*





How to Find a **PROVIDER**

We want you to have access to the best care. CareSource has an easy-to-use tool to make finding a provider simple.

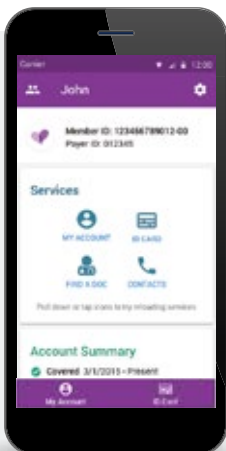
The **Find A Doctor/Provider** online tool is the fastest way to find a network provider near you. Access the tool by going to **FindADoctor.CareSource.com**. Choose **Get Started** and follow these steps:

1. **Choose a location.** Share your location or enter your street address.
2. **Choose your plan.** Choose **Medicaid** under **Indiana**.
3. **Choose filters to find the right provider.** Make sure you check the **Accepting New Patients** box first. Use the filters to find a specialist if you need one. Here are a few common specialties:

- ✓ Family Practice - primary care provider (PMP)
- ✓ Pediatrics - PMP for children
- ✓ Dentistry - dentist
- ✓ Vision – Optometry (eye doctor)
- ✓ OB/GYN

Member Services can help find a provider near you if you have any issues. You can also get a printed provider directory* sent to your home at no cost to you. Just call Member Services and ask for a printed copy!

**The printed copy is not as up-to-date as our online tool. Call the provider's office first to make sure the information is still correct.*



» Find a Provider in the CareSource Mobile App

You can use the **Find A Doctor/Provider** tool in your My CareSource® account on the CareSource mobile app. If you do not have a My CareSource account, signing up is easy:

1. Go to **MyCareSource.com**.
2. Click **Sign Up** at the bottom of the page.
3. Answer the questions.
4. Click **Register**. You are all set!

Get the mobile app through the App Store® for iPhone® or Google Play® for Android®.



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

HOW TO REACH US

Member Services:

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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