



WINTER 2023

MEMBER *Source*

A Newsletter for CareSource Members

Thank You for Being a Member!

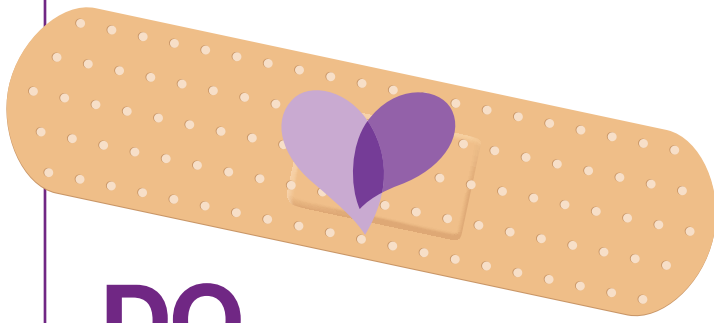
CareSource is more than just quality health insurance. We care about you! We are a not-for-profit health care plan. Our focus is people over profits, so there are more benefits for you. With CareSource, your coverage includes:

- ✔ **No copays** for health care visits.
- ✔ **A large network** of providers. We have providers in Ohio's largest cities to its smallest towns.
- ✔ Visits with providers 24/7 virtually from wherever you are through Teladoc®.
- ✔ **Free rides** to health care visits or to pick up food at food pantries or for grocery curbside pickup.
- ✔ Connection to a personal Life Coach through CareSource Life Services®. Your Life Coach can help you find a job, finish your degree or link you to support for food, utilities, or housing.
- ✔ **Reward programs** with values of \$210, \$395, and \$415 for making healthy choices.
- ✔ And so much more!

Please visit [CareSource.com](https://www.caresource.com) for a full list of benefits and services. You can also call Member Services to learn more.


CareSource®





DO I NEED A FLU SHOT?

Flu season is here. It is time to get an updated flu shot that works against the flu virus for this season. Get your flu shot and earn a \$25 reward! To keep yourself and those around you healthy, almost everyone six months of age and older needs a flu shot every year. It's especially important for:

- People over 64 years old
- People who live in nursing homes
- Pregnant women
- Anyone with a chronic condition like asthma or diabetes

Where can I get my flu shot? Where can I learn more about the flu shot? For more information, visit [CareSource.com/flushot](https://www.caresource.com/flushot).



Health Care with Heart[®] and You

At CareSource, we want you to get the best care for YOU. Different backgrounds and life experiences put some of us at risk for certain illnesses and diseases.

You may hear from us soon. When you do, we may ask you questions we haven't before. This helps us give you the care you need. Some of the things we may ask you about are:

- Preferred language
- Geographic information
- Interpreter needs
- Race
- Ethnicity
- Chosen name
- Gender identity/pronouns
- Sexual orientation
- Sex assigned at birth
- Legal sex

We may ask you these questions on the My CareSource[®] portal or the phone. You don't have to share this information. If you do, it can help us give you the high-quality care you need. CareSource follows state and federal security and privacy laws whenever we ask for or use your information. We do not share what you choose to tell us outside of CareSource. This includes your response to all questions, even the new ones we may ask. The data you share is used for programs and services so we can better serve you.





Give Yourself the Gift of a *Stress-Free Holiday Season!*

The holidays can be a happy and joyful time. They can also be stressful. What can you do if your season feels more hectic than happy?

Stressed about plans?

Give yourself permission to have a night off to do your favorite relaxing activities.

Stressed about money and gift giving?

Give loved ones the gift of your time. Offer to babysit, make them dinner, or help them with a house project.

Stressed about holiday traditions?

Take a year off from traditions that do not bring you joy. Make new traditions!

Share even more ideas to stay stress-free with other CareSource members through CareSource Circle, our online community. You can give feedback on your health plan through surveys and discussion boards, find healthy recipes, and get tips for a healthy life. If you love to share your opinions, join CareSource Circle at [CareSource.com/CircleOHMed](https://www.caresource.com/CircleOHMed).



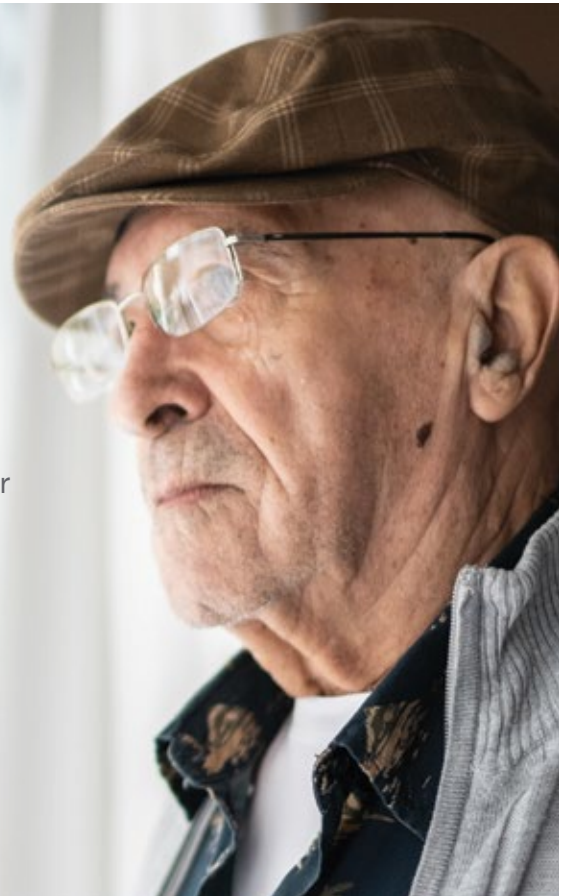
Living with Dementia

If you have dementia, taking care of yourself needs to be a priority. We have some tips for you or your loved ones to make living with dementia a little bit easier.

- See or talk to your provider on a regular basis. Make notes ahead of time with questions you want to ask or updates you need to give them.
- Create routines to make things easier. Keep mealtimes the same. Always keep important items, like medication and your phone, in the same place. Keep track of activities on a calendar or white board.
- Maintain relationships with family or friends that are supportive and helpful.
- Take breaks when you are doing a hard or overwhelming task.
- Ask for help when you need it.

Sources:

National Institute on Aging, Alzheimer's Association



Your most asked questions to Member Services—answered.

What if I don't understand what my provider is telling me during my visit?

Your provider is your partner in care. You want to fully grasp what they are saying about any health concerns, conditions, and care you might need. If you have a hard time understanding what your provider is telling you during a visit, there are ways you can ask them to be clearer. You can ask them to talk more slowly or repeat information. You can also repeat what you heard back to them to make sure you both are on the same page.

Ask your provider to use plain language instead of medical jargon. You can also ask for a printed copy of notes from your visit to take home with you so you can review what you talked about. The Cleveland Clinic has a full list of helpful questions and tips you may want to check out. Go to My.ClevelandClinic.org/patients/information/questions-to-ask-your-doctor to view the list.



Stay with CareSource

- *Renew your Coverage*

Each year, the state of Ohio has you renew your Medicaid coverage. This is called redetermination. Each person has a different redetermination date. When it is time for you to renew, you will get a packet in the mail from the state. Fill out the packet and return it to the state as soon as you can. We do not want you to have a gap in your health coverage!

Always keep your contact information up to date. That way, you won't miss getting your renewal packet in the mail.

Below are ways you can stay up to date. They are also the same resources you can use to renew your coverage.

- Visit your local **County Department of Job and Family Services**. You can make an appointment or just walk in when they are open.
- Call **1-800-324-8680** (TTY: 711).
- Log in to **www.benefits.ohio.gov**.

We want you to stay a CareSource member!



Your Path to Better Living Starts by Taking Your Medicine!



Taking your medicine exactly as prescribed can help you live a healthier life.

Ask your health care provider or pharmacist questions when you have them. They can explain how your medicine can help you. Keep track of when you take your medicine. Consider taking your medicine as part of your daily routine such as when you brush your teeth or eat dinner. If you take it when you eat, check to see if your medicine should be taken on a full or empty stomach. Taking these steps will help you get on a path to better living!

Life HACKS:



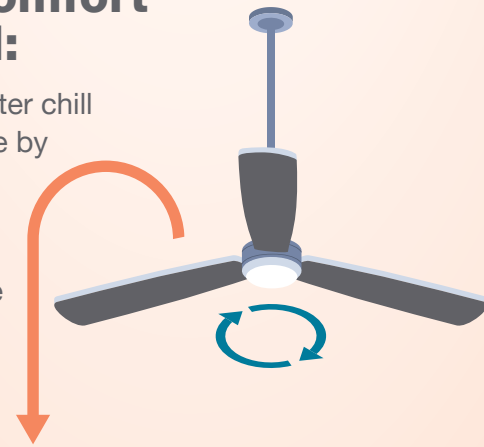
Winter Wonder Hack:

Say goodbye to windshield fog! Don't throw out silica packets from new packages! Rescue a few and leave them on your dashboard. These little moisture-magnets will do wonders, keeping your windshield clear all winter.



Winter Comfort Unlocked:

Embrace the winter chill with a cozy home by changing the direction of your ceiling fan. Set your fan to rotate clockwise at a low speed. This creates a gentle updraft, pushing warm air down from the ceiling. You'll enjoy a toasty living atmosphere. Plus, you'll save on heating costs!



Frost-Free Mirrors:

Tired of foggy mirrors after every shower? Apply a thin layer of shaving cream to your mirrors and wipe it off with a clean cloth. This leaves you with a clear reflection even in the coldest months.





Get Free Books through Dolly Parton's Imagination Library

One of the best things you can do with your child is read. Kids have better speech and listening skills when their parents and caretakers read to them. They are also better prepared to do well in school. Did you know that your child can get a free book delivered right to your door each month? All kids from birth to five years old can get books through Dolly Parton's Imagination Library!

Plus, with the Imagination Library, your child will have their own library of books by the time they start Kindergarten! The Imagination Library is available where you live. Go to imaginationlibrary.com/check-availability to get signed up.

It can take 8 to 12 weeks for the first book to arrive. After that, your child will get a new book each month!





Eating Healthy During the Winter Months

Eating foods high in vitamins can help keep you healthy during cold and flu season. They can also help boost your mood during the cold and dark months.

It may seem harder to choose healthier foods in the winter. When fresh fruits and vegetables aren't as easy to get, frozen or canned options are just as good. Choose the low or no sodium options in canned veggies. Stick with fruits packed in water or 100% juice to skip the added sugar syrups.



Lower levels of vitamin D are linked to depression. It can help to eat and drink more of it during winter. Milk, cereals, salmon, and red meat are good sources. It may also be good to add vitamin D supplement. Talk with your provider about this before you start taking one.



Vitamin C helps your body fight colds and can also improve your mood. It can be found in many fruits like oranges, pineapples, and kiwis. It is also in many vegetables like broccoli, sweet potatoes, and peppers.

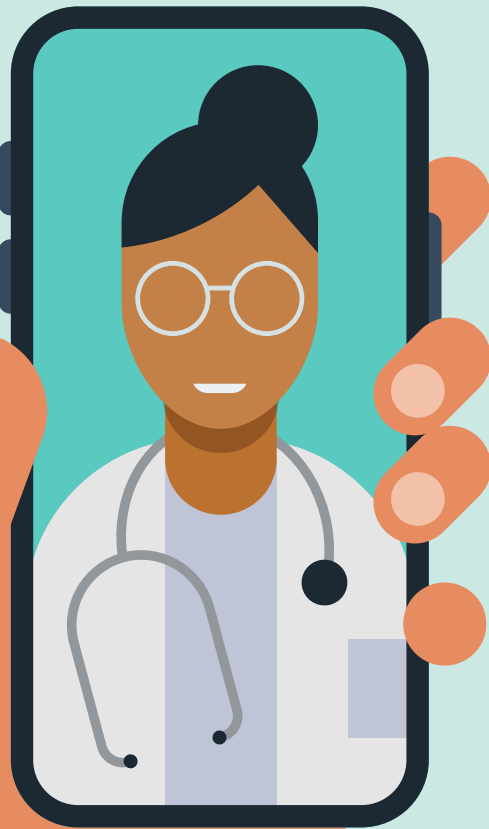
Would you like help getting healthy foods? You may qualify for the Supplemental Nutrition Assistance Program (SNAP). Apply online at benefits.ohio.gov/.

Sources:

Cleveland Clinic, Everyday Health



Use the Mobile App to Call Teladoc!



Use our mobile app to connect with Teladoc® for telehealth services. You can speak to a provider 24/7 from wherever you are through Teladoc. Use Teladoc at no cost to you. The CareSource mobile app is available for iPhone® and Android® systems.

Once you download the app, sign in to your My CareSource® account. On the main screen under **Services**, find the **Telehealth** button. Tap it to go to the Teladoc page.

You can then tap the phone number to call Teladoc right from the app. You can also visit **Teladoc.com/CareSource** and learn more about what is offered.

You can also call Teladoc directly at 1-800-TELADOC (835-2362) or visit **Teladoc.com/CareSource**.

Save time and worry when you use Teladoc.



Food Safety Tips

Holidays are coming! Many involve friends and yummy food. Sadly, one in six Americans will get sick from food that was mishandled this year. Don't be one of them! Stay safe this season by following these steps for safe food handling.

- 1. Clean.** Wash your hands and workspace after each task. Wash or rinse your vegetables and fruits.
- 2. Separate.** Keep meat away from other foods. Use separate cutting boards for meats and vegetables.
- 3. Cook.** Cook food to the safe temperature. Use a good food thermometer.
- 4. Chill.** Refrigerate leftovers within 2 hours. Make sure your fridge is cooled to 40 degrees or below. Keep cold foods cold.

You can learn more about how to cook and prepare food safely at www.FoodSafety.gov.





Know A Scam When You See One

If it seems too good to be true, it probably is. Don't share your private information. Don't give money to anyone who says you must pay them to keep your health coverage. This is a scam.

CareSource or the state will never:

- Say that you are in legal trouble.
- Ask for your credit card or bank numbers.
- Ask for your social security number.
- Ask you to pay in gift cards.
- Threaten you in any way.

If you get a call or message that doesn't seem right, tell us. Call Member Services and ask to report fraud.



Interpreter Services for You

Are you more comfortable speaking a language other than English? We can have someone at your health visits speak in the language you want. This includes American Sign Language.

Call Member Services. Ask for an interpreter to be at your next health visit. We will need to know at least five days ahead. Your provider can set this up with us.

We want you to have your health information explained the best way for you.

Limit Your Exposure to PFAs

Per- and Polyfluoroalkyl Substances (PFAs) are used to make everyday products. They are found in microwave popcorn bags, fast-food wrappers, and non-stick cookware. They are even used to make our clothes, carpets, shoes, and couches water and stain-proof.

PFAs may have some helpful uses. However, there is growing research that shows they may be harmful to our health. PFAs have been linked to high cholesterol, changes in metabolism, and some cancers.

It is hard to avoid PFAs. There are choices you can make to limit your exposure:

- ✓ **Read the label.** If you see the words *fluoro* or *perfluoro*, it likely has PFAs.
- ✓ **Switch out your non-stick cookware.** Try cast iron or stainless steel instead.
- ✓ **Bring your own to-go box.** Use glass or metal containers for leftovers.



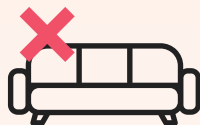
NON-STICK
COOKWARE



FAST FOOD
PACKAGING



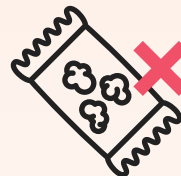
WATER RESISTANT
CLOTHING



STAIN RESISTANT
FURNITURE



STAIN RESISTANT
PRODUCTS



MICROWAVE
POPCORN BAGS

Visit the Centers for Disease Control website at atsdr.cdc.gov/pfas to learn more about PFAs.

Sources: *National Institute of Health*





Liza

Member Moments

True Stories of Triumph in CareSource Life Services

Liza didn't have a job when she joined the CareSource Life Services® program. One of our Life Coaches helped her find work that matched her skills and interests.

Liza was glad to have a job, but she was dealing with other life challenges. She was experiencing depression and anxiety. The CareSource Life Services team connected her with people that could help her take care of her mental health. Her Life Coach also helped her find a safer place to live after her baby tested positive for lead exposure.

Finally, Liza's Life Coach helped her go back to school part-time. She is now taking business classes. She hopes to one day fulfill her dream of running her own massage therapy service.



We can help you, too!

We can help you pave the way from where you are to where you want to be. CareSource Life Services is included in your plan. To learn more, email LifeServices@CareSource.com or call **1-844-543-7378** (TTY: 711).

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/](https://www.caresource.com/plans/medicaid/plan-documents/). You can also get a printed copy sent to you when you call Member Services.



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 ይረዱልዎታል። ወደ 1-800-488-0134 ይደውሉ (TTY:- 1-800-750-0750 ወይም 711)

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

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

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

Complaint forms are found at:
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

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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](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.