2026 THIRD EDITION

MEMBER*Source*

A Newsletter for CareSource® Members



CareSource®

Food Safety Tips



We hear more and more about foodborne illnesses in the news. It's hard to keep track of it all! There are always simple steps you can take to stay safe, no matter what the latest outbreak is.

1. **Wash your hands often.** This is important after using the toilet and before eating. Use plain soap and water when possible. Hand sanitizer does not cut it. It is better than using nothing but does not kill all germs that can make you sick.
2. **Wash all fruits and veggies.** Rinse them under running water before eating. You do not need special washes or vinegar to make a difference.
3. **Remove outer layers of fruits or veggies that have been handled by other people, as applicable.** For lettuce or cabbage, throw out the outer layers and just eat the inside. For fruits and veggies like apples, peaches, and cucumbers, peel the skin off before eating.

Track outbreaks through **foodsafety.gov**. This will have the most current recalls and advisories. They also have easy food prep tips to help keep you safe.

Think you may be sick and need advice about where to get care? Talk to a nurse 24/7 through our 24-Hour Nurse Advice Line. Call **1-844-206-5947** (TTY: 711).

Early Care for Autism

Early care for autism gives your child the best chance to grow, learn, and thrive. Signs of autism are:

- Repeating actions over and over.
- Avoiding eye contact.
- Having trouble with changes in daily life.
- Not knowing how to talk, play, or relate to others.

Young kids grow and learn quickly. If you think your child may have autism, talk to your provider. Starting care early helps your child's growing brain learn skills they need for school and life. It can also help you learn how to best support your child. Learn more about early interventions for autism from the American Academy of Pediatrics at **HealthyChildren.org**.

Looking for more resources?

Our care management team can help. They can connect you to local resources, help coordinate care between providers, and even help schedule visits. Call **1-844-438-9498** (TTY: 711) to reach our team.



Wellness Exam vs. Sports Physical:

What's the Difference?

Routine provider visits are a crucial part of your child's health. But, what's the difference between these two appointments?



Sports Physicals

A sports or school physical checks if your child is safe to play sports. It is a quick exam that focuses on activity safety.

Wellness Exams

A wellness exam, or EPSDT visit, checks much more. It looks at your child's overall health. The doctor may check growth, behavior, vision, hearing, and more. The goal is to find any problems early. This way they can be treated quickly. These visits are for children ages 21 and under. They should be done every year.

Make scheduling easier. Get your child's sports physical during their EPSDT visit. Providers can fill out any sports forms you need while also doing a full checkup. Plus, your child can earn **$20 or more** in rewards for this visit! Learn more at **CareSource.com/INrewards**.

Preventive Care for Women



Preventive care is key for women.

From the teen to reproductive years, perimenopause to menopause, women have health needs at each stage of life.

Here is a chart of preventive care for women. It is only a guide. Work closely with your provider. They will know what care is right for you.

Looking for preventive care for men?
Check out the guidance at medlineplus.gov/menshealth.html.



	20s & Younger	30s	40s	50s	60s & Older
Annual Physical Exam*	✓	✓	✓	✓	✓
Annual Dental Exam*	✓	✓	✓	✓	✓
Bone Density Screening					✓
Breast Cancer Screening* (Mammogram)			✓	✓	✓
Cervical Cancer Screening* (Pap test)	✓	✓	✓	✓	✓
Chlamydia Screening*	✓				
Colorectal Cancer Screening			✓	✓	✓
Flu Shot*	✓	✓	✓	✓	✓
HPV Vaccine*	✓				
Tetanus and Diphtheria (Td) Vaccine*	✓	✓	✓	✓	✓

***Earn rewards when you get this care!**
Learn more at **CareSource.com/INrewards**.



Are You Pregnant?

Call our Mom & Baby Beginnings™ team at **1-833-230-2034** (TTY: 711). We can help you find a provider, schedule an early visit, connect you to resources, and more.

Don't Lose Your Health Coverage!

Stay With CareSource

We love that you are a member of CareSource! We want to make sure you can stay on your health plan. Medicaid eligibility reviews happen each year. Some people need to renew their Medicaid coverage each year to keep their health plan. We cannot renew for you. You need to renew through the Indiana Family and Social Services Administration (FSSA).

If you need to renew, you will get mail from FSSA about your eligibility. This can happen at any time throughout the year. Make sure they have your updated information so that you can get this mail on time. Respond to any mail you get from FSSA as soon as you can.

Renew in one of these ways:

ONLINE: Go to the FSSA Benefits Portal at fssabenefits.in.gov.

MAIL: Fill out the form and mail it back right away to your local Division of Family Resources (DFR) office.

IN PERSON: Visit your local DFR office.

Need a ride to renew your coverage in person?

We can help! Call Member Services to schedule your ride.



Heads Up!

Work Requirements are Coming

There are new federal requirements for some Medicaid members. If you are between the ages of 19 and 64 and not exempt, you may need to complete 80 hours each month of work, classes, training, or service to keep your coverage. This will start January 1, 2027. Learn more at **myfssa.in.gov**.

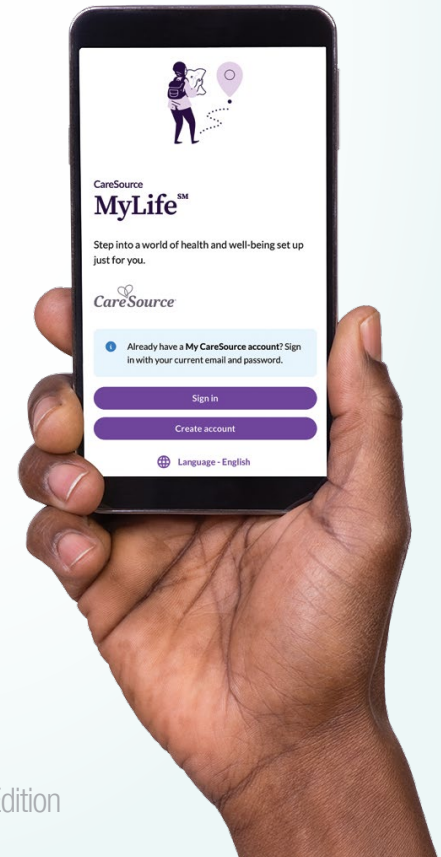
Your Health Plan, Always Within Reach

Get the most from your health plan with CareSource MyLife℠, your digital health companion. Log in to your secure account to:

- View, share, or print your ID card.
- Search for providers and care near you.
- Check benefits and claims.
- And so much more!

GO DIGITAL!

Get your plan information in your inbox instead of the mail. Create or sign into your account to change your communication settings. Visit **MyLife.CareSource.com**. Or get the app through the App Store® or Google Play®.



Stop the Spread

Flu season is here. Protect yourself and those around you before the flu spreads in your area. Get your flu shot now! Schedule a visit with your provider, pharmacy, or clinic near you.



You and your family may be eligible to earn a **$10** reward for getting your flu shot. Learn more at **CareSource.com/INrewards**.

Important Resources

- **CareSource MyLife℠:** MyLife.CareSource.com
- **Find a Doctor:** FindADoctor.CareSource.com
- **Find My Prescriptions:** CareSource.com/INfindRX
- **Plan Documents:** CareSource.com/MCDplandocs
- **Rewards:** CareSource.com/INrewards
- **Report Fraud, Waste, and Abuse:** CareSource.com/ReportFWA



Filing a Grievance or Appeal

We hope you are happy with CareSource and the care you get, but we know that things can happen. If you are not happy or disagree with a decision we make about your care, we want to know. Call Member Services and tell them your issue. We want to make it right if we can.

You can also file a grievance or appeal. A grievance is a complaint about us, one of your providers, or the care you got. An appeal is when you ask us to review a decision that denied payment for a benefit or service. The easiest way to do this is through CareSource MyLife℠ at **MyLife.CareSource.com**. You can also call Member Services at **1-844-607-2829** (TTY: 711) for help. We are here for you!

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).

Haitain 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: ل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد وبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على اعدات والدعم مجانًا. اتصل على الرقم **1-844-607-2829** (TTY: 711). تف النصيّ للصم وضعاف السمع"

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).

Viatnamese: 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 Helfe mitaus Koscht in dei Schprooch mit Iwwersetzer un annere schriftliche Dinge. Grick Aids un Helfe 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 डिसएबिलिटी 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 ìrànlọ́wọ́ ọ̀fẹ́ ní èdè rẹ pẹ̀lú àwọn ògbifọ̀ àti àwọn ohun èlò míràn tí a kọ sílẹ̀. Gba àwọn ìrànlọ́wọ́ àti àtìlẹ́yìn 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 لیکلې شوو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلولیت لرئ نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمېرې ته زنګ ووهئ **1-844-607-2829** (TTY: 711).

Telugu:
వ్యాఖ్యా ్యత లు మరియు ఇతర రాతపూర్వక మెటీరియల్స్‌తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-844-607-2829** (TTY: 711).

Nepali:
दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद् ारा आफ नो भाषामा निःशुल्क मद्दत पराप्त गनुहोर्स्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समथनर् पराप्त गनुहोर्स्। **1-844-607-2829** (TTY: 711) मा कल गनुहोर्स्।

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 nañinmejin utamwe. Kall e **1-844-607-2829** (TTY: 711).

VISIT US

CareSource.com

CONTACT US

Member Services:
1-844-607-2829 (TTY: 711)
Monday through Friday, 7 a.m. CT/8 a.m. ET to 7 p.m. CT/8 p.m. ET

24-Hour Nurse Advice Line:
1-844-206-5947 (TTY: 711)

JOIN US

Facebook.com/CareSourceIN

X.com/CareSource

Instagram.com/CareSource

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