



WINTER 2024

MEMBER *Source*

A Newsletter for CareSource Members

We Make it Easy to Find a Doctor



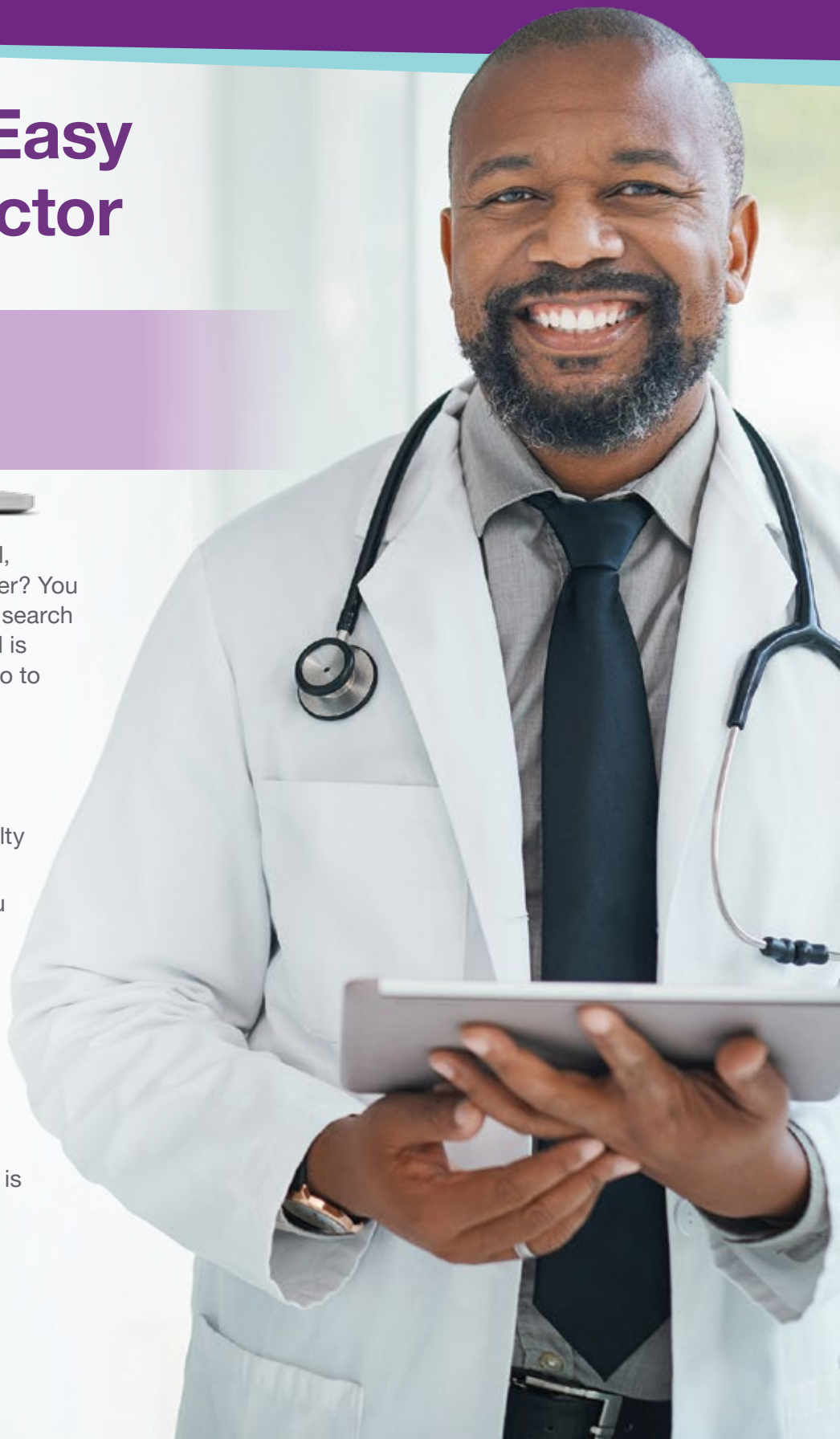
Do you need to find a doctor, hospital, pharmacy or other health care provider? You can use our online tool at any time to search for a provider in our network. Our tool is fast, convenient and updated daily. Go to FindADoctor.CareSource.com to get started.

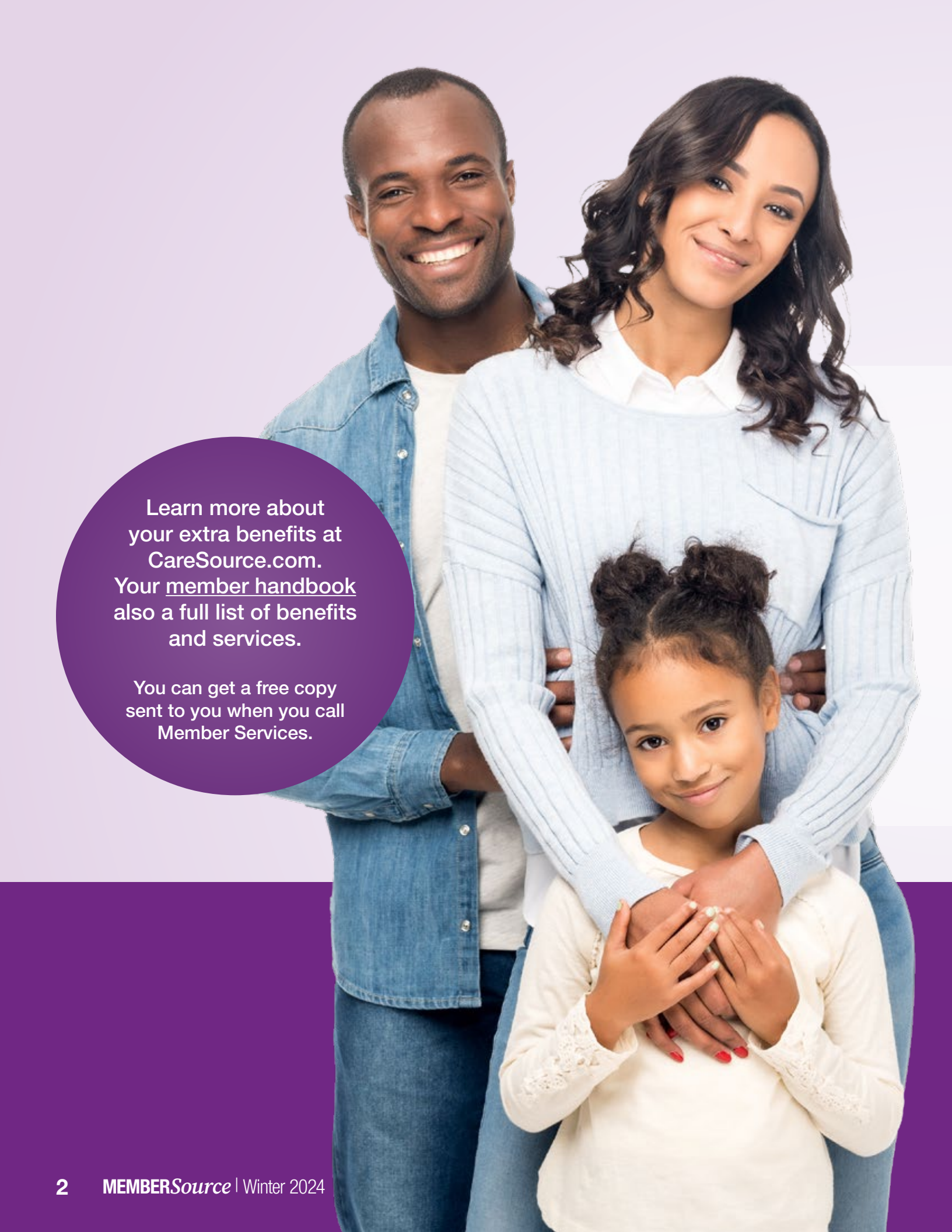
Features

- ▶ **Search** by name, location, specialty and more.
- ▶ **Filter** your results to find what you need quickly.
- ▶ Enable 'Location Services' to get **suggested options** based on where you are.
- ▶ **Sort** your results by name, distance or relevancy.

If you need help, use the online tutorial. It will show you how simple it is to find what you need.


CareSource[®]





Learn more about
your extra benefits at
[CareSource.com](https://www.caresource.com).
Your member handbook
also a full list of benefits
and services.

You can get a free copy
sent to you when you call
Member Services.

Get More with CareSource

CareSource is proudly based in Ohio. We live and work in the same community as you. That means your health and well-being are personal to us.

We offer benefits and services that go beyond basic care.
Take advantage of all that CareSource has to offer:

- **No copays** for health care visits.
- Vision and dental care as a core part of your benefits.
- **A large network** of providers.
- A health plan that puts **you in the driver's seat** to ensure you receive the best care and access to services.
- **Reward programs** that let you earn rewards to help you buy groceries, personal care items and much more when you make healthy choices.
- Free rides to health care visits or to pick up food at food pantries or for curbside pickup.
- Get your own **Life Coach** or help finding a job, finishing your degree or exploring a new career path with CareSource Life Services®.
- And so much more!



Questions?

Call Member Services at **1-800-488-0134** (TTY: 711).
We are open Monday through Friday, 7 a.m. to 8 p.m.
We are here for you.



Protect Your Personal Information

Health insurance fraud is a serious issue. Stay safe. Protect your personal information.

- 1 Be careful when giving out your member ID card number or social security number.
- 2 Do not let another person use your member ID card. This is illegal. It puts you at risk for identity theft.
- 3 Report any suspicion of fraud. If you believe someone has used your card to get services, tell us as soon as you can.

Call **1-844-415-1272 (TTY: 711)** to report fraud. You do not have to give us your name when you write or call. Your report will be kept as confidential as allowed by law.



Care Management

How Can They Help?

We want to make sure you're getting the care you need. With our Care Management program, you can get help coordinating your health and non-health care needs. This program is at no cost to you.

Our Care Management team has nurses, social workers and community health workers who can work with you one-on-one. They are called Care Managers. We offer the program for children and adults. Our Care Managers can work with you, your providers, family and/or caregivers to set up your care. We will work with you to meet your health and wellness goals.

How do I get a Care Manager?

You may hear from a Care Manager by phone if:

- Your doctor asks one to contact you.
- You ask for a phone call.
- Our staff thinks their services would be helpful to you or your family.

You can also call us to learn more about Care Management or join the program. Call the team directly at **1-833-230-2037** from 8 a.m. to 5 p.m., Monday through Friday.

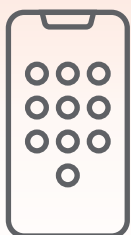


988 Suicide and Crisis Lifeline

Are you in crisis? If so, call or text 988. You can also open a chat on 988lifeline.org. 988 will reach the Suicide Prevention Hotline. This hotline can be used 24/7 by anyone struggling with their mental health or having thoughts of suicide.





Here are some tips for when you call 988:




Press "1" if you
are a veteran.


Press "2"
if you need
interpretation
services.


Dial 711 if you are hard
of hearing for TTY. Then,
dial **1-800-273-8255** or
your preferred service.


Talk and text
is available in
English and
Spanish.

Source: 988 Suicide & Crisis Lifeline. <https://988lifeline.org/current-events/the-lifeline-and-988>.

When to Get Your Hearing Checked

Do you have trouble hearing? Do you or your loved ones notice you're not hearing as well as you used to? It is important to get your hearing checked often. It can be hard to tell if your hearing is getting worse. Here are some early signs of hearing loss to look for:

Adults:	Children:
<ul style="list-style-type: none">• Hearing worse in one ear• Ringing in your ear• Turning volume up louder• Pressure in the ear	<ul style="list-style-type: none">• Not turning towards sound• Delayed speech• Turning volume up louder• Confused in conversations or when given directions



Get your hearing checked! We offer free and important screenings as a part of your benefits. Hearing screenings are part of your annual wellness visit.

Go Green!



Did you know we can send you email or text instead of paper mail? We will send you a text or email when documents or invoices are ready for you in your My CareSource® account.

Use these steps to update your preferences and go green!

1. Log in to your **MyCareSource.com** account. If you don't have an account, click **Sign Up** and follow the prompts. You will need your member ID card.
2. Click **Preferences** on the top navigation bar. A screen to edit your contact preferences will appear.
3. Make sure your email and phone number are correct. If they are not, change them. Check the boxes for **Send me email** and/or **Send me text**. You can pick the types of messages you would like to get electronically.

Click the **Update** button and you're all set!



Get Ahead of Migraines



A big step in coping with migraines is to find out what may be causing them. Causes are not the same for each person. Once you find them, you may be able to stop migraines before they start.

Keep track of your patterns and habits. Some helpful things to track are what you eat or drink and when; when and how long you sleep; the weather; and for those who menstruate, when you have your period. Track when your migraines or headaches start, how long they last and other symptoms you have. Note what medicines and other things help ease the pain.

Take these notes to your provider. Together, you can find what may cause your migraines. This information can also help know the best ways to help ease the symptoms once they start.

Sources: Migraine Trust, <https://migrainetrust.org/live-with-migraine/self-management/common-triggers/>
National Center for Biotechnology Information, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7572189/>

It's Important to Drink Water Even in the Winter

Our bodies are made up of 60-70% water, so it is important to keep yourself hydrated. As it gets colder, this may seem hard. The dry air from indoor heating can make you dehydrated and you may not even know. Staying hydrated helps keep our immune system strong, which is important during cold and flu season.

There are simple ways to make sure you are getting enough water during the winter. Carry a water bottle with you. This can help encourage you to drink more water. Add some flavor by putting a slice of lemon, lime or other fruit to your water. Drink warm fluids. Hot herbal teas, warm water or warm broths are good choices. Eat hydrating foods like oranges, celery or yogurt. Warm soups can also provide the water you need. Plus, it's a great meal!



Want more health tips? 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 care journey through live videos and chats, polls and more. You can also tell us what we can do to make your CareSource experience better.

To join, visit **CareSource.com/CircleOHMed**.
You will need to answer a few questions to begin.



Breathe Easier Indoors

When we think about air pollution, we often think of it outdoors. But air pollution levels can be just as high indoors!

There are several common indoor air pollutants. **Radon** is a naturally occurring gas that forms in soil. You cannot see or smell radon. **Combustion pollutants** are gases or particles that come from burning materials. Examples are space heaters, gas stoves and fireplaces. **Volatile Organic Compounds (VOCs)** are products like paint and common cleaners that emit chemical gases.

There are steps you can take to improve your indoor air quality.



- 1 When the weather is nice, open windows to let the breeze through. Check the outdoor air quality where you live at www.AirNow.gov first.



- 2 Limit your use of chemical cleaners or products. Or switch to less toxic products that have the **Safer Choice** label.



- 3 Vent your appliances like heaters and dryers outside. You can also install a carbon monoxide detector in your home.



- 4 Get your home tested for radon. Most states offer free or low-cost test kits. Find out how to get your kit at www.epa.gov/iaq and choose *radon*.





Member Moments

True stories of triumph in CareSource Life Services

Jayda left the workforce after the birth of her baby. When she was ready to go back to work, she struggled to find the right job. CareSource JobConnect, which is part of CareSource Life Services, helped her get back to work.

A CareSource Life Coach helped Jayda with her resume. They also helped her practice interviewing skills. CareSource coaches have relationships with many employers. They matched Jayda to one that best fit her. Jayda applied. Then the JobConnect team reached out to the employer with a letter of recommendation. The employer called Jayda that same afternoon. Within a few days she was hired!

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 or call **1-844-543-7378** (TTY: 1-800-750-0750 or 711).



Jayda

Childhood Immunization Schedule

Vaccines, or shots, help protect kids from harmful diseases. To get the most benefit and protection, make sure your child gets the right shots at the right time.

The Centers for Disease Control (CDC) has a list of vaccines children should get and when they should get them. This schedule is based on when vaccines work best with kids' immune systems and when kids need the protection the most.

Many of the shots happen while they are infants. Often booster shots are needed months or years later. Some shots should be given each year, such as flu and COVID-19. If your child misses a vaccine or a booster, they won't need to start over.

If you have questions, talk to your child's primary care provider (PCP).

Sources: Centers for Disease Control and Prevention, https://www.cdc.gov/vaccines/imz-schedules/child-easyread.html?CDC_AAref_Val=https://www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html, Centers for Disease Control and Prevention, https://www.cdc.gov/vaccines/imz-schedules/adolescent-easyread.html?CDC_AAref_Val=https://www.cdc.gov/vaccines/schedules/easy-to-read/adolescent-easyread.html, Healthy Children, <https://www.healthychildren.org/English/safety-prevention/immunizations/Pages/Recommended-Immunization-Schedules.aspx>





Managing Food Allergies During the Holiday Season

The holidays are a time to celebrate and often involve eating together. This can be challenging for those with food allergies. The more you know about food allergies, the better prepared you can be when planning meals. There are nine foods listed as major food allergens.

These include:



Milk



Eggs



Fish



Shellfish



Tree Nuts



Peanuts



Wheat



Soybeans



Sesame

While some food allergies are mild, some can be severe or even life threatening. Talk to the people you are spending time with this holiday season. Tell the host if you have a food allergy. Ask questions. Talk through the menu. If you are someone with a child who has a food allergy, talk with them before the celebration. Having a plan can eliminate some of the worry. Consider writing labels for each dish. You can also keep dishes with food allergens separate from the rest of the food.

Source: Food and Drug Administration, www.fda.gov/food/buy-store-serve-safe-food/food-allergies-what-you-need-know



A photograph of a woman with long dark hair, smiling and looking down at a newborn baby she is holding. The baby is wearing a blue onesie and looking up at the woman. The background is a soft, out-of-focus indoor setting.

Learn More About *Breastfeeding*

Choosing to breastfeed, formula feed or a combination of both is a hard decision for many new parents. Breastfeeding has benefits for moms and babies. For moms, it can reduce the risk for diabetes and some cancers. For babies, it can give them more protection from illnesses. It can also decrease the chance of sudden infant death syndrome (SIDS). Pumping milk to bottle feed later gives your baby the same benefits.

**If you are breastfeeding, make sure you are storing any extra milk safely.
Here are some tips:**

- Use freezer milk bags that are designed for storing human milk. Other bags may leak or make the milk unsafe for your baby. **CareSource covers 100 bags per month.***
- Put the date on your milk before storing it. Always use the oldest milk first.
- Limit waste by storing milk in 2–4-ounce (60–120 ml) amounts.

Breastfeeding may not be possible for all, or it may not work in your situation. This is okay! Know that formula is a healthy and safe option for babies.

Source: La Leche League International. lil.org/breastfeeding-info/storing-human-milk.



How to Support a Loved One Through a Difficult Diagnosis

It can be hard to get a life changing diagnosis or find out about a terminal illness. The news can feel overwhelming and difficult. There are no one-size-fits-all solutions, but if you have a loved one facing a difficult diagnosis, there are ways to support them.

Many times, we want to offer advice. Try not to say things that are out of your control, even if you think it will make them feel better. Saying that “everything will be fine” may make your loved one feel like they cannot share when things are not going well. Say, “I am here to support you” instead.

Find out what they need from you. Generally saying, “let me know how I can help” can be overwhelming. Offer specific kinds of help. Bring them a home cooked meal or do household chores.

If you offer help and your loved one does not want it, do not force it. Respect that they may need time and space. Still check in on them because they may want your help eventually.

Source: Mayo Clinic, [mayoclinichealthsystem.org](https://www.mayoclinichealthsystem.org)



Your Feedback Is Important to Us!

You may receive surveys from us asking about your experiences. These may come by phone, email, text or mail. We want you to be honest in your responses. It will never affect your CareSource coverage. If you receive a survey, please take it! We need your feedback to ensure you are getting the care and support you deserve.

If you’ve had a good experience with us or the providers in our network, you can give scores such as 9 or 10, Excellent or Very Good. You can also tell us how we can better serve you! Call Member Services if there is anything you need help with now.

Your voice matters. Thank you for being the best part of CareSource!





Life HACKS:

Cold & Flu Season

No one plans to get sick. When it happens, it can alter your daily life for up to a week or more. Listen to your doctor's treatment plan to help you get better. Here are some home remedies to help you feel better.

Stay hydrated.

Keeping your body hydrated can help to fight off a cold or flu virus. Drink plenty of water. Electrolyte drinks, like Gatorade or Pedialyte, can also help your body absorb the water.

Rest and drink warm tea.

Give your body time to heal. This helps your body focus on getting better. Warm herbal tea or lemon water can help soothe a sore throat and unblock sinuses. You can also gargle with warm salt water a few times each day.

Stay well this winter.

Stay well this winter. What's the best way to protect yourself? Get a flu shot! Learn more at **CareSource.com/FluShot**.

If you have questions about your health, CareSource24®Nurse Advice Line provides around-the-clock access to a caring and experienced staff of registered nurses. Call CareSource 24 Nurse Advice Line at **1-844-206-5947** (TTY: 1-800-743-3333 or 711) 24 hours a day, 7 days a week, 365 days a year.



Talk to Your Doctor or Pharmacist About Your Medications

Do you have questions about your medications? Talk to your doctor or pharmacist to make sure you are taking them correctly. These are some questions you can ask to learn more about your medicines.

- How long will it take to work?
- Can I take this with other medications?
- How long do I take this medication?
- Do I need to eat with this medication?
- Is there a certain amount of time I should wait between doses?

Source: <https://medlineplus.gov/ency/patientinstructions/000535.htm>





Talk to Your Teen About Vaping

E-cigarettes, or vapes, are the most used tobacco product among United States teens. Most vapes contain addictive substances. Vaping can cause lung damage and impact brain development. Often, teens vape because of peer pressure from friends or social media. A few signs of vaping include mood changes, faint fruity smells or increased thirst. It's important to talk to your teen about vaping.

Start by putting yourself in their shoes. Remember what it was like to be a teen. Find a safe, calm place to talk. Express empathy when talking to them. Try not to yell or pass judgment. It is key to be someone to count on and trust.

A way to help your teen avoid or stop vaping is to have them focus on something else. Encourage them to join a sport or after school club. They could try exercising, journaling, meditation, listening to music or playing games.

Supporting your teen is the best way to help them.

**Learn more at
Teen.SmileFree.gov**

Sources: Centers for Disease Control and Prevention, www.cdc.gov/tobacco/e-cigarettes/index.html, American Lung Association, www.lung.org/quit-smoking/helping-teens-quit/talk-about-vaping



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 لاسرسي وړ دي. 1-800-488-0134 (د کڼو یا په اورېدو کې د ستونزو لرونکو لپاره: 711) شمېرې ته زنگ ووهئ.

TURKISH - Ücretsiz dil destek hizmetleri mevcuttur. 1-800-488-0134 no'lu numarayla 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

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



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X.com/**CareSource**



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

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