



SUMMER 2024

# MEMBER *Source*

A Newsletter for CareSource Members

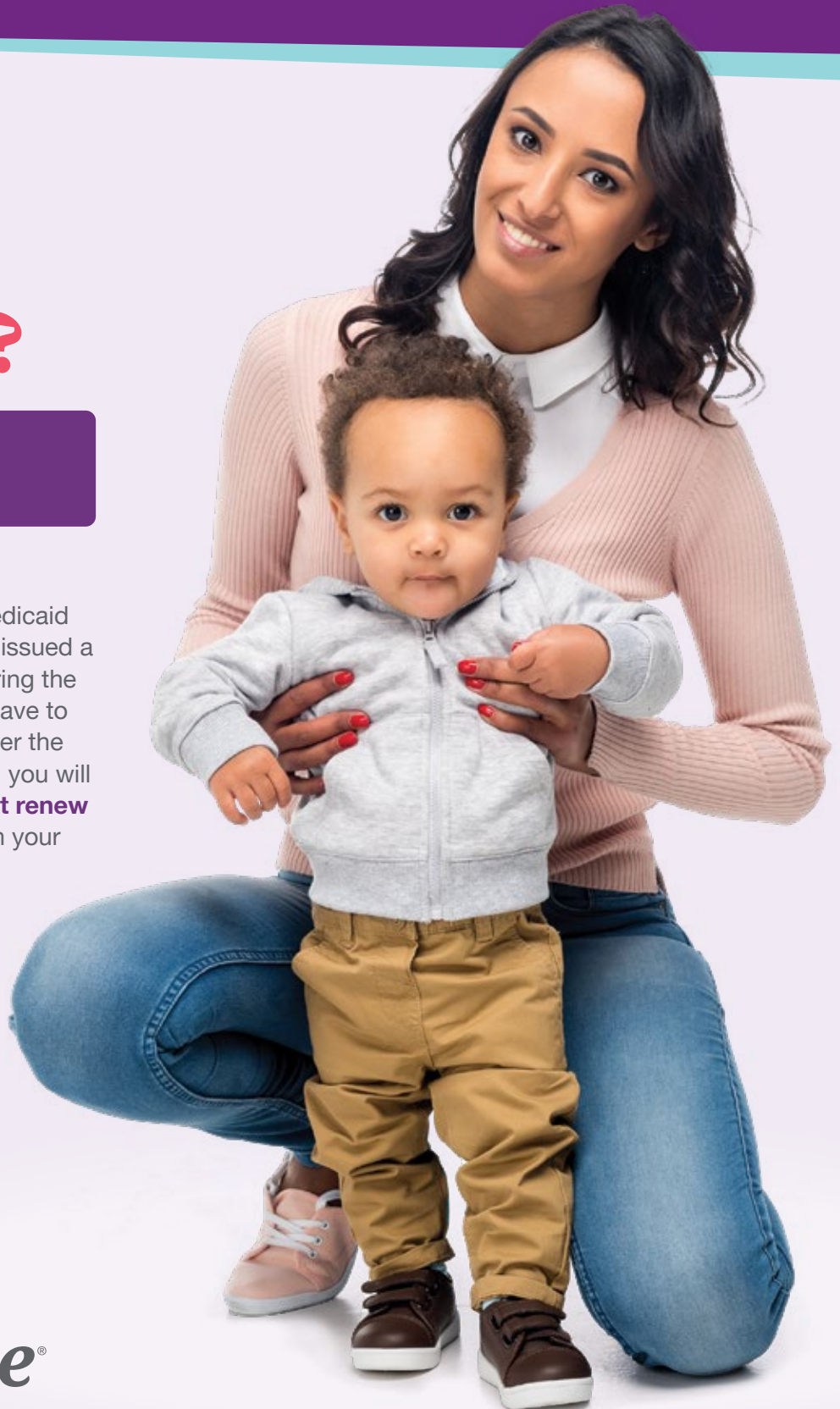
## Have Medicaid Coverage?

### *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 your local Division of Family Resources.

**Learn about Medicaid renewal at [fssabenefits.in.gov](https://fssabenefits.in.gov).**

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**<sup>®</sup>



# 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 your health or drug plan. To get an interpreter, just call us at **1-844-607-2829** (TTY: **1-800-743-3333** 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 **1-844-607-2829** (TTY: **1-800-743-3333** or **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 **1-844-607-2829** (TTY: **1-800-743-3333** or **711**) पर फोन करें. कोई व्यक्ति जो हन्दी 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 9.

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).



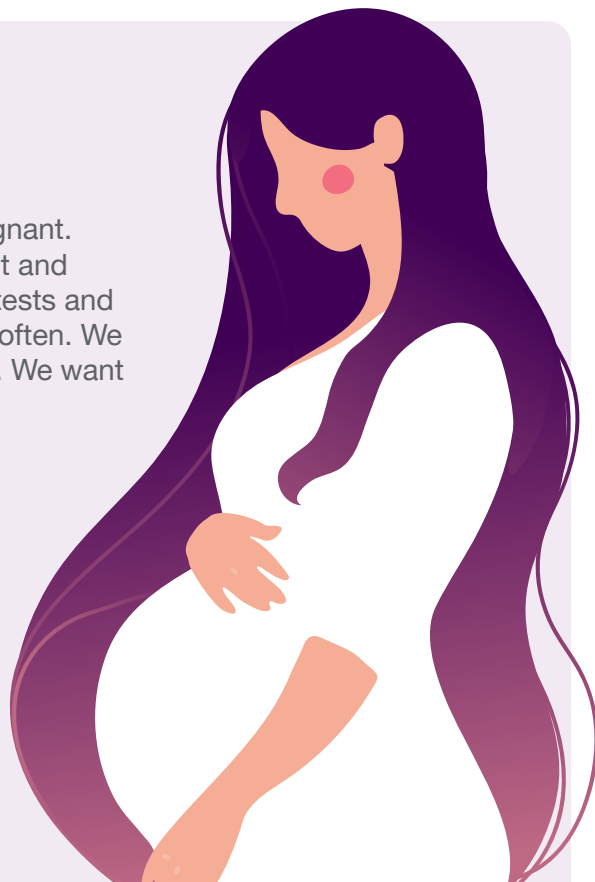
# Having a Baby?

CareSource has a special program to help when you are pregnant. Please see your doctor soon after you know you are pregnant and call to let us know. We cover prenatal care like doctor visits, tests and ultrasounds. If you are pregnant, you need to see the doctor often. We have a network of OB-GYNs, midwives and other specialists. We want you to get the support you need.

CareSource offers a Mom and Baby Beginnings program to give you support during your pregnancy and beyond. Call **1-833-230-2034 (TTY: 711)** to learn more.

**You can also get a free breast pump and supplies! It can be ordered within 90 days of your due date. Visit:**

- [Aeroflowbreastpumps.com](http://Aeroflowbreastpumps.com) 1-844-867-9890
- [Insured.amedadirect.com](http://Insured.amedadirect.com) 1-877-791-0064
- [Pumpsformom.com](http://Pumpsformom.com) 1-888-411-7231



You and your baby may be able to earn rewards. Learn more at [CareSource.com/in/plans/medicaid/benefits-services/rewards/](https://www.caresource.com/in/plans/medicaid/benefits-services/rewards/). To see more resources, visit [CareSource.com/members/education/pregnancy/](https://www.caresource.com/members/education/pregnancy/). You can also call us. The number is on the back of this newsletter.

## 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.



# 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**

*Sources: Centers for Disease Control and Prevention, [www.cdc.gov/healthequity/whatis/index.html](http://www.cdc.gov/healthequity/whatis/index.html)*

# *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** has free online support groups you can join.





## 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.

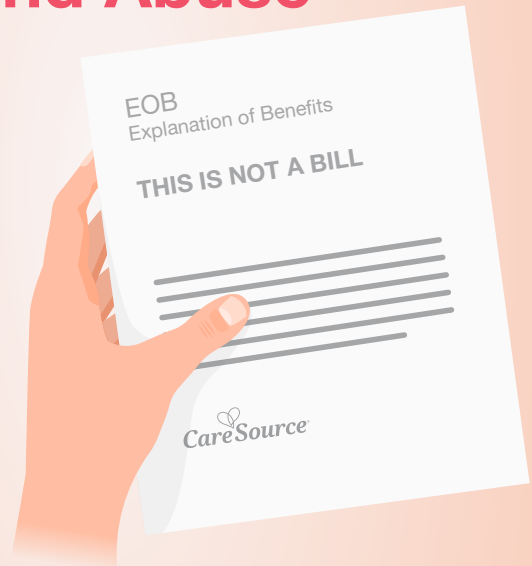
Helpful tips to take care of your dental health:

- 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 tool to find a dentist at **FindADoctor.CareSource.com**.

*\*HIP Basic members have limited dental benefits through Early and Periodic Screening, Diagnosis and Treatment services and for accident or injury.*

## Preventing Fraud, Waste and Abuse



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**, 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.



# 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 invoices or other 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!



## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at **CareSource.com**. We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose your **State** and **Plan Name** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services







## 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>

# High Blood Pressure

## Affects Half of Adult Men



Fifty percent of adult men in the 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 medical provider (PMP) 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 Nurse Advice Line. We are here to help you 24/7/365. Call **1-844-206-5947 (TTY: 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** - Language assistance services, free of charge, are available to you. Call: **1-844-607-2829** (TTY: 1-800-743-3333 or 711).



**SPANISH** - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**NEPALI** - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । फोन गर्नुहोस्: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**KOREAN** - 언어 지원 서비스가 무료로 제공됩니다. 전화: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**FRENCH** - Services d'aide linguistique offerts sans frais. Composez le 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**GERMAN** - Es stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Anrufen unter: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**SIMPLIFIED CHINESE** -

可为您提供免费的语言协助服务。请致电: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**TELUGU** - భాషా సాయం సర్వీసులు, మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ చేయండి: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**BURMESE** - ဘာသာစကားဆိုင်ရာအကူအညီဝန်ဆောင်မှုများအား သင့်အတွက် အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်းခေါ်ရန်: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**ARABIC** - تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم: 1-844-607-2829 (هاتف نصي: 1-800-743-3333 أو 711).

**URDU** - زبان کی معاونتی ترجمانی خدمات، آپ کے لیے بالکل مفت یا - 1-844-607-2829 فری آف چارج دستیاب ہیں۔ کال کریں: (TTY: 1-800-743-3333 or 711).

**PENNSYLVANIA DUTCH** - Mir kenne dich Hilf griegie mit Deutsch, unni as es dich ennich eppes koschte zellt. Ruf 1-844-607-2829 (TTY: 1-800-743-3333 or 711) uff.

**RUSSIAN** - Вам доступны бесплатно услуги языкового сопровождения. Позвоните по номеру: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**TAGALOG** - May mga serbisyong tulong sa wika, na walang bayad, na magagamit mo. Tumawag sa: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**VIETNAMESE** - Dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**GUJARATI** - ભાષા સહાય સેવાઓ તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-844-607-2829 (TTY: 1-800-743-3333 or 711) પર કોલ કરો.

**PORTUGUESE** - Serviços linguísticos gratuitos disponíveis para você. Ligue para: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

**MARSHALLESE** - Jerbal in jibañ ikijen kajin, ejelok onean, ej bellok ñan eok. Kurlok: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

## 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](mailto:CivilRightsCoordinator@CareSource.com)

**Phone:** 1-844-539-1732

**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

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

**Online:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)  
Complaint forms are found at:  
[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

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RR2022-IN-MED-M-1568661;

First Use: 11/4/2022

OMPP Approved: 11/4/2022





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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## 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.