



SPRING 2024

# MEMBER *Source*

A Newsletter for CareSource Members



## *Your Voice Matters & We Want to Hear it!*

What you think about your CareSource health plan and the services we provide **matters**. Your feedback helps us ensure you get the highest quality of care.

We partner with Press Ganey each spring to ask you about your health care experiences. Members are chosen at random to take the survey. Your information is anonymous. It may come to you by email, mail, or phone call.

### **Here's what we learned from last year's survey:**

#### **Areas we scored well in include:**

- Getting care quickly
- Customer Service
- Communication from your doctor

#### **Areas we've been working on to improve your experience include:**

- Easier to understand benefits education
- Easier access to support services like food, housing, rides
- More access to after-hours care through telehealth

**If you receive the survey, we hope you will take it.  
If you have already taken the survey, thank you!**

### **Need help getting to know your plan?**

If you have questions about your plan or overall health care, we can help!

Whether it's information on benefits, health conditions, or covered drugs, on **CareSource.com** you will find:

- Important plan documents
- 24/7 Nurse Advice Line numbers
- Covered drug list
- Find a Doctor tool
- CareSource Life Services®

**Call us at 1-800-488-0134 (TTY: 711).**

#### **We can help:**

- Schedule a doctor's visit
- Get translation services

**CareSource**®



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

You get all medically necessary Medicaid-covered services at no cost to you. *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.





# Quick Tips to Help Take Your Medication on Time

It can be tricky to remember when to take your medication, especially if you take it multiple times a day or if you take several different medications. We have some tips!



## Set an Alarm

Set an alarm for each medication at the time you usually take it.



## Get a Pill Box

A pill box makes it easy to keep your medication with you everywhere. Can't remember if you already took your 5 p.m. pill today? Now you'll know for sure!



## Download an App

There are many phone apps to help keep track of your medications. Download your favorite!

# Start Your Day with a Smoothie!

## Make a Banana Oat Smoothie

### Ingredients:

½ cup rolled oats  
1 banana  
1 cup milk of choice

1. Add the rolled oats, banana, and choice of milk to a hand mixer or blender.
2. Blend well.
3. Pour into a cup.
4. Enjoy!

### *Want more healthy recipes?* Join CareSource Circle!

CareSource Circle is a private, online group you can join. Get health and wellness tips, recipes and more! You can tell us about your health journey through live videos, chats, and polls. You can also tell us what we can do to make your CareSource experience better.

To join, visit [CareSource.com/CircleOHMed](https://www.caresource.com/CircleOHMed). You will need to answer a few questions to begin.






## Super Filling Foods for You

Some foods you eat can help you feel fuller longer. This is helpful when you are on the go or on a limited budget.

Protein is the most filling macronutrient. Foods high in protein include lean meat, fish, eggs, or quinoa. Foods high in fiber take longer to digest and help you feel fuller longer. Oatmeal, vegetables, fruits, and legumes are all higher in fiber. Soups and salads can be low-calorie but high in nutrients which can help fill you up.

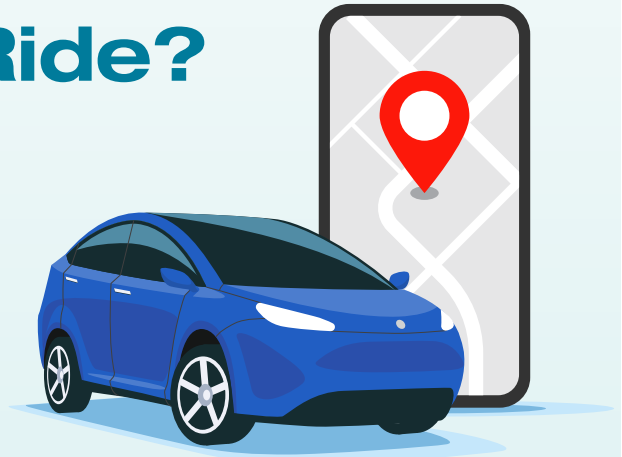
Some great filling snacks are Greek yogurt, cottage cheese, prunes, nuts, or unbuttered popcorn.



If you need help getting healthy food, you may qualify for the Supplemental Nutrition Assistance Program (SNAP). Learn more and apply at [www.benefits.ohio.gov/](http://www.benefits.ohio.gov/).

**Sources:** <https://www.healthline.com/nutrition/15-incredibly-filling-foods> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5015032/>

## Need a Ride?



## CareSource Has You Covered!

Did you know you can get rides to your doctor visits and more? We offer rides for:

- Pickups at your pharmacy
- Health care visits
- Order pickups at grocery stores or to food banks or pantries
- Renewing your Medicaid benefits at your county Job and Family Services or Women, Infants and Children (WIC) appointments

You can get wheelchair accessible rides.

Call Member Services to schedule a ride at least two days before you need one. You can also schedule a ride through the Provide A Ride app.

**If you had issues scheduling a ride, call Member Services. You can also send a letter to:**

CareSource  
Attn: Member Grievances  
P.O. Box 1947  
Dayton, OH 45401



**YOU  
ASKED  
FOR IT!**



## When should I use CareSource.com versus MyCareSource.com?

**CareSource.com**  
is our public website.  
This is where you can:

- See your plan documents.
- Read or watch educational materials and videos.
- See your overall benefits and services.
- See your mental health benefits.
- Get Care Management information.
- Use the Find a Doctor tool.
- And much more!

**MyCareSource.com**  
is your personal portal account. You must log in to use your My CareSource account.  
This is where you can:

- Ask for a new CareSource member ID card.
- See your claims.
- File an Appeal.
- Set your choices for email and text.
- Take your Health Risk Assessment.
- Use tools like MyHealth, myStrength and MyResources.
- And much, much more!

If you need help finding information, call  
Member Services at **1-800-488-0134** (TTY: 711).  
We are open Monday through Friday, 7 a.m. to 8 p.m.



# Break Free From Tobacco!

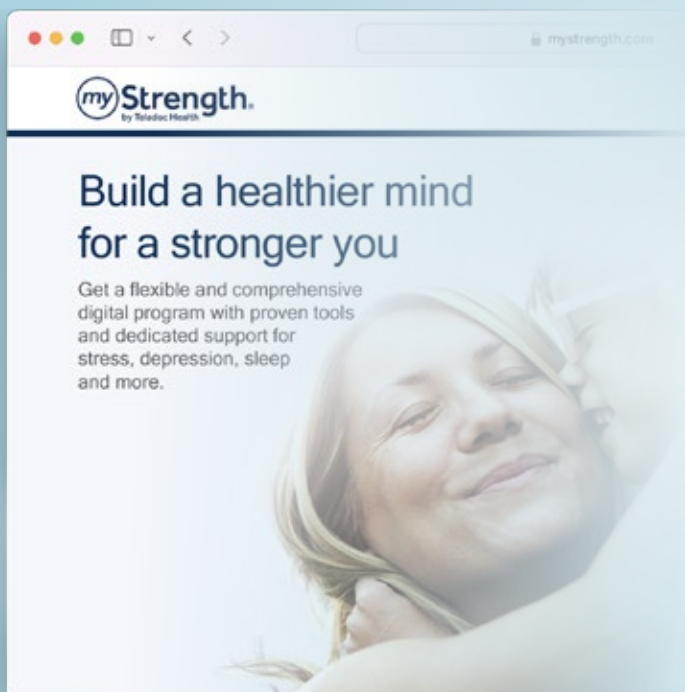
Take back your health and give up tobacco. Did you know smoking is the number one cause of preventable disease and death in the world? Secondhand smoke is also a serious hazard. It causes more than 41,000 deaths every year. Who will you protect by giving up tobacco?

If you want help, call the tobacco quit line at 1-800-QUIT-NOW (1-800-784-8669).



You can also call our Nurse Advice Line. We can answer questions about quitting. We can answer other health questions too! We are here to help you 24/7/365. Call **1-866-206-0554** (TTY: 711).

*Sources: Centers for Disease Control and Prevention, [www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/fast\\_facts/](http://www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/).*



## Take Charge of Your Mental Health

Our wellness tool, called myStrength<sup>SM</sup>, offers personalized support to help improve your mood, mind, body, and spirit. You can access it online or on your mobile device at no cost to you. Visit [bh.mystrength.com/caresource](http://bh.mystrength.com/caresource) to learn more or to sign up. You can also get it through your My CareSource<sup>®</sup> account.

Once you create a myStrength account, you'll see tools to help you live your best life! You can watch videos on meditation, stress reduction, chronic pain and more. You can track your health and progress too!

# Avoiding Microplastics

Microplastics are tiny pieces of plastic smaller than a grain of sand. They are in the ocean, soil, and air. The average person consumes about 5 grams of plastic each week. That's about the weight of a credit card! We still do not know how microplastics affect human health. Microplastics have been found in the lungs, blood and even placentas of humans.

How can you help reduce microplastics? Limiting your daily plastic use is a good first step. Bring reusable bags to the grocery store, try a reusable water bottle instead of single-use bottles and trade a wood cutting board for your plastic board. Plastics are hidden in many of our personal care products. Common ingredients like polyethylene or polypropylene are microplastics. Limit your use of these products when you can. Small changes can make a big difference.

*Sources: National Geographic, [nationalgeographic.com/environment](https://nationalgeographic.com/environment); American Lung Association, [lung.org/blog](https://lung.org/blog)*





# It's Not Too Late...

...to get your flu shot! It may feel like flu season is over, but it can go as late as May. Keep yourself and those around you healthy. Almost everyone six months of age and older needs a flu shot every year. It's extra important for:

- People 65 years of age or older
- People who live in nursing homes
- Pregnant women
- Anyone with a chronic condition like asthma or diabetes

Don't miss out on enjoying the spring due to the flu! Get your flu shot today. You can even get your COVID-19 and RSV vaccines at the same time. Learn more at [CareSource.com/flushot](https://www.caresource.com/flushot). To learn more, at 1-800-488-0134 (TTY: 711). We are open Monday through Friday, 7 a.m. to 8 p.m.

*Sources: Centers for Disease Control and Prevention, [www.cdc.gov/flu/about/season/index.html](https://www.cdc.gov/flu/about/season/index.html).*



# Get Rewarded for Healthy Habits



All CareSource members 18 and older are signed up for the MyHealth Rewards program. **You can earn up to \$395 for healthy habits.**

See all the ways you can earn rewards on the CareSource website at [CareSource.com/plans/medicaid/benefits-services/rewards](https://www.caresource.com/plans/medicaid/benefits-services/rewards). Questions about MyHealth Rewards? Call Member Services at **1-800-488-0134** (TTY: 711). We are open Monday through Friday, 7 a.m. to 8 p.m.



### **Use your Babies First and Kids First rewards today!**

Did your child earn rewards for doing healthy activities in 2023? Those rewards will expire on June 15. **Make sure to use them before they go away forever!**

*MyHealth Rewards earned for the current year will expire in mid-December of the following year. Rewards are subject to change and may vary by age, gender and health needs. If you are no longer a CareSource member, your access to the rewards portal will be turned off. Any unused rewards will no longer be available.*





## ***New Added Benefit for Moms!***

### **Get Healthy Meals Delivered to Your Door**

After you give birth, healthy eating is critical for both you and your baby. This is true whether you are nursing or not. Taking care of a newborn is hard work. We want to make sure you are also taken care of! That's why CareSource is offering free meal delivery through Mom's Meals® after you give birth.

#### **How it works:**

1. Contact your Care Manager or call Member Services.
2. Your Care Manager or Member Services will help you sign up for Mom's Meals.
3. After you have given birth, meals are delivered to your home.

Get up to 28 healthy meals delivered to your door. Choose your meals to fit your diet. You can get heart-healthy meals, vegetarian options, diabetes-friendly meals, and more.



# Thank You

For Being a CareSource Member

We care about you. We want you to learn about your benefits, services and what programs are available.



## Learn about your plan.

You can find the most up-to-date information about your benefits and services at **CareSource.com**. Learn about:

- The toll-free number to call if you have questions and how to reach us if you need TTY services.
- How to get interpreters for sign language or in the language you speak. Interpreters can help you talk with us or your providers. You can also get materials in other formats like large print, braille, or audio. This is all at no cost to you.
- Our Care Management Program and how you or your caregiver may self-refer to the program.
- The benefits and services covered under your plan as well as what is not covered.
- Your financial responsibility. This would coinsurance or other charges. You will find the form to submit a claim to get paid back if you paid for a covered service.
- Your rights and responsibilities as a member.
- How we manage care, benefits, access to services and other issues.
- How to let us know if you are unhappy with us. There is also information about how to appeal a decision that affects your coverage, benefits, or services.



## Take your Health Risk Assessment (HRA).

The HRA gives tips and tools that help you improve your health. Take the HRA in one of these ways:

- **Phone:** Call **1-833-230-2011** (TTY: 711) Monday through Friday from 7 a.m. to 6 p.m. ET.
- **Online:** Log into your secure **MyCareSource.com** account and click on the *Health tab*.
- **Mobile App:** Use your phone's camera to scan the QR code to get to the mobile app. Once you are in the app, navigate to your secure My CareSource account and click the *Health tab*.





## Learn about our providers.

Our **Find A Doctor** tool lists in-network providers like primary care provider (PCP), dentists, therapists, hospitals, clinics, and more.

Choose one who will meet your needs. Visit **FindADoctor.CareSource.com**. Find providers by filtering where they are located, their gender, specialty, board certification, the medical school they went to, and where they completed their residency. You can also learn:

- How you can choose your PCP and make appointments.
- How to see a specialist, mental health provider and get emergency care.
- Where to get care if your PCP is not available or it is outside of their normal office hours.
- How to get emergency care, either going to an ER or calling 911.
- How to get care if you travel outside of the plan area. You can learn more about rules if you need to see a provider outside of plan 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 help you get good care and service.
- Our commitment to always protect your privacy. Our notice of privacy practices and HIPAA/ Member Consent Form goes over what routine consent is and how it lets us use and share information about you. It also goes over how we use authorizations and that you can let us share or not share personal health information that is not covered by routine consent. We can get you a list of where your information was shared.
- How and when we decide to add new technology as a benefit.
- Our policy does not let those who make coverage decisions benefit financially from them.
- Having an independent external appeals process for utilization management decisions that we make.



## Find health and wellness programs.

We have zero cost health and wellness programs that can help you reach your best health. We may sign you up for these programs. That is why you may get materials sent from us in the mail. We may also call you about these no cost programs. We may sign you up if we hear from your provider, pharmacy, or other health care source. Call Member Services to opt-in or out. A few of these programs are:

- **Care Management:** We have a team who will work with you, your providers, and any family or caregivers to meet your health needs. They can help coordinate your care to meet your wellness goals. They also help navigate the health care system.
- **MyHealth:** Adults age 18 and older get interactive health tools, small step guides and videos and online tools to set and track health goals. You can even earn rewards for some activities. Log in to **MyCareSource.com**, click the **Health** tab and scroll down to the **MyHealth** link to get started.
- **myStrength<sup>SM</sup>:** Get personalized support to better your mood, body and spirit. Get it through your My CareSource account or visit **bh.mystrength.com** to sign up.
- **Medication Therapy Management:** Learn about your drugs and the right way to use them. Your doctors and other caregivers learn to work better together through this program.

Please call Member Services to learn more or if you do not have access to the internet. We are here to help.

Thank you,

**CareSource**<sup>®</sup>

# Member Moments

True stories of triumph in CareSource Life Services

## Tyler

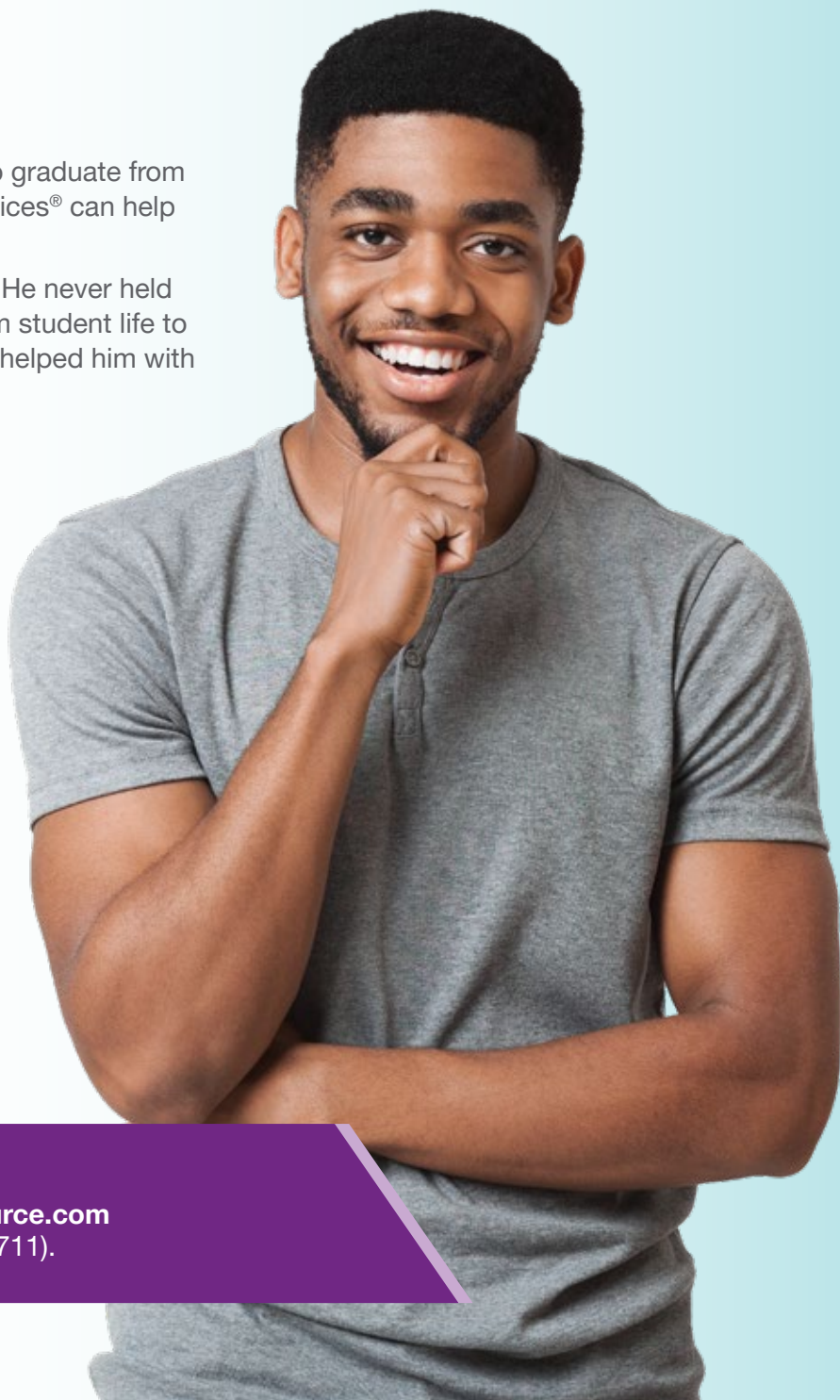
Do you know a CareSource member about to graduate from high school or college? CareSource Life Services® can help them figure out what comes next!

Tyler finished his degree at a state university. He never held a full-time job and wasn't sure how to go from student life to the working world. A CareSource Life Coach helped him with interviewing skills and his resume.

His coach sent him job leads at companies that aligned with his values. He met with a recruiter at a job fair and was hired right after graduation! Tyler and his coach kept working together to create a budget and build his credit. It was Tyler's first time out on his own, but thanks to CareSource he wasn't alone.

### **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 [LifeServices@CareSource.com](mailto:LifeServices@CareSource.com)  
or call 1-844-543-7378 (TTY: 711).



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



**SPANISH** - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al 1-800-488-0134 (TTY: 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 711 मा फोन गर्नुहोस् ।

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

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

**HAITIAN** - Sèvis Asistans Lang yo, gratis, disponib pou ou. Rele nan 1-800-488-0134 (TTY: 711).

**PASHTO** - د ژبې په برخه کې د مرستې خدمات، ستاسو لپاره - په وړیا ډول د لاسرسۍ وړ دي. 1-800-488-0134 (د کڼو یا په اورېدو کې د ستونزو لرونکو لپاره: 711) شمېرې ته زنگ ووهی.

**TURKISH** - Ücretsiz dil destek hizmetleri mevcuttur. 1-800-488-0134 no'lu numarayı arayın (TTY: 711).

**ARABIC** - نوفر لك خدمات المساعدة اللغوية بالمجان - اتصل بالرقم 1-800-488-0134 (الهاتف النصي: 711).

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

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

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

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

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

**UZBEK** - Til masalasida yordam beradigan bepul xizmatlar mavjud. 1-800-488-0134 telefon raqamiga qo'ng'iroq qiling (TTY: 711).

**KINYARWANDA** - Tubafitiye serivisi z'ubufasha bujyanye n'indimi ku buntu. Hamagara kuri 1-800-488-0134 (TTY: 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](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Complaint forms are found at:

[www.hhs.gov/ocr/office/file/index.html](http://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: 711)

CareSource24®  
24-Hour Nurse Advice Line:  
**1-866-206-0554** (TTY: 711)

## Join Us

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.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.