



NETWORK Notification

Notice Date: November 17, 2025
To: Indiana Medicaid Providers
From: CareSource
Subject: Help Your Patients Keep Their Benefits

Summary

Each year, patients must show the state that they still qualify for their health plan. This is called redetermination. CareSource cannot renew their benefits.

Impact

Use these tips to assist your patients in making sure they keep their coverage.

1. **Patients should keep their contact information updated with CareSource and the state.**
This ensures they can be reached when needed to take action to keep their coverage. Patients can do this at MyLife.CareSource.com.
2. **Urge patients to open all mail from the Family Social Service Administration (FSSA) and CareSource and respond to any requests by the deadline given.**
3. **Encourage patients to create an FSSA portal account.** Patients may visit fssabenefits.in.gov to set up an account to view their renewal date and important information from the state.
4. **Patients should opt-in to receive text and email from CareSource.**
Patients choosing to opt-in will receive notifications, via email/text reminders, during their renewal month. Patients can visit MyLife.CareSource.com to opt in.
5. **Educate patients to reach out if they have questions or require assistance by contacting their local:**
 - **Division of Family Resources (DFR):** 1-800-403-0864
 - **Covering Kids & Families (CKF):** www.ckfindiana.org/contact-us/



Scan the QR code to
visit CareSource
MyLife.

Questions?

Contact Health Partner Services at **1-844-607-2831** with any questions.