



FALL 2023

# MEMBER *Source*

A Newsletter for CareSource Members

## Redetermination is Back

Redetermination is when you renew your Medicaid coverage with the state. You need to renew each year. CareSource cannot renew for you.

If you got a renewal packet in the mail, fill it out and return it as soon as you can. We do not want you to have a gap in your health coverage. You can **take action now** by updating your contact information, even if you have not received a packet in the mail.

- **BY PHONE:** Call 1-800-324-8680 (TTY: 711).
- **ONLINE:** Log in to [www.benefits.ohio.gov](http://www.benefits.ohio.gov).
- **IN PERSON:** Visit your local [County Department of Job and Family Services](#). Their staff can help you renew.

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

Get affordable health insurance with CareSource's Marketplace plans. Call **833-230-2065** (TTY: 711) to learn more. You can visit **[ede.CareSource.com](http://ede.CareSource.com)** to view CareSource's Marketplace plans.

We want you to stay a CareSource member!



  
**CareSource**<sup>®</sup>

# Caring for your Mental Health & Wellness



**Good health means more than just taking care of your body. It means taking care of your mind, body, and spirit.**

You may feel overwhelmed, sad, or nervous at times. Those feelings may go away on their own. Sometimes, these feelings are more serious and may make it hard to carry out daily tasks. You are not alone. You can feel better. CareSource has options available for both your mental and physical health.

## Your Primary Care Provider (PCP) Can Help

Your annual wellness visit can be used to talk about mental health with your PCP. Any time you visit can be a good time to talk about it. They can give you a screening to decide if your concerns are serious enough to need medication or counseling. You may want to bring up:

- Feeling down or sad for more than a week.
- Crying frequently.
- Thinking of death or suicide.
- Thinking of hurting others.
- Trouble sleeping.
- Dramatic mood swings.
- Feeling short of breath or scared.
- Using or abusing drugs or alcohol.

## If You Need Counseling...

You don't need our approval or a referral for counseling. We want you to get the help you need.

Use our ***Find A Doctor/Provider*** tool to find counselors, psychiatrists, and psychologists that are in-network and accepting new patients.

Visit [findadoctor.CareSource.com](https://findadoctor.caresource.com).

You can also call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) if you need help finding a mental health or substance use disorder provider near you.



## Telehealth Services for Mental Health

If you can't find a local mental health provider or need telehealth counseling, Teladoc® offers counseling by appointment by phone or computer from 9 a.m. to 7 p.m. seven days a week. You can talk to the same person each time if you would like.

How to Use Teladoc\*:

- Visit [Teladoc.com/CareSource](https://www.Teladoc.com/CareSource)
- Call 1-800-TELADOC (835-2362)

\*To use Teladoc, you must be 18 years or older.

## CareSource24 Nurse Advice Line

Call the CareSource24® Nurse Advice Line at **1-866-206-0554** or (TTY: 1-800-750-0750 or 711). We are here 24 hours a day, 7 days a week, 365 days a year. Call us if you need to talk. We can listen or refer you to crisis care if you need it.

## Suicide Prevention

**GET HELP NOW! 9-8-8** is the number to reach a crisis counselor. You can call 24 hours a day, 7 days a week. Dial 9-8-8 if you or someone else is:

- Thinking of suicide or hurting themselves.
- Having a mental health crisis.
- Having a substance use crisis.

Learn more about the 9-8-8 Suicide and Crisis Lifeline at [www.988lifeline.org](https://www.988lifeline.org)

## Help for Moms and New Parents

Pregnancy and a new baby can bring a range of feelings. Moms and new parents can talk with mental health providers and other experts. Women and their families can get the help they need before, during, and after the baby is born. Get help and support from these resources:

### National Maternal Mental Health Hotline

Call or Text: 1-833-9-HELP4MOMS  
(943-5746)

### Postpartum Support International

Call: 1-800-944-4773



# Tools for Your Mind and Body

We offer online tools to help you improve the health of your mind and body.



## MyHealth

With MyHealth™, you can access health assessments, videos, and tools to meet your health goals. You can even earn rewards for some activities! Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **MyHealth** link.

## myStrength

You can use myStrength<sup>SM</sup> to help your mood and mental health. It offers personalized support to help improve your mood. Get guided meditations, tools to help you sleep better, and more! Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **myStrength** link.

## CareSource Circle

Join the CareSource Circle! It is an online community where you can give feedback and talk with other members. You'll see health tips, recipes, surveys, and more! Visit **CareSource.com/CircleOHMed**.

*myStrength is for members ages 13 and up. MyHealth is for members ages 18 and up.*



Injuries from falls and other accidents caused almost 36 million medical visits in 2021. Having a home first aid kit can save a trip to the doctor or ER, or even a life. You can buy a pre-made first aid kit or build one yourself.

**To make your kit more personal, add:**

- Some of your prescription drugs.
- Other medicines you use often.
- Important phone numbers.
- Notes about your health.

The [Mayo Clinic](#) and [WikiHow](#) have great ideas for setting up a good home first aid kit.







## Manage Your Medication This Fall!

Keeping up with your medication can be hard! It's important to fill and take your medication on time. If you are able, fill a 90-day supply so you won't run out during busy months.

### HERE ARE OTHER TIPS:



#### Medication and Temperature Changes.

Some medications are affected by high or low temperatures. Medicine may be less effective if it is not kept at the right temperature. Do not leave any medication where the temperatures change, like in the car or the bathroom.



#### Stick to a plan!

Try to take your medication at the same time each day. You can set an alarm, use a pill box, or have a close friend or family member help to remind you to take it on time.



#### Traveling?

Be sure to take enough medication for your whole trip. Have it at the top of your packing list. Check for it each time you go somewhere new.

## Health Care Terminology... Explained

Health care terms can be confusing. We are here to help. Here are a few trickier terms defined:



### Medically necessary

Care needed to diagnose or treat an illness, injury, condition, disease, or its symptoms.

### Network provider

A doctor, hospital, drugstore, or other provider that gives care to CareSource members. The **Find a Doctor/Provider** tool has the most up-to-date list of network providers near you. Visit **FindADoctor.CareSource.com**.

### Preventive care

Routine care like screenings and exams. You get this care to help stop a health problem from occurring.

### Prior authorization

Approval that may be needed before you get a service. The service must be medically necessary for your care. Your network provider will get prior authorization for the care you need.

Your member handbook has even more defined terms. Find it under **Plan Documents** on **CareSource.com**. You may also call Member Services to have a copy sent to you at no cost.



*Your most asked questions to Member Services—answered.*

### **What can I do on the member portal?**

The member portal is a helpful tool to manage your benefits. You can view or print your member ID card, find a doctor, check your claims, see your plan benefits, and more!

### **How do I set up a My CareSource member portal account?**

Setting up an account for the My CareSource® member portal is easy. Go to **MyCareSource.com** and click **Sign up**. Fill out the information on the **Create an Account** page. Click **Register**, and you're all set!

### **How can I go to the member portal?**

You can get to the member portal by going to **MyCareSource.com**. You can also use the CareSource mobile app to access the member portal. Download the app through the Apple App Store® or Google Play®.



## **Keep Your Cool in Extreme Heat**

Extreme heat events are more common as the climate gets warmer. These heat events are even happening in the fall when we expect it to be cooler. As warmer weather lasts longer, heat-related illness is happening more often. This is partly because it is also more humid. When humidity is high, water does not evaporate as well. This makes it harder for your body to cool off by sweating.

All of us can be at risk of the health effects of heat. Children, older adults, pregnant women, athletes, outdoor workers, and those with heart or lung issues are some of those most affected.

Use these tips from the [Centers for Disease Control and Prevention](https://www.cdc.gov/disease/prevention/heat-related-illness/) to prevent heat-related illness:

- Drink lots of fluids even if you are not thirsty. Stay away from sugary or alcoholic drinks. They can cause you to lose more body fluid.
- Stay inside where it is air-conditioned as much as you can. Do not rely on a fan to keep you cool during an extreme heat event.
- Use your stove and oven less. It can make your home hotter.
- Take cool showers or baths.
- Use the buddy system. Check in on a friend or a neighbor and have them do the same for you.

**Learn more about extreme heat at [www.heat.gov](https://www.heat.gov).**



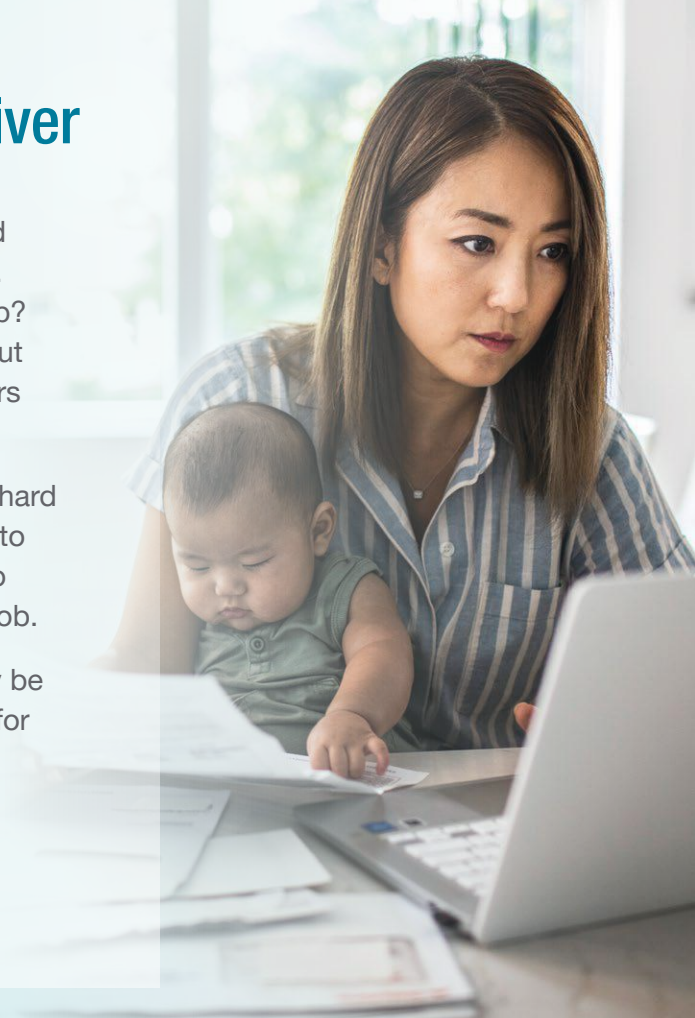
# Juggling a Job While Being a Caregiver

If you are a caregiver for a spouse, parent, child, or other loved one, you know it is hard. It takes a lot of time, effort, and work. What do you do if you are juggling caregiving and holding a job? This is one of the most common issues facing caregivers. About 60% of caregivers are employed. Two-thirds of those caregivers have made changes to their jobs due to caregiving.

If you are one of these caregivers, you have likely made some hard choices. Maybe you have flexibility in your job that allows you to handle both roles. Maybe you had to leave the workforce or go part-time. There are resources for caregivers who also hold a job.

If you are comfortable with it, talk to your employer. There may be flexible options you did not know about. You may also qualify for FMLA, the Family Medical Leave Act. This allows you to take leave to care for a family member. [Caregiver Action Network](http://www.CareGiverAction.org) at [www.CareGiverAction.org](http://www.CareGiverAction.org) has a toolkit for caregivers who hold jobs.

No matter what, know you are not alone.



## Laughter is the Best Medicine

*What is a good joke about pizza?*  
**None – they are all too cheesy.**

Laughing is fun and good for you! Laughing can decrease stress, relieve pain, and improve your mood. It can also increase the amount of oxygen you breathe which helps stimulate your organs. Just make sure you aren't laughing at the expense of others.

Try sharing daily jokes with friends or family to include others in this fun and free health benefit!



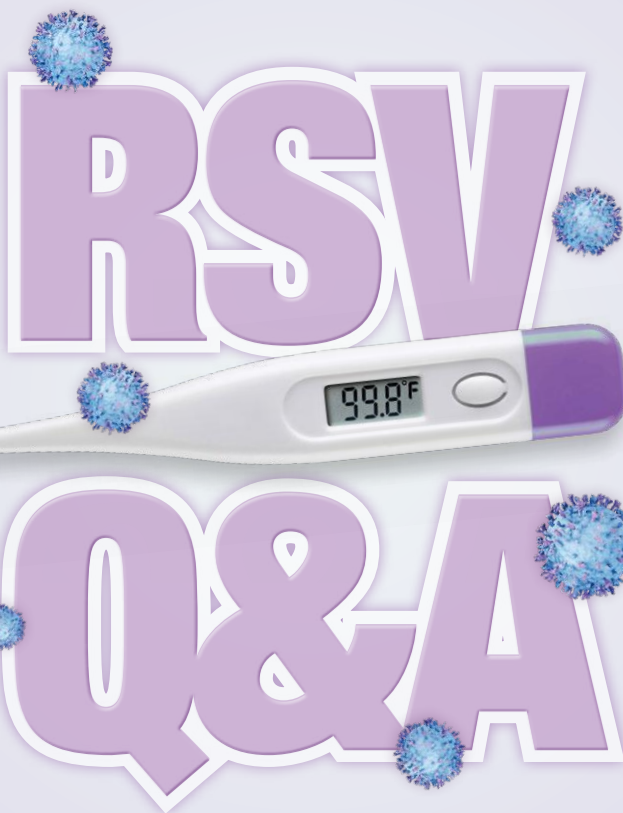




## Don't Fall to the Flu! Get Your Flu Shot Today.

Fall is here, and with it comes the start of flu season. Make a plan and get your flu shot before the flu gets to you. Get all your vaccinations on time to keep you and your loved ones safe. Getting vaccinated helps you stay 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 \$25 reward for getting your flu shot. Learn more at [CareSource.com/oh-med-rewards](https://www.caresource.com/oh-med-rewards).



### What is RSV?

Respiratory Syncytial Virus (RSV) is a virus that causes cold-like symptoms. Most people recover quickly, but it can be very serious. Babies and older adults are at high risk.

### What are the symptoms of RSV?

Runny nose, coughing, sneezing, fever, and wheezing. You may also notice you are less hungry than usual. Call your doctor if symptoms worsen, you have trouble breathing, or a high fever.

### How can I avoid getting RSV?

RSV spreads through contact with droplets. Wash your hands frequently and avoid touching your face. Clean and disinfect high-touch surfaces. Avoid contact with others who are sick.

### Is there a cure for RSV?

No, there is not. But you can manage symptoms to help you feel better. Drink fluids and manage fever and pain with an over-the-counter (OTC) medication like ibuprofen.





# Create a Fitness Routine that Sticks!

Exercising is good for your health and decreases the risk for chronic diseases. It is recommended adults get 150 minutes of physical activity each week. Starting a fitness routine can help make exercise a part of your daily life.

## Think about your



**Lifestyle  
& Health  
Goals**



**Time**



**Budget**



**Physical  
Condition**

When you are ready to start exercising, start slow. Think about the types of exercises you enjoy and what you want to do. Build those into your daily routine. Schedule time to exercise just like you would an appointment. When you break 150 minutes into five days, that's just 30 minutes of exercise each day! You can break up your exercise throughout the day. Instead of one 30-minute walk, you can do two 15-minute walks.

As you start moving, listen to your body. Take breaks and have days to rest. It may be hard, but the results will be rewarding.

# Tips for the New School Year

Sending kids back to school after the summer can be challenging. Planning ahead can help lower the stress.

## Before school starts:

- ✓ Schedule doctor and dental checkups.
- ✓ Review the school materials for important information.
- ✓ Go to your child's open house. Tour the school and meet teachers.
- ✓ Bring back bedtime and mealtime routines.
- ✓ Review your child's after school plan.

## The first week:

- ✓ Pack lunches the night before.
- ✓ Make sure they have plenty of time to get up, eat, and get to school on time.
- ✓ Check in with their teacher to get regular feedback. They can tell you how and what your child is doing in school.

The more planning and routines, the easier it is to ease kids and parents into the new year.





# Fall into Healthy Habits and Earn Rewards



Did you know you and your children could earn rewards by completing healthy activities? You have until the end of the year to earn rewards for the 2023 calendar year.

Adults earn MyHealth Rewards. They can be redeemed for gift cards for stores like Amazon® and Old Navy®. To view earned rewards, sign into your My CareSource account. From there, click on the **Health** tab, and select **MyHealth**.

Pregnant moms and children can earn rewards through Kids First or Babies First®. The rewards are loaded onto a rewards card to be used at stores like Walmart®.

Want to enroll you or your child in a rewards program? Have questions about rewards? Call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are here Monday through Friday, 7 a.m. to 8 p.m.

Rewards are subject to change. Rewards may vary by age, gender, and health needs. If you are no longer a CareSource member your access to the Rewards Portal will be deactivated. Any unused rewards may not be available.

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**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**

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.



## A **NEW** Way to Get Communications from CareSource

Do you want to reduce your paper mail? You can now get your required communications from CareSource in your My CareSource account. You'll get an alert when a letter is ready to view by text or email! These would be many routine letters we may need to send you. You can still get your general account information notices by email and text.

### Update Your Communication Preferences:

Visit **MyCareSource.com**  
Log in to your account. If you don't have an account, click **Sign Up** and follow the steps. You will need your member ID card. Click **Preferences** on the top menu bar.

Make sure your email and phone number are correct.

Click **Send me email** or **Send me text**. When you do, the boxes underneath will be filled in. This is where you will see the new **Required Communications** box.

Click **Update**.

You're all set. You will get an alert when there's something new in your Member Portal. Go to **MyCareSource.com** and log in!

Change your mind? Log in and uncheck the boxes. The emails or texts will stop, and you will start getting paper mail again.

*Note: There are certain materials we are required to send you in the mail no matter your communication preference.*

**Preferences**

**Choose the plan to update...**

Marketplace Low Premium Silver  
Lisa Smith  
Go Green

**Choose what info to update...**

**Edit Contact Preferences**  
CareSource may contact you as defined in the Terms and Conditions

Marketplace Low Premium Silver  
Lisa Smith

**Mailing Address**  
234 Elm St.  
Anytown OH 45567

**Home Phone**  
321-123-1234

**Email Address**  
lisazsmith@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** Clicking UPDATE you agree to the Terms & Conditions



# We Care About YOU

CareSource goes the extra mile to help you get and stay well. Our Care Coordination Team can help you make a personal plan for your health.

**Sarah** was referred to the care team after a hospital stay and many emergency room (ER) visits. These visits were due to health issues from asthma, poor diet, and stress. The care team helped Sarah:

1. Understand how to take her medications and the importance of taking them as needed.
2. Know when to go to the ER and when to visit her primary care provider (PCP).

Now, Sarah is working on self-management with help from her care team. Sarah takes her medications the right way, limits ER visits, and is focused on getting healthy.

We care about you and want you to reach your health goals. Call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) if you want to learn more about working with our care team.



## Schedule a Ride!

Don't let getting around hold you back from living a healthier life! Going to your health care visits are a big part of staying healthy. You can get rides to and from your providers and the pharmacy. Call Member Services at least two business days before your visit to schedule your ride.

Did you know you can also get a ride to Women, Infants, and Children (WIC) appointments, to Job and Family Services to renew your Medicaid benefits, or to pick up food from the grocery store?

Learn more at

**CareSource.com/ohiomedicaid.**

### Want to use public transportation?

We can help! Just call Member Services to let us know.



## 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 at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

We are here Monday through Friday, 7 a.m. to 8 p.m.

## CareSource Life Services® Member Moments

True stories of triumph in CareSource Life Services

Miguel



Ten people. One bathroom. Miguel, his wife Josie, and their eight children were cramped, living in a home that was too small for their family when they first heard about CareSource Life Services. Miguel never imagined his health insurance company would help him find a home for his large family, but that is exactly what happened.

A CareSource Life Coach helped Miguel get a better job and build his credit. Then they worked out a plan to pay off his debt and save money for a down payment. It took some time and patience, but Miguel was willing to put in the effort to build a better life for his family.

Today Miguel is the proud owner of a four-bedroom house with two fireplaces and a garage—and best of all, more than one bathroom.

### **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 included in your plan.

**To learn more:**

Email: **LifeServices@CareSource.com**

Phone: **1-844-543-7378** (TTY: 711)



**ENGLISH** - Language assistance services, free of charge, are available to you. Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711).



**SPANISH** - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al 1-800-488-0134 (TTY: 1-800-750-0750 o 711).

**NEPALI** - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । 1.800.488.0134 तथा बहिरा, कम सुन्ने वा गम्भीर वाचन दुर्बल प्रयोगकर्ता (TTY) ले 1.800.750.0750 वा 711 मा फोन गर्नुहोस् ।

**UKRAINIAN** - Вам доступні безкоштовні послуги мовної допомоги. Телефонуйте за номером 1-800-488-0134 (телетайп: 1-800-750-0750 або 711).

**FRENCH** - Services d'aide linguistique offerts sans frais. Composez le 1-800-488-0134 (ATS : 1-800-750-0750 ou 711)

**TRADITIONAL CHINESE** - 可为您提供免费的语言协助服务。请致电 1-800-488-0134 (TTY: 1-800-750-0750 或 711) 。

**SIMPLIFIED CHINESE** - 提供您免費語言協助服務。請致電 1-800-488-0134 (聽障電話: 1-800-750-0750 或 711) 。

**AMHARIC** - ቋንቋ እገዛ አገልግሎቶች ያለክፍያ በነፃ ይቀርባል፡፡ ወደ 1-800-488-0134 ይደውሉ (TTY:- 1-800-750-0750 ወይም 711)

**ARABIC** - توفر لك خدمات المساعدة اللغوية بالمجان 1-800- (الهاتف النصي: 1-800-488-0134 اتصل بالرقم 1-800-488-0134 (TTY: 1-800-750-0750 أو 711).

**SOMALI** - Adeegyada kaalmada luuqadda, oo bilaa lacag ah, ayaad heli kartaa. Wac 1-800-488-0134 (TTY: 1-800-750-0750 ama 711)

**SWAHILI** - Huduma za usaidizi wa Lugha, bila malipo, zinapatikana kwako. Piga simu kwa 1-800-488-0134 (TTY: 1-800-750-0750 au 711).

**RUSSIAN** - Услуги языковой помощи доступны для вас бесплатно. Звоните по номеру 1-800-488-0134 (телетайп: 1-800-750-0750 или 711)

**DARI** - خدمات مساعدت زبان، بطور رایگان برای شما قابل دسترس می باشد. زنگ بزنید به (TTY: 1-800-750-0750 یا 711) 1-800-488-0134

**VIETNAMESE** - Ngôn ngữ miễn phí, có sẵn cho bạn. Gọi số 1-800-488-0134 (TTY: 1-800-750-0750 hoặc 711)

**GUJARATI** - તમે ગુજરાતી બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે નિ:શુલ્ક. 1-800-488-0134 (TTY: 1-800-750-0750 અથવા 711) પર કોલ કરો

**KINYARWANDA** - Tubafitiye serivisi z'ubufasha bujyanye n'indimi ku buntu. Hamagara kuri 1-800-488-0134 (TTY: 1-800-750-0750 cyangwa 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:** 1-800-488-0134 (TTY: 711)

**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](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Complaint forms are found at:  
[www.hhs.gov/ocr/office/file/index.html](https://www.hhs.gov/ocr/office/file/index.html).



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

## HOW TO REACH US

Member Services:

**1-800-488-0134**

(TTY: 1-800-750-0750 or 711)

CareSource24®

24-Hour Nurse Advice Line:

**1-866-206-0554**

(TTY: 1-800-750-0750 or 711)

## Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**

## Important Plan Information



# Fraud Warning

There have been recent fraud attempts of Medicaid members. People may try to pose as a health plan or the Ohio Department of Medicaid (ODM). They may do this to get your personal or financial information.

If someone asks you for money or your bank, debit, or credit card information to keep your Medicaid benefits, report it. Do not respond. It is a scam. CareSource and ODM will not ask for any money to keep your Medicaid benefits.

Please report any suspicious activity. Call the Ohio Attorney General at 800-282-0515 (TTY: 711) or visit [www.ohioprotects.org](http://www.ohioprotects.org). Always be careful when you give out any personal or financial information!