



# MEMBER *Source*

A Newsletter for CareSource Members

## *Help Us to Help You!*

### Share Your Feedback – Surveys You May Get in 2026

Tell us about your time with CareSource. You may be asked to take surveys. We want to hear from you! You can fill out most surveys in less than five minutes. Here are a few examples:

- **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** is needed for all insurers. We use Press Ganey to run this survey. They are a vendor approved by the Department of Health and Human Services (HHS).
- **The Member Satisfaction Survey** helps us measure our progress toward serving you better.
- **The Provider Experience Survey** helps us know whether the care you received worked for you. We want to make sure your needs are met.
- **Health Needs Screening** asks about your health and needs. We may reach out to make you aware of programs or support. These can help with your health care needs. Go to: **MyCareSource.com**.

Your feedback always matters at CareSource. We look forward to hearing from you!

*Thank you for taking our surveys.*



  
**CareSource®**



# Thank You

For Being a CareSource Member

**We care about you. We want you to learn about your benefits, services and programs. You can find more details in your member handbook and on [CareSource.com](https://www.caresource.com).**



## Learn about your plan.

Find the benefits and services covered by your plan at **CareSource.com**. Learn:

- The toll-free phone number to call if you have questions. How to use TTY service to reach us.
- How to get interpreters for signed or spoken language. They can help you talk with us or your providers. You also can get print in other formats like large print or Braille. This is all at no cost to you.
- How you may self-refer to our Care Management program or ask your provider to refer you.
- Your pharmacy benefits, which include:
  - A list of covered drugs, known as a Preferred Drug List (PDL).
  - If there are limits on any drugs. Learn about generics, therapeutic interchange and step-therapy.
  - How to get drugs not on the PDL. Learn how your doctor can help you get an exception.
  - What you must pay for. This includes copays, coinsurance or other charges. If you paid for covered services, learn how to submit a form to get paid back.
  - Your Rights and Responsibilities as a member.
  - How we manage care, services and other issues.

- How to let us know if you are unhappy with us. Also, how to appeal a decision that affects your coverage or services.



## Take your Health Needs Screening (HNS)

Take a quick survey to get health tips and tools. We can link you to programs and services to improve your health and wellbeing. Take the HNS in one of these ways:

- **Online:** Sign up or log in to **MyCareSource.com**.
- **Phone: 1-833-230-2011** (TTY: 711) Monday through Friday from 6 a.m. to 5 p.m. Central Time (CT)/7 a.m. to 6 p.m. Eastern Time (ET).



## Find a Provider

Visit **FindADoctor.CareSource.com** for a list of our network providers. Find primary medical providers (PMPs), specialists, hospitals, clinics and more. Choose a provider who will meet your needs. You can filter by area, gender, specialty, and more. You can also learn:

- How to choose your PMP and schedule a visit.
- How to see a specialist like a mental health provider.
- Where to get care if your PMP is not available or the office is closed.



- How to get emergency care by going to an ER or calling 911.
- How to get care when you travel out of the plan's area.



### Learn how we manage your plan.

We want you to get the best care. We do this:

- Through our Quality Program. It is here to make sure you get good care and service.
- By our promise to protect your privacy. Our privacy practices and HIPAA/Member Consent go over what routine consent is, and how we may use and share your health data. This includes your race, languages you speak, sexual orientation, if you have a disability, and more. They also go over how we use authorizations. You can tell us if you want us to share health data not covered by routine consent. You can ask us for a list of where your data was shared.
- By telling you how and when new technology is covered.
- By keeping people who make your coverage decisions from profiting from them.
- By having an independent external appeal process for decisions about your care.



### Learn about free health and wellness programs.

We have free programs to help you improve your health. You may get mail about them. We also may call to tell you about them. We may sign you up if we hear from one of your providers or another health care source. Call Member Services to opt-in or out. A few of these programs are:

- **Care Management:** We have a team of nurses and clinical experts who work with you and your providers to meet your health needs. They can help you with the health care system. They can also help you manage your care with all your providers.

- **MyHealth:** Adults 18 and older can use online tools and small step guides to help set and track health goals.
- **Life Services:** Connect with a Life Coach. Members 14 and older can get help finding a job, training, education, housing, or community support.
- **myStrength<sup>SM</sup>:** Get online help for your mood, body and spirit. Visit [www.teladochealth.com/benefits/caresource](http://www.teladochealth.com/benefits/caresource) to sign up.
- **Medication Therapy Management:** Learn about your medications and the right way to use them.

**Questions?** Please call Member Services. The number is on the back of this newsletter. We are here to help.



# Important Resources



Below you will find a few links that will help you find info you may need:



## Find a Doctor:

[findadoctor.CareSource.com/](http://findadoctor.CareSource.com/)



## Find My Prescriptions:

[CareSource.com/members/tools-resources/find-my-prescriptions/](http://CareSource.com/members/tools-resources/find-my-prescriptions/)



## Benefits At a Glance:

[CareSource.com/documents/in-med-m-2381250a-2025-benefits-at-a-glance.pdf](http://CareSource.com/documents/in-med-m-2381250a-2025-benefits-at-a-glance.pdf)



## Plan Documents:

[CareSource.com/in/plans/medicaid/plan-documents/](http://CareSource.com/in/plans/medicaid/plan-documents/)



## Rewards:

[CareSource.com/in/plans/medicaid/benefits-services/rewards/](http://CareSource.com/in/plans/medicaid/benefits-services/rewards/)



## Fraud, Waste, and Abuse Information and Reporting:

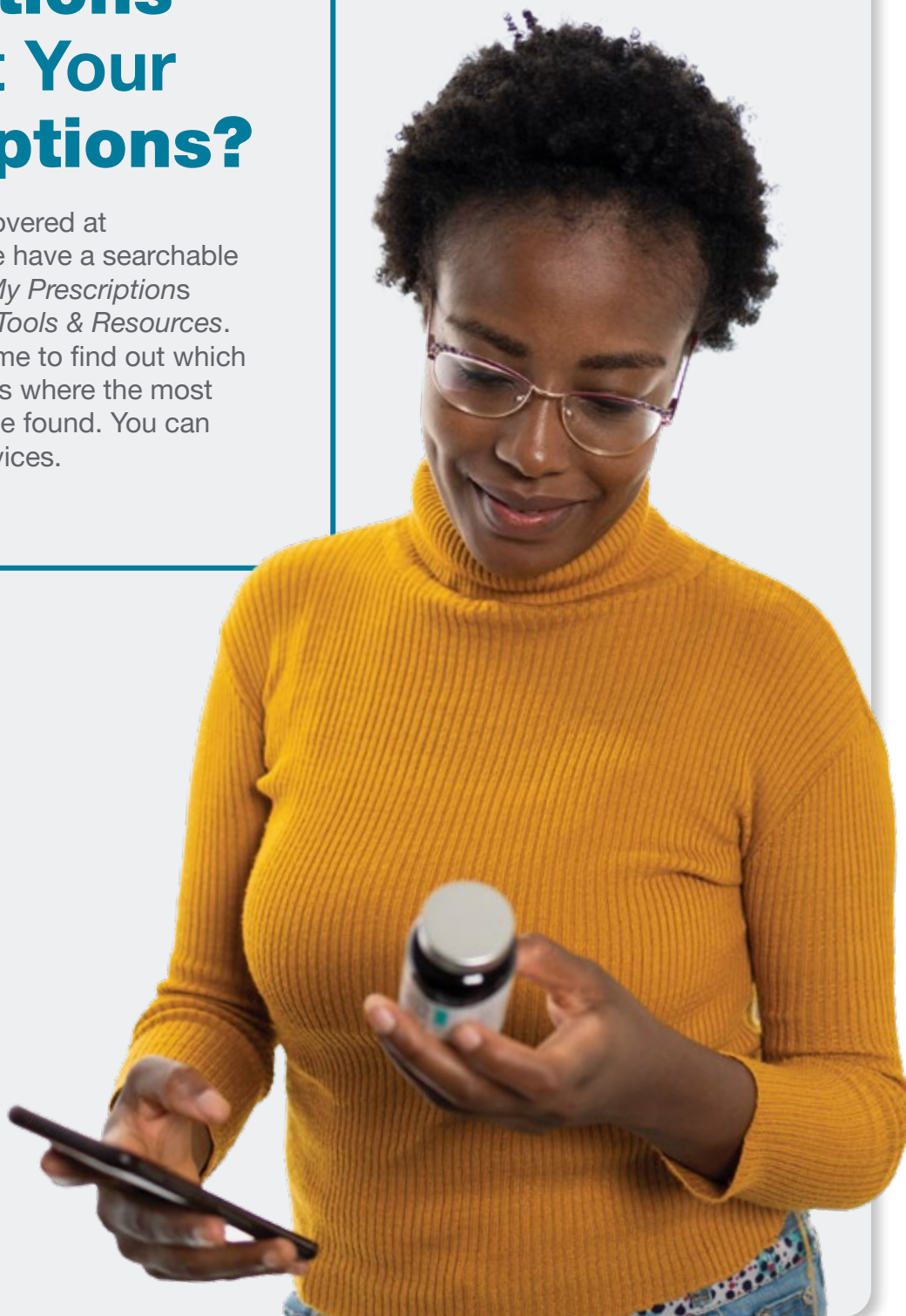
[CareSource.com/in/members/tools-resources/fraud-waste-abuse/medicaid/](http://CareSource.com/in/members/tools-resources/fraud-waste-abuse/medicaid/)





## Questions About Your Prescriptions?

Find out if a drug is covered at **CareSource.com**. We have a searchable drug list. Go to *Find My Prescriptions* under *Members* then *Tools & Resources*. Choose your 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.



# Avoid the Flu!

Get Your Flu Shot Today.



Make a plan to get your flu shot before the flu gets to you. Get all your vaccinations on time. This helps keep you and your loved ones safe and healthy. It also helps stop the spread of illnesses. For more information on the flu shot, visit [CareSource.com/flushot](https://www.caresource.com/flushot).

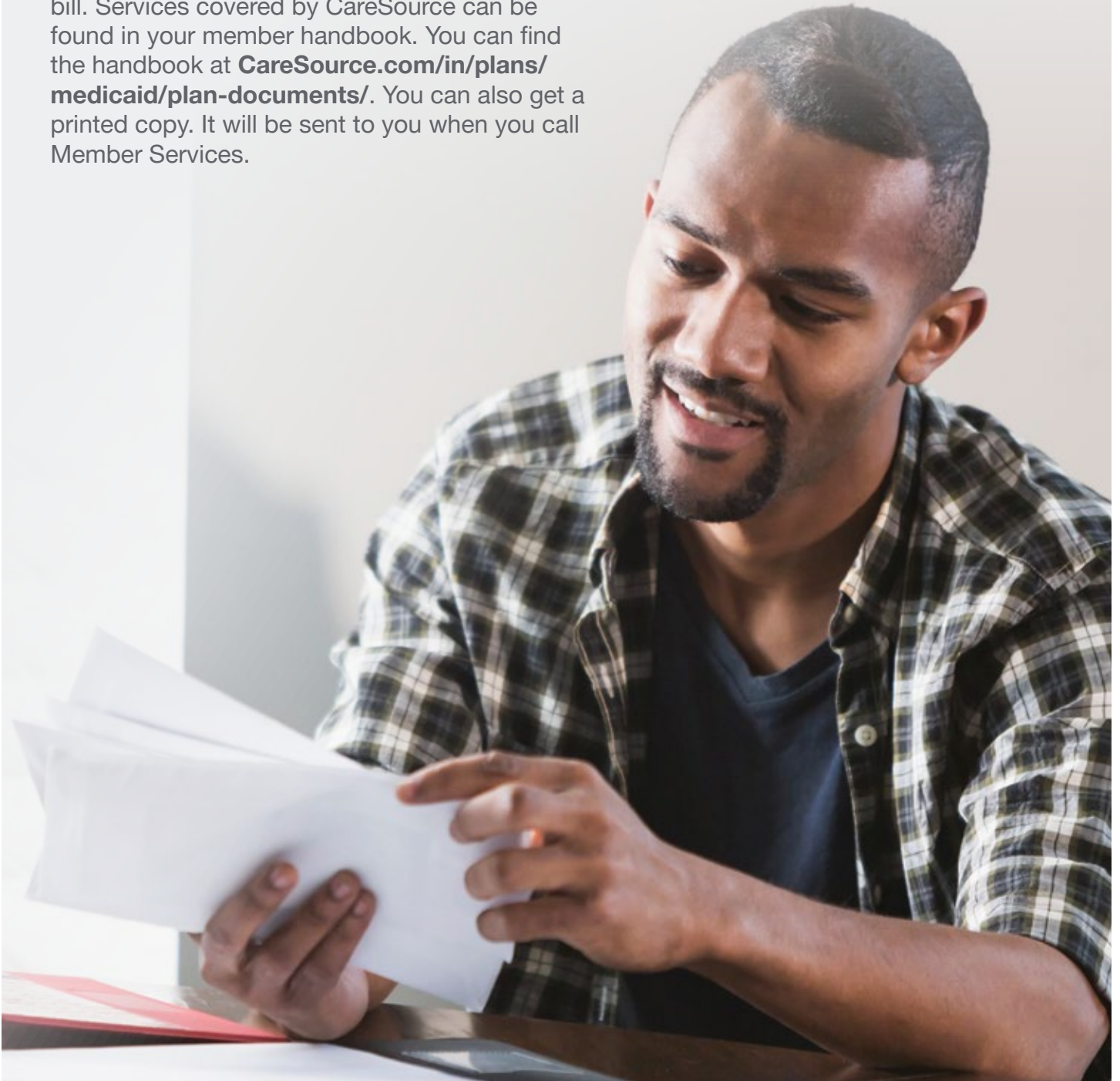


You and your family may be eligible to earn a \$10 reward for getting your flu shot. Learn more at [CareSource.com/in/members/education/preventive-care/flu-shot/medicaid/](https://www.caresource.com/in/members/education/preventive-care/flu-shot/medicaid/).



# What to Do if You Get a Bill

You get all medically necessary Medicaid covered services at no cost to you. This is unless your plan has copays. These are important services. You may need them to prevent, diagnose, or treat health conditions. You should not be billed for these. 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/in/plans/medicaid/plan-documents/](https://www.caresource.com/in/plans/medicaid/plan-documents/). You can also get a printed copy. It will be sent to you when you call Member Services.





# Xylazine and Medetomidine: Animal Sleep Drugs Found in Street Drugs

Learning about these drugs can help protect you and others. They are very unsafe. Sometimes they are mixed into street drugs.

## **Xylazine (“Tranq”)**

Xylazine is a strong drug used by veterinarians to calm animals. It is not for people. Sometimes, it is mixed into street drugs like fentanyl.

Xylazine slows down the brain and body. It can cause deep sleep and slow breathing. It can also cause low blood pressure and a slow heart rate. A person may pass out and be hard to wake up. Mixing xylazine with opioids raises the risk of overdose.

Xylazine can also cause bad skin problems. It lowers blood flow to the skin. This leads to painful sores or open wounds. Even small cuts can get infected if not treated.

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## **Medetomidine (“Rhino Tranq”)**

Medetomidine is one more strong drug. It is used to calm animals. It is not meant for people. Sometimes it is found in street drugs as well. Medetomidine is stronger than xylazine and can cause deep sleep and slow breathing.

Naloxone does not undo xylazine and medetomidine. But, it should still be given during an overdose in case opioids are present. Always call 911 in an emergency.

The safest choice is to avoid unknown drugs. These hidden animal sleep drugs are making today’s drug supply more unsafe.

*Source: Centers for Disease Control: [www.cdc.gov/mmwr/volumes/74/wr/mm7415a1.htm](http://www.cdc.gov/mmwr/volumes/74/wr/mm7415a1.htm)*





## Learn More About Your Plan



### with Your Member Handbook

Your member handbook is the best place to find info about your health plan. **You can find your handbook on [CareSource.com](https://www.caresource.com/in/plans/medicaid/plan-documents/). Go to [CareSource.com/in/plans/medicaid/plan-documents/](https://www.caresource.com/in/plans/medicaid/plan-documents/).** There are many topics covered. Some include plan benefits, services and rewards. You can also find info about where to go for care. There is also info on pharmacy and prescription drugs, and more!

Your member handbook will help you get the most out of your plan. Call Member Services to ask for a printed copy.



## Using the 24-Hour Nurse Advice Line

If you have health care questions or are not feeling well, call the 24-Hour Nurse Advice Line. They are available 24/7. You can find the number on your ID card.

# Spring into Good Mental Health

Ready to make the most of Spring and feel rejuvenated? Try out some of the activities listed below:



## Plant a Garden

You can spend time with nature while you improve your mood. Plus, if you grow fruit or vegetables, you can include them in healthy meals.

## Prioritize Sleep

More sunlight this season may make you feel like staying up later – but don't fall for this. Getting enough sleep will help you be energized for fun adventures this Spring.

## Go Outside

Whether it's hiking, or just reading on the patio, getting some sunlight can do wonders for your mental health.

## Revamp Your Living Space

Donate old clothes, rearrange your bedroom and do little things to declutter your home. This can leave you feeling brand new for a new season.

Want more ideas?

Visit myStrength<sup>SM</sup> at [www.teladohealth.com/mystrength](http://www.teladohealth.com/mystrength) to find online tools to help improve your outlook and mood.

### Sources:

*Psychology Today. 5 Ways to Boost Your Mental Health for Spring. [psychologytoday.com/us/blog/friendship-20/202203/5-ways-boost-your-mental-health-spring](https://psychologytoday.com/us/blog/friendship-20/202203/5-ways-boost-your-mental-health-spring)*

*Brown University Health. Spring into Self-Care, [brownhealth.org/be-well/spring-self-care](https://brownhealth.org/be-well/spring-self-care)*



# Member Moments

True stories of triumph in CareSource Life Services®



CareSource Life Services is here to help you with all aspects of your health – even your financial health!

Miguel opted into the CareSource JobConnect program hosted by the CareSource Life Services team. A CareSource Life Coach helped him get a good job, but now he needed to do some financial planning. His coach helped him set up a household budget and apply for his first credit card. She helped Miguel understand how credit scores work and what to do to maximize his score. Miguel followed all of his coach's advice and it paid off. Eventually his credit score reached the minimum needed to buy a house for his growing family. "I never imagined I would be approved," Miguel said. His dream of home ownership is now within reach.

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## We can help you, too!

CareSource Life Services can help pave the way from where you are to where you want to be. These services are part of your plan at no cost to you.

To learn more, email [LifeServicesIndiana@CareSource.com](mailto:LifeServicesIndiana@CareSource.com) or call **1-844-607-2832** (TTY: 1-800-743-3333) Monday through Friday, 7 a.m. CT/8 a.m. ET to 4 p.m. CT/ 5 p.m. ET.

# Services Covered for **YOU**



## **What to Do if You Get a Bill**

You can get all the medical services you need at no cost to you.

“Medically necessary” means you need these services to stay healthy. They help you find out what’s wrong or feel better.

You should not be billed for these services. If you get a bill, call Member Services for help. You can find a list of services we cover in your member handbook. View the handbook online at [CareSource.com/in/plans/medicaid/plan-documents/](https://www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed). If you want a printed copy, just call Member Services, and they will send it to you.

# Medication Adherence Made Easier



Managing your medicine can seem like a chore. Taking them correctly is key. This means taking the right dose at the right time. It also means picking it up from the pharmacy on time. Many pharmacies offer ways to make it easier for you to get your medicine:



Ask about filling all your medications on the same day.



Ask about getting your medicine delivered right to your door with mail-order delivery.

*Source: American Heart Association. [www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed](https://www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed)*

**English:** Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-844-607-2829** (TTY: 711).



**Spanish:** Obtenga ayuda gratuita en su idioma a través de intérpretes y otros materiales en formato escrito. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame al **1-844-607-2829** (TTY: 711).

**Haitian Creole:** Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-844-607-2829** (TTY: 711).

**Arabic:** صل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات  
صحة، ستحصل على المساعدات والدعم مجانًا. اتصل على الرقم **1-844-607-2829** TTY) "الهاتف النصي للصم  
عاف السمع": (711).

**Chinese Simplified:** 通过口译员和其他书面材料，获得您所使用语言的免费帮助。如果您有残  
疾，可以获得免费的辅助设备和支持。请致电 **1-844-607-2829**（听语障人士专用电话：711）。

**German:** Erhalten Sie kostenlose Hilfe in Ihrer Sprache durch Dolmetscher und andere  
schriftliche Unterlagen. Beziehen Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine  
Behinderung haben. Rufen Sie folgende Telefonnummer an **1-844-607-2829** (TTY: 711).

**French:** Obtenez une aide gratuite dans votre langue grâce à des interprètes et à d'autres  
documents écrits. Si vous souffrez d'un handicap, vous bénéficiez d'aides et d'assistance  
gratuites. Appelez le **1-844-607-2829** (TTY : 711).

**Vietnamese:** Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị với thông dịch viên và các tài  
liệu bằng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi  
**1-844-607-2829** (TTY: 711).

**Pennsylvania Dutch:** Grick Hilfe mitaus Koscht in dei Schprooch mit Iwwersetzer un annere  
schriftliche Dinge. Grick Aids un Hilfe mitaus Koscht wann du en Behinderung hoscht. Ruf  
**1-844-607-2829** (TTY: 711).

**Hindi:** आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको  
कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-844-607-2829** (TTY: 711).

**Korean:** 통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우,  
보조와 지원을 무료로 받으세요. **1-844-607-2829** (TTY: 711) 로 문의하세요.

**Amharic:** በአስተርጓሚዎች እና በሌሎች የጽሑፍ ቁሳቁሶች በቋንቋዎ ከክፍያ ነፃ እርዳታ ያግኙ። የአካል ጉዳት  
ካለብዎት ከክፍያ ነፃ እርዳታ እና ድጋፍ ያግኙ። ወደ **1-844-607-2829** (TTY: 711) ይደውሉ።

**Yoruba:** Gba ìrànḽwọ̀ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn ògbifọ̀ àti àwọn ohun èlò mírán tí a kọ sílẹ̀. Gba àwọn ìrànḽwọ̀ àti àtilẹ́yìn ọ̀fẹ́ bí o bá ní àìlera kan. Pe **1-844-607-2829** (TTY: 711).

**Tagalog:** Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at mga ibang nakasulat na materyales. Makakuha ng mga libreng pantulong at suporta kung may kapansanan ka. Tumawag sa **1-844-607-2829** (TTY: 711).

**Pashtu:** په خپله ژبه کې د ژباړونکو او نورو لیکلي شوو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلولیت لری نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمېرې ته زنگ ووهئ **1-844-207-2829** (TTY: 711).

**Telugu:** దండ్రికి సహాయం అందించే ప్రజలు మరియు అంగీకారాలకు అందరినీ ఆహ్వానించుతున్నాం. దండ్రులకు సహాయం అందించే ప్రజలు మరియు అంగీకారాలకు అందరినీ ఆహ్వానించుతున్నాం. అందరినీ ఆహ్వానించుతున్నాం. **1-844-607-2829** (TTY: 711).

**Nepali:** दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-844-607-2829** (TTY: 711) मा कल गर्नुहोस्।

**Burmese:** သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် **1-844-607-2829** (TTY: 711)

**Marshallese:** Bōk jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bōk jerbalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejnin utamwe. Kall e **1-844-607-2829** (TTY: 711).

IN-MED-M-3287213; First Use: 11/25/2024

OMPP Approved: 11/25/2024



## Non-Discrimination Notice

We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost.

We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you.

Call **1-844-607-2829** (TTY: 711) if you need any of this help. We are open Monday through Friday, 7 a.m. CT/8 a.m. ET to 7 p.m. CT/8 p.m. ET. We are here for you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.

**Mail:** CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947  
Dayton, OH 45401  
**Phone:** 1-844-539-1732 (TTY: 711)  
**Fax:** 1-844-417-6254  
**Email:** [CivilRightsCoordinator@CareSource.com](mailto:CivilRightsCoordinator@CareSource.com)

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

**Mail:** U.S. Department of Health and Human Services  
200 Independence Ave., S.W.  
Room 509F, HHH Building  
Washington, D.C. 20201  
Mail the complaint form found at  
[www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf](http://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf).  
**Phone:** 1-800-368-1019 (TTY: 1-800-537-7697)  
**Online:** [ocrportal.hhs.gov](http://ocrportal.hhs.gov)

You can find this notice at **CareSource.com**.

IN-MED-M-3314786; First Use: 11/27/2024

OMPP Approved: 11/27/2024



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

## HOW TO REACH US

Member Services:

**1-844-607-2829**

(TTY: 711)

24-Hour Nurse Advice Line:

**1-844-206-5947**

(TTY: 711)

## Join Us



Facebook.com/**CareSourceIN**



X.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.