



SUMMER 2023

MEMBER *Source*

A Newsletter for CareSource Members

Stay Covered with CareSource

Due to COVID-19, the last few years you did not have to renew your Medicaid coverage. That changed on April 1, 2023. We want you to keep your health coverage. If you got a Medicaid renewal packet in the mail from the state, make sure you fill it out. Then, return the packet as soon as you can. You risk losing your health care coverage if you do not take action.



Take Action Now!

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.

If you find you are no longer eligible for Medicaid, **WE GOT YOU.**

With CareSource's Marketplace plans, you can get affordable health insurance that covers what you need, when you need it. Call us at **833-230-2065** (TTY: 711) to learn more. You can also visit ede.CareSource.com to view CareSource's Marketplace plans.

We love that you are a member of CareSource!

Know When To Go Where

For the best care, know where to go to get the right kind of care. When possible, your primary medical provider (PMP) should be your first choice for care.

If you have a medical emergency, don't wait! Call 911. If you have a mental health emergency, call 988. Don't wait to get care in an emergency!

| | |
|---|---|
|  Primary Medical Provider (PMP) | Used for common illnesses and advice. You will get most of your preventive care from your PMP. You should see your PMP the most often! |
|  Telehealth | Used to visit with a provider via phone or computer wherever you are. Ask your provider if they offer telehealth. Telehealth is used for common illnesses such as coughs, sinus problems, rashes, mental health concerns, and more. You can also talk to a doctor 24/7 through Teladoc®. Call 1-800-853-2362 or visit Teladoc.com/CareSource to get started. |
|  Community Mental Health Centers (CMHCs) | CMHCs provide health and social services for people living with mental health and/or substance use issues. |
|  Convenience Care Clinics | Used for minor sicknesses and to get shots. You can find them in many local drug and grocery stores. |
|  Urgent Care | Used to treat non-life-threatening issues. Use when you cannot visit your PMP and your health issue cannot wait. |
|  Hospital Emergency Rooms | Used for life-threatening issues or emergencies. Call 911 or go to the nearest ER. |

Not sure where to go?

Call the CareSource24® Nurse Advice Line at **1-844-206-5947**
(TTY: 1-800-743-3333 or 711). We are here for you 24 hours a day, 7 days a week.



Get Rewards for Healthy Habits!

As a CareSource member, you are already signed up for MyHealth Rewards®.

This lets you earn rewards for healthy habits! If you are pregnant or have children, you can also earn rewards through Babies First® or Kids First. You have to sign up for these programs.



How does it work?

1. You complete an eligible healthy activity.
2. Your provider sends CareSource a claim. This shows which services were provided to you.
3. CareSource gets the claim and reviews it.
4. CareSource adds the reward to your MyHealth Rewards account. If you are signed up for Babies First or Kids First, CareSource adds the reward to your OTC Rewards card.
5. Use your MyHealth Rewards your points for participating gift card retailers. For Babies First or Kids First rewards use your card at participating retailers.

This process takes 45-60 business days.

Get rewarded for things like:

Asthma Medication Adherence –
Up to \$60 per year

Tobacco Cessation Activities –
Up to \$200 per year

Learn more about rewards at [CareSource.com/in/plans/medicaid/benefits-services/rewards/](https://www.caresource.com/in/plans/medicaid/benefits-services/rewards/).

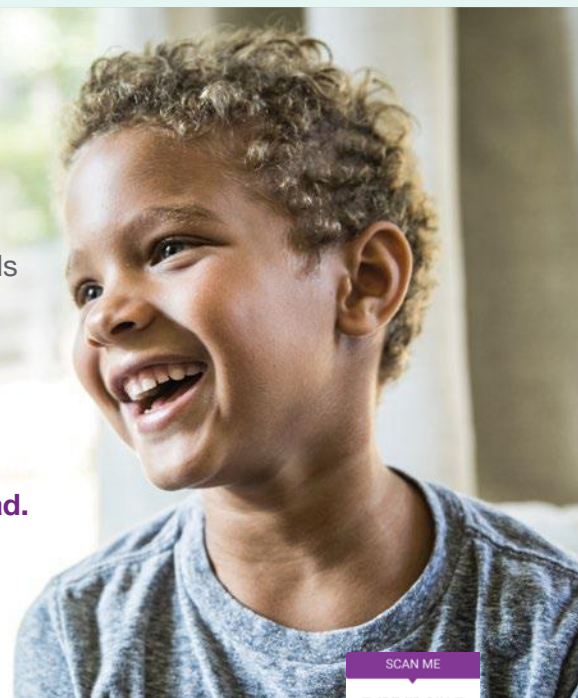
Protect Your Child from Lead Exposure

Lead exposure even in small amounts can harm your child. Their bodies are still growing so they absorb lead at higher levels than adults. Most kids show no physical signs of lead exposure, but it can lead to:

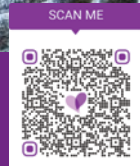
- Brain and nervous system damage.
- Slower growth and development.
- Hearing, speech, learning, or behavior problems.

There is an easy way to find out if your child has been exposed to lead.

At 12 and 24 months, children should be routinely tested for lead. Just visit your child's provider for a simple blood lead test. You can get the test done at no cost to you! Call Member Services if you need help finding a provider or want to learn more.



Your child can even earn rewards through our Babies First® or Kids First Reward Programs when they get their blood lead test. Scan the QR code to learn more about our Reward Programs.





Your Top Questions to Member Services Answered

What is the number for Member Services? When should I call?

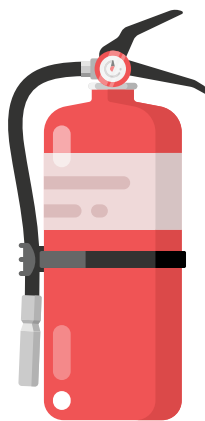
The Member Services number is **1-844-607-2829** (TTY: 1-800-743-3333 or 711). We are open Monday through Friday, 8 a.m. to 8 p.m., Eastern Time. Member Services can answer questions about your CareSource account. They can tell you about your CareSource benefits and how to use them. They can get your health plan information in your primary language, large print, braille, or audio. You can also call if you need help finding a provider near you. They can help you schedule a ride and so much more!

What is the number for the CareSource24® Nurse Advice Line? When should I call CareSource24?

The number for CareSource24 is **1-844-206-5947** (TTY: 1-800-743-3333 or 711). Nurses can help you 24 hours a day, 365 days a year. You can call any time you have questions about your health. A registered nurse can help you decide what kind of care you may need.

Where can I find these phone numbers?

Both the Member Services and CareSource24 Nurse Advice Line phone numbers are listed on your CareSource member ID card.



In Case of Fire

Summer brings campfires, cook-outs, sing-alongs, and lots of good fun! But if you are not careful, it can also lead to burns or unexpected fires! If you are having a cook-out or camping, have a fire extinguisher nearby. You can buy a low cost one at most department or drug stores. Even a bucket of water or dirt is helpful if a fire gets out of a fire pit or onto dry grass.

Keep an eye on children and don't let them get too close to the fire. If you are roasting marshmallows, be extra careful of melted marshmallow falling off the stick or skewer. If you or someone else get a burn, first cool it with water. Keep it covered with a cool wet cloth for 5 minutes. Get medical help if needed.

TIP: You can get free smoke alarms at no cost! Visit www.redcross.org/sound-the-alarm.html



Source:
National Fire Protection Association, nfpa.org/education



COMING SOON

New Security for Your CareSource Member Portal and Mobile App

CareSource is adding an enhanced security to your My CareSource® account and CareSource Mobile App starting July 1, 2023. This is called Multi-Factor Authentication (MFA).

MFA uses three types of security when logging into your account, such as:



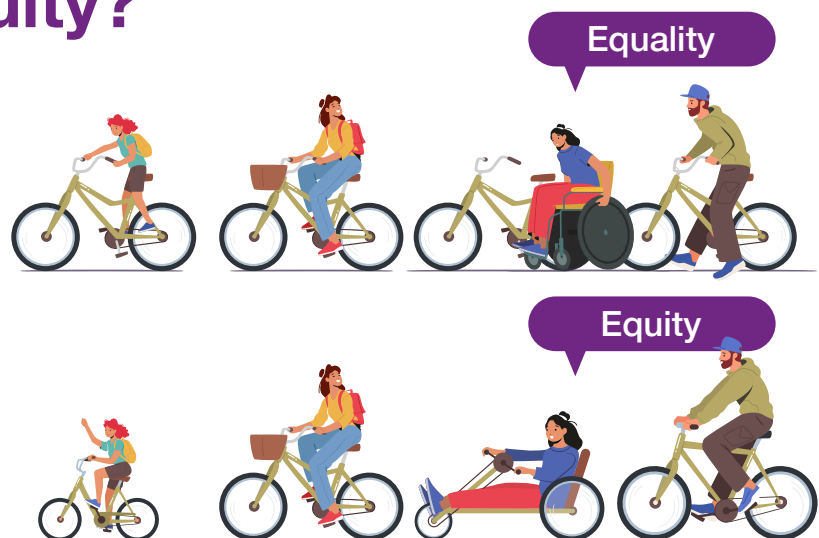
MFA gives an extra layer of safety. It makes it harder for someone to log in as if they were you. Your account is safer since they would also need your device to gain access.

How Does it Work? Let's say you're logging into your My CareSource account. First, you'll type in your username and password. Then, as a second step, you'll enter a one-time code sent to your email or smartphone. Questions? Call Member Services or visit [CareSource.com/about-us/multi-factor-authentication/](https://www.caresource.com/about-us/multi-factor-authentication/).

What is Health Equity?

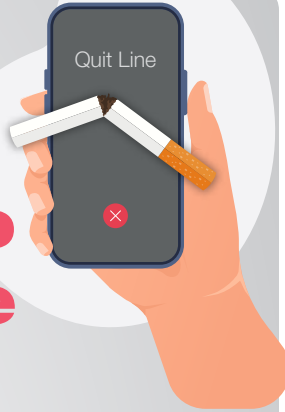
There are many things that can impact your access to quality health care. **All people should have a chance to reach their best health.** The color of your skin, your gender, how much money you make, where you live, what language you speak, your sexual orientation, or any other way you identify should not impact the quality of care you receive. This is known as health equity.

Some groups of people have a harder time getting the care they need than others. This is health inequity. Sometimes this means that these groups experience disease or health issues at higher levels than those who get the care they need. When health equity is achieved, those affected most by gaps in care can reach better health outcomes.



We want to ensure health equity for all. You are one-of-a-kind and we want to make sure you have one-of-a-kind care for you and your family. That's Health Care with Heart®.

How Can the Tobacco Quit Line Help?



Tobacco use causes health issues like heart disease, cancer, breathing problems, and more. It kills more people each year than traffic accidents, substance use, alcohol use, and HIV/AIDS combined.

Ready to quit? Use the quit line.

You can set goals and get help through:

Coaching



Educational Materials



Community Resources

Medications



Call 1-800-QUIT-NOW
(1-800-784-8669) to sign up today!

We also offer \$200 in rewards through the MyHealth Rewards program. To learn more, visit **MyCareSource.com**. Click the MyHealth icon under **My Plan**.

Help Find Fraud



Help us track fraud, waste and abuse, or medical identity theft. CareSource sends you Explanation of Benefit (EOB) statements to review. When you get one, check the following:

- 1 Are the services, supplies, or equipment listed correctly?
- 2 Were any items billed more than once?
- 3 Are the services correct?

If you suspect errors or fraud, call Member Services. You can also email fraud@caresource.com, fax 1-800-418-0248, or write 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. Your report will be kept as confidential as possible by law.



Pharmacy Updates

CareSource has a searchable drug list on **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.





Grievance or an Appeal?

What's the Difference?

GRIEVANCE

If you are unhappy with a provider or with us, you can file a grievance at any time. It can be about anything *except* CareSource benefit decisions. Grievances do not go to the state for a hearing.

Examples of things you might file a grievance for:

- CareSource staff was unkind.
- Quality of care.
- A provider was rude.
- Failure to respect your and/or employee rights.

You will need to tell us:

1. Your name and CareSource member ID number
2. The person's name
3. The problem or issue with the person or CareSource
4. The date that this happened

APPEAL

If you do not agree with a decision we make to deny a service or benefit claim, you can file an appeal. You can also appeal when we only approve part of a claim. You have 60 days to file an appeal. You have the right to a hearing at the state level with an appeal.

Examples of things you might file an appeal for:

- Denial of service.
- Denial, termination, or reduction on a service that was previously approved.
- Not giving a timely service or a timely appeal answer.

You will need to tell us:

1. Your name and CareSource member ID number
2. Your provider's name
3. The date of service
4. Reason you disagree with our decision
5. Any other supporting documentation

An Appeal Request form is included with your letter. You can also print it from the **Forms** page on **CareSource.com** or ask Member Services to mail one to you.

To File a Grievance or an Appeal:



Call Member Services. Tell us you want to file a grievance or appeal **1-844-607-2829** (TTY: 1-800-743-3333 or 711). We are open Monday through Friday, 8 a.m. to 8 p.m. ET.



Mail it to us:

CareSource
ATTN: Member Grievance and Appeals
P.O. Box 1947
Dayton, OH 45401

What Happens Next

We will send you a letter saying we got your grievance or appeal request. It will tell you what you can expect and when to expect it.



Stock Your Medicine Cabinet

Be ready in case you or your family have anything from a scrape to the common cold. You can be ready with a well-stocked medicine cabinet. It's hard to know what to have on hand. Here is a list to help you get started.

Aches & Pains

- Pain relievers such as aspirin, acetaminophen, or ibuprofen

Cold & Flu

- Decongestants, cough suppressants
- Cough drops
- A thermometer

Injury Aids

- Band-aids
- Antibiotic ointment
- Hot/cold pack
- Tweezers
- Cotton swabs and cotton balls
- Nail clippers

Skin

- Aloe vera to help with sunburns
- Hydrocortisone cream for bites and rashes

Allergies

- Antihistamine to help with allergies
- Nasal saline for dry sinuses

Upset Stomach or Indigestion

- Antacid to help with heartburn
- Medication with loperamide to help with diarrhea
- Medication with polyethylene glycol to help with constipation

Your medicine cabinet doesn't have to be in a cabinet. You can store these items in a shoe box or small plastic bin. Keep your medications in a cool, dry place away from sunlight. Take your medicine as instructed. Read the labels and check the expiration dates. Keep medications safe from children and pets. Talk to your provider or pharmacist if you have any questions.

This content is for informational purposes only. It is not meant to take the place of professional medical advice, diagnosis, or treatment. Always talk to a qualified health provider with any questions you may have.



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**. You can also get a printed copy sent to you when you call Member Services.





Go Green!

Earth Day was April 22, but you can do your part to help the earth any day! Choose email or text from CareSource instead of paper mail. We will send you a text or email when documents or invoices are ready for you to view in your My CareSource® account.

Update your preferences: Log in to your account at **MyCareSource.com**. If you don't have a My CareSource account, click **Sign Up** and follow the prompts. Have your CareSource member ID card handy. Click **Preferences** on the top navigation bar. A screen to edit your contact preferences will appear.

Make sure your email and phone number are shown correctly on the form. 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.

It is just that easy!

Preferences

Choose the plan to update...

Silver Dental, Vision & Fitness Individual Medical
Lisa Smith
Green

Choose what info to update...

Edit Contact Preferences

CareSource may contact you as defined in the Terms and Conditions

Silver Dental, Vision & Fitness

Lisa Smith

Home Phone

321-123-1234

Mailing Address

234 Elm St.

Anytown OH 4567

Email Address

lisasmith@gmail.com

Mobile Phone

321-123-1234

☐ Send me email - Go Green

☐ Invoices/Payment Reminders

☐ Account & General Info

☐ Required Communications

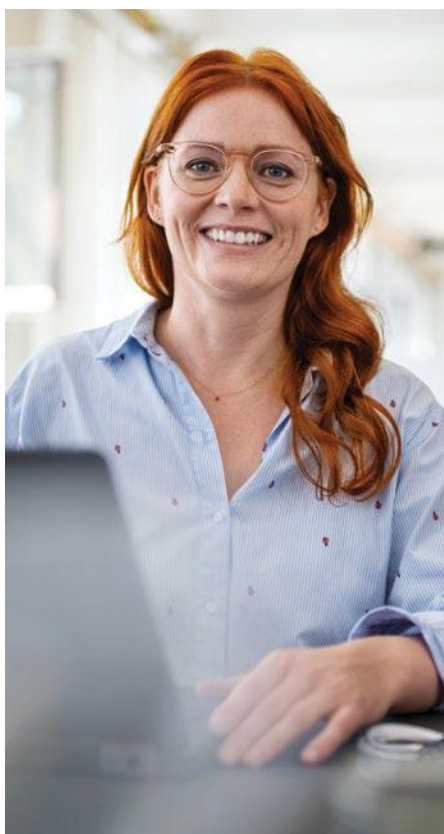
☐ Send me text - Go Green

☐ Invoices/Payment Reminders

☐ Account & General Info

☐ Required Communications

UPDATE CANCEL Clicking UPDATE you agree to the Terms & Conditions



Care Management: *Removing Barriers*

A distraught CareSource member called her care manager, Pam. She needed help. Her home had burned down. Thankfully, she got out safely. However, she was scared because her medications, dentures, and a needed piece of medical equipment were lost in the fire.

Pam assured the member she would do her best to help. She started by calling the CareSource pharmacy team. They knew how vital it was to replace the member's medications quickly. They were able to help so the member could pick up her medications that same day.

Next, Pam called the medical equipment company. They were able to get the equipment replaced right away. Last, Pam called Skygen. Skygen worked with CareSource to quickly get the member an appointment to get new dentures.

The member was shocked to see what Pam was able to do in less than a day. She said she never could have done it on her own while so upset about the loss of her home. Pam was glad she could help the member in her time of need.

If you are having problems getting needed services, call Care Management at **1-844-438-9498** (TTY: 1-800-743-3333 or 711), from 8 a.m. to 5 p.m. Monday through Friday. They are here to help.

BLAST to the **PAST** with these **EXERCISES!**

Exercise looks different for everyone. Exercises have also changed throughout time. Switch up your fitness routine with these trends from the past! Use this list for new and fun ways to get moving and stay active.



➤ **Hula-hooping**

You may have used the hula hoop when you were young. It can be a fun exercise for adults too. It gets your whole body moving and increases your heart rate.

➤ **Roller Skating**

Roller skating can help you build your core strength. You can build your lower body strength by moving your hips and legs. Make it a social event and skate with your friends!

➤ **Jazzercise**

While leg warmers and sweat bands may come to mind, Jazzercise is an upbeat way to get your body moving. Jazzercise blends music with dancing, stretching, and strengthening your muscles.

➤ **Zumba**

Zumba combines Latin and international music with dance. It's like a big dance party! Zumba helps build your strength and flexibility. It also relieves stress and can boost your mood.

➤ **Online Fitness Classes & Games**

A more modern version of exercising is online fitness classes and games. These are a great way to stay active from the comfort of your own home.

What is most important is to find a way to stay active that you enjoy!

This content is for informational purposes only. It is not meant to take the place of professional medical advice, diagnosis, or treatment. Always talk to a qualified health provider with any questions you may have.



Get Interpreter Services for Your Next Health Visit!

Did you know you have access to onsite interpreters for your CareSource-covered medical, dental, and vision visits? This is at no cost to you.

Ask your provider to schedule with an interpreter. You can also call Member Services. Call 30 days before your next visit. Have the below ready to share:

1. Date, time, and length of visit.
2. Health visit address.
3. Language needed.
4. Provider fax number.



Do You Have Caregiver Burnout?

Being a caregiver can be stressful and affect your health. It is common to forget to take care of yourself when you're caring for and worrying about someone else. You could have caregiver burnout.

Physical signs of burnout:

- Exhaustion
- Problems sleeping
- Gaining weight
- Getting sick more often

Emotional signs of burnout:

- Feelings of sadness or hopelessness
- Isolating from friends and ignoring hobbies
- Getting frustrated with yourself or loved ones

If you think you might be suffering from burnout, don't delay in taking care of yourself. Ask family or friends for assistance. Visit **CaregiverAction.org** and **Caregiver.org** to find support groups. There are also other helpful resources for you and your loved ones.

Air Pollution and Your Health

Air pollution is harmful to our health. The American Lung Association says more than 4 in 10 Americans live in places with unhealthy levels of air pollution. You can be exposed to air pollution no matter where you live. It comes from many sources. Some are natural sources like smoke from wildfires. Most air pollution is caused by humans. It comes from things like car exhaust, factories, and agriculture. Breathing polluted air can cause inflammation in our lungs, making it harder to breathe. It can cause asthma attacks and make asthma symptoms worse.

There are things we can do to protect our health. Check the air quality each day where you live at www.AirNow.gov. Stay inside as much as you can on the days the air is unhealthy. We can also take steps to help reduce air pollution. Walk, bike, or use public transit to limit air pollution from cars. Support clean energy like wind and solar power. Small changes can make a big difference!

May is asthma awareness month.

Learn more about how air pollution affects those with asthma at www.Lung.org.



Smile With the NEW CareSource Dental Home

CareSource now has Dental Home for Indiana HIP and HHW members! This program will help you and your children get the oral health care you need at the office of a primary dental provider (PDP). A PDP cares for your dental needs. Like your primary medical provider (PMP), your PDP should be your first stop for all your dental needs. Care includes services like routine cleanings, oral health assessment, and care for dental diseases or issues. If you have a dentist now, they will become your PDP. If you don't have a dentist, CareSource will choose one for you based on where you live. You can change your dentist any time. You can do this by logging into the My CareSource® secure member portal at **MyCareSource.com** or calling Member Services. The number is on the back of this newsletter. Welcome Home CareSource members! We look forward to seeing you smile!

Feeding Your Newborn: Use Your Resources!

Choosing to breastfeed, formula feed, or a combination of both is a hard decision for many new parents. Health experts stress that breast milk is the best choice. Breastfeeding may not be possible for all. If you cannot breastfeed or decide not to, know formula is a healthy, safe option.

How you feed your baby is a personal choice.

Most hospitals have lactation consultants on hand. Work with them if you have issues. They are there to help. Many will even check up with you at no cost after you leave the hospital. Here are a few questions to ask to help you get started:

- 1 Does breastfeeding hurt?
- 2 How can I get my baby to latch properly?
- 3 Is my baby eating enough?
- 4 Am I producing enough milk?
- 5 Can I supplement with formula?



CareSource covers breast pumps, replacement parts, and milk storage bags at no cost to you. We want you to have the tools you need if you plan to breastfeed. You can order your breast pump online within 90 days of your due date.

Get what you need to breastfeed at:

www.aeroflowbreastpumps.com
www.insured.amedadirect.com
www.pumpsformom.com
www.Mommyxpress.com
www.Medline.com

Fill out the information on the website and they will work with us to get your breast pump to you! Call Member Services if you have any questions.





Get Driving Again with CareSource

CareSource knows good health is more than just good health care. We want to support you outside of the doctor's office, too. If you have lost your driver's license, we may be able to help you get it back. Not being able to drive is a hurdle to having a job, meeting basic needs, and living a full life. We can direct you to experts who can help you through the reinstatement process. We can also help you pay fines and fees linked to reinstatement (one-time support). If you need help getting your driver's license reinstated get in touch with us!

You can email us at IN_DLReinstatement@CareSource.com or call **1-844-607-2832 (TTY: 711)** to reach our CareSource Life Services team.

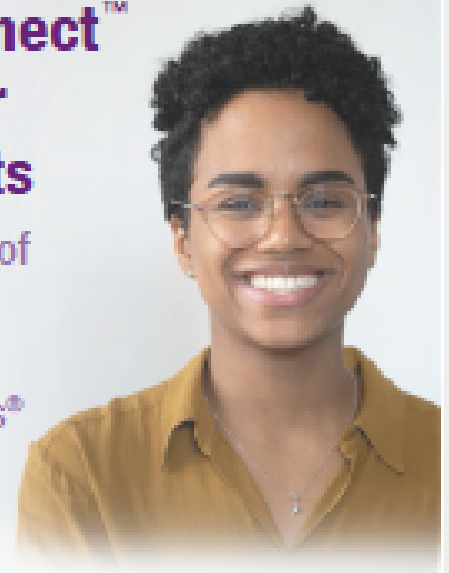
Apply for SNAP Benefits



Use SNAP to support your budget and buy healthy foods. SNAP, formally known as food stamps, stands for the Supplemental Nutrition Assistance Program. You can use SNAP to buy foods such as fruits, vegetables, meat, chicken, fish, dairy products, breads, cereals, and more. Apply for SNAP online at www.fssabenefits.in.gov. You can also apply by mail, by fax, or in person at County Division of Family Resources office. To learn more visit www.in.gov/fssa/dfr/snap-food-assistance.

CareSource JobConnect™ Member Moments

True stories of triumph in CareSource Life Services®



Charlotte

Charlotte had just graduated from college with a biology degree and was looking for jobs. Then she got pregnant. She thought she had to put her job search on hold to take care of her baby, but CareSource staff helped her do both at the same time.

Charlotte always wanted to be a scientist. Her CareSource JobConnect coach worked with her on her resume and a plan. First, she got a job in a COVID-19 testing facility. Next, she was hired by a hospital laboratory. Through hard work she earned a promotion to Lab Scientist! CareSource also helped her find childcare and housing.

We can help you, too!

CareSource Life Services and CareSource JobConnect are part of your plan. **Join today to get free help from a life coach.** If you join now, we can help even if you are moving from Medicaid to employer-sponsored health care.

To learn more:

Email: LifeServicesIndiana@CareSource.com
Phone: **1-844-607-2832 (TTY: 711)**.

Get the Most Out of Your Pharmacy Benefits

At CareSource, we want to make it easy for you to use all your benefits. Your CareSource plan includes pharmacy benefits and more!

We partner with Express Scripts to help manage your prescriptions. You should fill your prescriptions at a pharmacy that takes CareSource. Be sure to bring your member ID card when you are getting a prescription. This will let pharmacies know CareSource pays for your medication.

Here are some other things you should know to make it easier to use your pharmacy benefits.



Use Our Online Tools

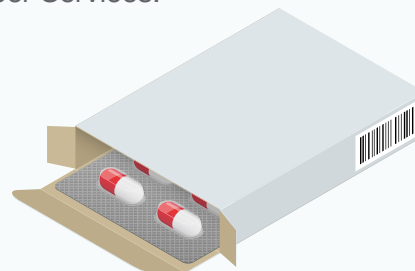


When you need to get or refill a prescription, find a pharmacy close to you with the **Find a Pharmacy** tool.

You can also find out if a drug is covered by using our Formulary or **Find My Prescriptions** tool.

Get Free Over-the-Counter (OTC) Items

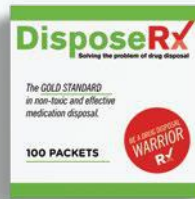
Did you know that we cover some common OTC medications if you have a prescription for them? You can find what we cover on our Covered OTC List. You can also call Member Services.





Ask Your CareSource Pharmacist

Do you have questions about your medications? You can talk to a CareSource RxInnovations™ pharmacist. They can review your medications with you and help answer questions. There is no appointment needed! Call **1-833-230-2073** to speak with a CareSource pharmacist today. We are open 9 a.m. to 5:30 p.m. Monday through Friday.



Get Rid of Unused Medications the Safe Way

We can help you safely get rid of your unused medications. Expired or unused drugs can be a health risk for toddlers, teens, and family pets. CareSource has free **DisposeRx® packets**. Use these packets to help you get rid of expired drugs or medications you no longer use. These packets are safe for the environment, easy to use, and can help stop drug misuse.

Use this link (<https://secureforms.caresource.com/en/DisposeRx/>) to ask for a DisposeRx packet or call Member Services. The number is on the back of this newsletter.

You can also find a disposal site in your area year round at dediversion.usdoj.gov/pubdispsearch.

One-on-One Care

Taking medication the way it is prescribed is vital to your health. Our **Medication Therapy Management (MTM)** program can:

- Help you safely use your drugs.
- Help your providers and other caregivers work better together.
- Help you learn about your drugs and the right way to use them.
- Help your overall health.

You can work one-on-one with a pharmacist through the MTM program. They can go over your drug list with you and help you manage your medications. This service is part of your benefits and is at no cost to you.





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)

Join Us



Facebook.com/**CareSourceIN**



Twitter.com/**CareSource**



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.