



WINTER 2025

MEMBER *Source*

A Newsletter for Ohio CareSource Members

The Impact of Gratitude on Health

The holiday season is full of appreciation. Gratitude can have a great effect on your health all year long.

Your mind and your body have a strong connection. When you practice gratitude, it can offer perks like:

- Lower blood pressure
- Stronger immune system
- Improved heart health
- Boost in mental health
- Better sleep quality
- Decreased pain levels

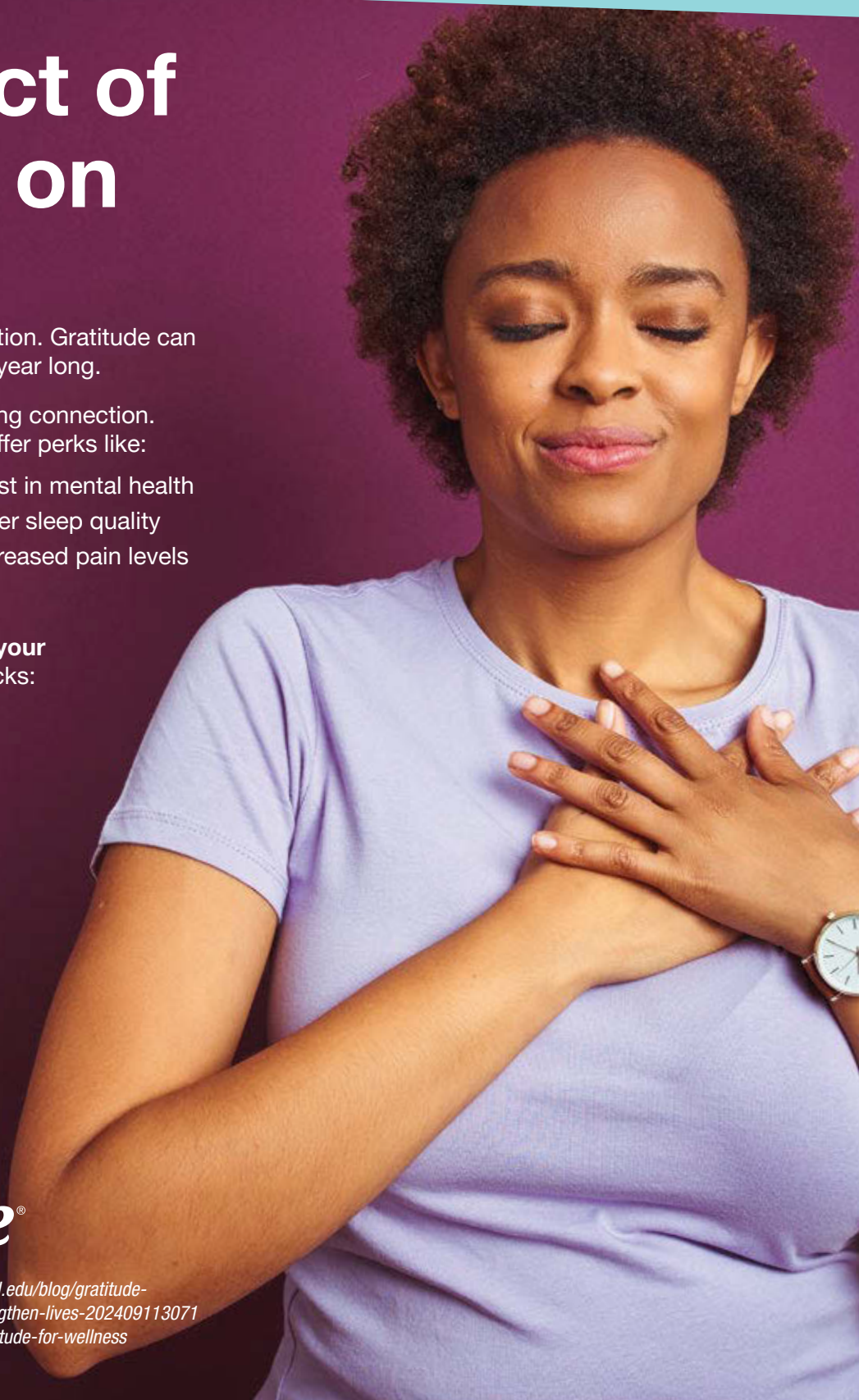
Want to express more gratitude in your daily life? Here are some tips and tricks:

- Keep a journal. Write down three things you're thankful for at the end of each day.
- Write thank you notes to friends and family.
- Take turns saying what you're grateful for at the dinner table.
- Ask yourself questions like, "What am I looking forward to this week?"

Practice a gratitude mindset to start feeling like a healthier, happier you.


CareSource[®]

Sources: Harvard Medical School. www.health.harvard.edu/blog/gratitude-enhances-health-brings-happiness-and-may-even-lengthen-lives-202409113071
Cleveland Clinic. <https://health.clevelandclinic.org/gratitude-for-wellness>



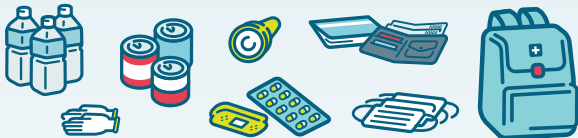
When Disaster Strikes, Be Prepared.



Disaster can happen anytime. A tornado, hurricane, wildfire or flood can change your life. Make sure you and your family are prepared.



1. Make a Plan: use a checklist or create your own. Know what you and your family are going to do during and after an emergency. Know where you'll shelter and where to meet if you are divided.



2. Build a Kit: include enough food, water and medications for two weeks if possible.



3. Stay Informed: sign up for alerts by phone or text.

Visit [ready.gov](https://www.ready.gov) to download checklists and find helpful resources. Learn more about alerts at www.ready.gov/get-tech-ready.



What Are Super Foods?

Have you ever heard of super foods? They get that name because they are packed full of essential nutrients. Having them in your diet is an essential part of staying healthy. Research has shown that having a healthy diet can reduce the risk of heart disease, high blood-pressure, diabetes and cancer.

Foods such as fish, berries, nuts, leafy greens, yogurt and whole grains are all super foods. There are great ways to add these to your diet. Try adding some nuts, like almonds or cashews, to yogurt. Or even try to include leafy greens like spinach or kale to soups and stews. Fish like salmon and tuna are high in Omega-3 fatty acids. Try a nice salmon dinner with some lemon for a hearty meal.



You may qualify for SNAP (Supplemental Nutrition Assistance Program). SNAP can help you pay for groceries each month. Visit fns.usda.gov/snap to learn more and see if you qualify.

Source: Harvard Health Publishing. www.health.harvard.edu/blog/10-superfoods-to-boost-a-healthy-diet-2018082914463



Medication Adherence Made Easier



Sometimes, managing your medicine can seem like another chore on your to-do list. Taking them correctly is key. This means taking the right dose at the right time. It also means picking them up from the pharmacy on time.

Many pharmacies offer ways to make it easier for you to get your medicine:

- Ask about filling all your medications on the same day.
- Ask about getting your medicine delivered right to your door with mail-order delivery.

Source: American Heart Association. www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed



Using the 24-Hour Nurse Advice Line

Our smart, caring Registered Nurses are here 24/7 to talk with you. They can offer advice about your wound, sickness or health questions. They can also help you know when self-care, a doctor's visit, urgent care or an emergency room visit is needed. Unsure of when and where to get care? Call the 24-Hour Nurse Advice Line to talk to a Registered Nurse at **1-833-687-7321** (TTY: 711).

Should I Get My Hearing Tested?

Do You Have Confirmed Hearing Loss?

Yes

Get your hearing aids or other hearing devices checked once a year. Talk to your doctor if there's a change in how well you are hearing.

No

Are You Older Than 60?

Yes

Are you or loved ones noticing you're not hearing as well as you used to?

Yes

Get your hearing tested.

No

Get a baseline test. You may want to get retested later if it continues.

No

Is there a lot of noise in your daily life or with your job?

Yes

No

Based on your answers, you are OK! If you are still concerned, talk to your doctor.



Get the Most out of Your Benefits

We are more than just quality health insurance. We care about you! Making your health and wellness a priority can be a challenge. We're here to make things a little easier.

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.
- **No copays** for prescriptions.
- **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 through 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®**.
- An easy-to-use digital experience called MyLife that lets you access your account on-the-go.

Learn more about your benefits at **MyLife.CareSource.com** or by calling Member Services. The number is on the back of this newsletter. We are here to help.



A World of Health and Well-Being Just For You

It's a world of health and well-being set up just for you! CareSource MyLife has all the features you need to manage your plan. Log in to your secure account, view your benefits, track and redeem rewards, view your digital ID card and so much more. Plus, CareSource MyLife is easy to use! You will even get tips and resources tailored to you.

Set up your account today!

Visit **MyLife.CareSource.com** or get the app through the App Store® or Google Play®.

Services Covered for You



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.



Sweater Weather and Dry Skin

Cold air, wind and low humidity can make skin dry, itchy and cracked. There are ways to help your skin throughout the winter.

Take shorter, lukewarm showers. Hot water and harsh soaps dry out skin. Use gentle, scent-free, sensitive skin cleaners. Be sure to moisturize. Choose a scent-free cream, they repair skin better than lotion. Don't forget sunscreen! You can still get sun damage in winter.

Don't ignore cracked skin. Gently wash around the area and apply a skin ointment. Watch for signs of infection like redness, swelling and pain. If you see these signs, call your provider.

If your skin is still dry and cracked, you could have a skin condition like psoriasis, eczema or an allergic reaction. A dermatologist (skin doctor) can prescribe stronger treatments. They can also suggest a skin care routine to keep your skin healthy during harsh winter months.

Source:

American Academy of Dermatology (ADA).
www.aad.org/news/cold-weather-and-your-skin

The ABCs of Caregiving

Are you caring for an adult? If so, you are not alone. Many people are helping an aging parent or loved one. It can be difficult, especially if you also juggle work, school, kids or other responsibilities. Keep these tips in mind to help you stay healthy, too.

A

Accept offers of help from others. Suggest specific things people can do to help you.

B

Take breaks often. Caregiving is hard work. Take time to recharge your own batteries.

C

Care for your own health. Try to eat well and get enough sleep. This will help you stay healthy and strong enough to take care of your loved one.



Watch Out for Seasonal Affective Disorder (SAD) This Holiday Season

Are you feeling down this season?

Or maybe you've noticed a loved one's change in behavior? Studies show those with mental health illness are more likely to feel worse during the holidays. SAD is a type of depression that happens when the seasons change. The following symptoms often start in fall and last through winter:

- Feeling tired
- Sleeping a lot
- Change in appetite
- Being easily annoyed
- Thoughts of self-harm

Can you help someone with SAD? Yes! Here are a few tips:

- Try to check in with them at least once a week.
- Listen kindly. Respond with, "How can I help?"
- Gently suggest they talk to a doctor or counselor.



Taking care of yourself is important, too. If you can't see your provider quickly enough, Teladoc has mental health providers available seven days a week from 7 a.m. to 9 p.m. They can help with anxiety, depression, stress, substance use, trauma and more. Visits for mental health must be scheduled ahead of time.

Call 1-800-TELADOC (835-2362) or visit Teladoc.com/CareSource to get started.

The **myStrength**SM app offers self-help tools like a mood tracker, feeling log and more. Sign up at mystrength.com/mobile!

Need help right away?

Call 988 or text HOME to 741741 to reach a crisis counselor 24 hours a day, 7 days a week.

Practice care and be mindful this holiday season!

Sources: Health Partners. www.healthpartners.com/blog/why-we-get-depressed-during-holidays/
Mayo Clinic. www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/symptoms-causes/syc-20364651





Setting Health Goals for the New Year

The new year is a great time to set health goals. Try these tips:

- 1 Start by thinking about what you want to change. Make sure your goals are specific and easy to follow.
- 2 Try setting **s**pecific, **m**easurable, **a**ttainable, **r**elevant, and **t**ime-bound (SMART) goals. For example, aim to exercise for 30 minutes, five days a week or add more fruits and vegetables into your meals.
- 3 Keep track of your progress! You can use a notebook or an app to see how you're doing.
- 4 Remember to celebrate your small successes to keep you excited. It's also helpful to have friends or family support you in reaching your goals.

By setting clear health goals, you can make positive changes that can last all year long!



Member Moments

True stories in CareSource
Life Services®



Kelly wanted to boost her career but faced mental health struggles. Her CareSource Life Services coach and our Care Management team made a plan that worked for her.

CareSource Life Services helped Kelly with career planning and writing her resume. Her dream was to work with kids. She interviewed for a job at an organization serving youth and families. She was offered a full-time job earning \$26/hour! Kelly is excited to build a career with the company.

We can help you, too!

CareSource Life Services can help get you to where you want to be at no cost to you.

To learn more,
email LifeServices@CareSource.com
or call 1-844-543-7378 (TTY: 711).

The Benefits of Baths

When is the last time you skipped a stressful morning shower and opted for a relaxing bath instead? Baths have surprising benefits for your health—other than getting you clean.

- **Better sleep:** Baths can help you sleep. Soak in a tub of warm water for 30 minutes within 2 hours of bedtime. This relaxes your body. The change in your body temperature is similar to the normal rise and fall that happens before sleep.
- **Improved mental health:** Baths don't only relax your body. They relax your mind. Taking time to care for yourself relieves stress. Less stress often means a better mood.
- **Soothe your aches:** If your muscles or joints ache, a bath might be your answer. The warm water relaxes your muscles and can make your joints feel less stiff. This can help you feel less sore.

Next time you need a pick-me-up, consider hopping in the bath to relax.

Source: Cleveland Clinic. health.clevelandclinic.org/reasons-to-take-a-bath



Four Ways to Report Fraud Waste & Abuse



To anonymously report any Fraud, Waste and Abuse:

- 1 Call **1-800-488-0134** and follow the steps to report fraud.
- 2 Write to us. Fill out the Fraud, Waste and Abuse Reporting Form. Find it at **CareSource.com/members/tools-resources/fraud-waste-abuse/**. You can also send a letter to us. Mail it to:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

There are other ways to report that are not anonymous. You can:

- 3 Fax us at **1-800-418-0248**.
- 4 Email fraud@CareSource.com.

Learn about what types of activities are considered fraud, waste and abuse in your member handbook.





Getting Your ZZZs

Getting enough sleep each night is important for your health and well-being. It has an impact on your day-to-day life. But how much sleep do you need each night? The answer depends on your age.

Newborn	Infant	Toddler	Preschool	School age	Teen	Adult	Adult	Adult
0-3 months	4-12 months	1-2 years	3-5 years	6-12 years	13-18 years	18-60 years	61-64 years	65+
16-18 hours	12-16 hours (including naps)	11-14 hours (including naps)	10-13 hours (including naps)	9-12 hours	8-10 hours	7 or more hours	7-9 hours	7-8 hours

Why do we need enough sleep each night? Sleep sharpens memory and problem-solving skills. It also lowers risks of certain diseases and can boost your immune system. Not getting enough sleep can cause health problems including:

- **Heart and blood vessel disease:** Includes high blood pressure, heart disease, heart attack and stroke.
- **Diabetes:** Affects the ability to regulate blood sugar.
- **Obesity:** When tired, you eat more, causing weight problems.
- **Immunodeficiency:** Fighting illnesses is harder on the body.
- **Hormonal abnormalities:** The body cannot make hormones correctly with lack of sleep.
- **Pain:** Pain can develop, or the feeling that pain is getting worse, with lack of sleep.
- **Mental health issues:** Poor sleep can make the symptoms of depression, anxiety and bipolar disorder worse.

Here are a few tips for getting a better night's sleep:

- **Set a routine.** Get up and go to bed at the same time daily.
- **Start moving.** Spend time outside and exercise. This lowers stress, which helps you sleep.
- **Turn off your phone.** Stop checking devices at least an hour before bed.
- **Don't sleep too much.** This raises your risk for diabetes, heart disease and stroke.

If you or a loved one is still having trouble falling asleep, talk to your provider. They can help you make a plan so you can catch your Zzzs.

Sources: National Institute of Neurological Disorders and Stroke. www.ninds.nih.gov/health-information/public-education/brain-basics/brain-basics-understanding-sleep

Centers for Disease Control (CDC). www.cdc.gov/sleep/about/index.html

Thank You for Being a Member

CareSource is more than just quality health insurance. We care about you! We are proud to:

- ✓ Be a **not-for-profit** health care plan. Our focus is **people over profits**, so there are more benefits for you.
- ✓ Have a **large network of providers**. We have providers in the largest cities to the smallest towns.
- ✓ Support you beyond your physical health. We know access to **healthy food, housing, transportation and community resources** impact your overall health.

Find all of the benefits and services available to you.

Log in to CareSource MyLife at **MyLife.CareSource.com**

or download the app through the App Store® or Google Play®.

We love hearing from you!

We send out surveys throughout the year asking for your feedback. We want to know about your experience with us and hope that you respond if you get a survey. Your honesty in your response will not change the care you get.

If you have had a good experience, let us know! A score of “9 and 10”, or “usually” and “always”, tells us we are on the right track. If there is something we can do to make your experience better, we want to know. Call Member Services. We are here to help!



Partners in Health

Your provider is a partner in your health. You should trust the people who give you care. Here are a few tips to keep in mind at your next visit with a provider:

- ✓ Be open and honest with them. Share your concerns even if it feels embarrassing. Your provider should listen and treat you with respect.
- ✓ Do not be afraid to ask questions. It can be helpful to write down what you want to talk about and bring it to your visit.
- ✓ You know your body best. If they tell you your symptoms are normal but you feel off, speak up. Ask, “What about my issue tells you that it is not serious or something to worry about?” Or “What should I look for that may mean this is getting worse?”

If you are not happy with your provider or feel like they are not listening to your concerns, you can get a new one. Find a network provider near you using our *Find a Doctor* tool in CareSource MyLife.

Do you know what a good provider/patient relationship looks like?

Scan the QR code to take the quiz and find out!





Know the Dangers of Smoking

Smoking can lead to nicotine dependence and major health problems. When you stop smoking or using tobacco products, you cut the risk of health issues. Some of these are heart attacks, strokes and certain cancers. The good news is smokers can - and do - quit for good. Since 2002, there have been more former than current smokers.

If you quit smoking, it will be easier to breathe. This will help you be more active. You will also protect those around you from breathing secondhand smoke. As a bonus, you will save more money. Studies show that a person who smokes one pack a day will save over \$2,000 a year!



To get help, call 1-800-QUIT-NOW (1-800-784-8669). Coaches can counsel you over the phone for free. Nicotine replacement therapy, such as nicotine patches and gum, is available to eligible members.

Sources: Centers for Disease Control and Prevention (CDC).
www.cdc.gov/tobacco/about/index.html,
www.cdc.gov/tobacco/campaign/tips/quit-smoking/quitline



Protect Yourself and Others from STIs

If you are sexually active, it is vital to get tested for sexually transmitted infections (STIs). STIs often won't show symptoms so you may not know you have one. Even when there are no symptoms, STIs can cause serious health problems. Getting tested can help protect your health and the health of your partner.

We cover STI testing for chlamydia, gonorrhea and syphilis once per year, at no cost to you. Call your provider's office to schedule a test. To find a provider near you, use our Find a Doctor tool in CareSource MyLife. You may also go to a private, no cost or low-cost testing site near you. You can search for one by going to gettested.cdc.gov/.

Source: Centers for Disease Control and Prevention (CDC).
www.cdc.gov/sti/testing/



The Importance of Prenatal & Postpartum Care

Staying healthy during your pregnancy is one of the best ways to have a healthy birth. Be sure to go to your routine prenatal visits. You and your provider should talk about your care and birth plans. They can also answer any questions you may have. You may also qualify for rewards for completing your prenatal visits. For details about the reward programs, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) Monday through Friday, 7 a.m. to 8 p.m., Eastern Time (ET).

Here are some other ways you can help support a healthy pregnancy.

Prenatal care should start a few months before you become pregnant. Below are some healthy habits to follow:



Don't smoke or drink alcohol.



Take vitamins like folic acid.



Eat healthy.



Talk to your provider about any medical problems you have.

myStrengthSM is here to help

myStrength has tools and resources you can use 24 hours a day. Get support with the challenges of being a new parent. Sign up today through **MyLife.CareSource.com** or go to mystrength.com/r/CareSource to learn more.

Postpartum care starts right after you give birth.

Make sure you are:



Eating right.



Drinking plenty of water.



Getting as much rest as you can.



Going to postpartum visits (one to six weeks after delivery).

We can also help you with breastfeeding resources. Call Mom and Baby Beginnings at **1-833-230-2034** (TTY: 711).

Your body goes through many changes during pregnancy and after you have your baby. At times, the physical and emotional changes you may feel can lead to anxiety, low self-esteem and depression. These feelings often go away on their own. If not, talk with your provider if you are feeling sad longer than two weeks. They can help you with the care you need to feel better.

Sources: Integrative Spine & Sports. integrativespineandsports.com/the-importance-of-prenatal-and-postpartum-care/, National Committee for Quality Assurance (NCQA). www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/prenatal-depression-screening-and-follow-up-pnd-e/



How to Manage Your Blood Sugar Through the Holidays



Do you have diabetes? As we head into winter and the holiday season, it helps to set a few small goals to keep your blood sugar in control.

- Keep to your schedule as much as you can
- Check your blood sugar often
- Keep track of sweets and treats you eat
- Take healthy dishes to parties
- Stay active

Start off your new year by trying to lessen problems caused by diabetes. Talk to your provider about tests and screenings you may need such as:

- Blood pressure, every visit
- Blood sugar test (A1C), at least twice a year
- Kidney function and blood lipids (fats)
- Dilated eye exam with an eye care professional, yearly
- Thorough foot exam, at least once a year and getting your feet checked at every visit

Sources: American Heart Association. www.heart.org/en/news/2023/12/12/diabetes-control-at-the-holidays-its-not-about-perfection, CDC. www.cdc.gov/diabetes/healthy-eating/5-healthy-eating-tips-holidays.html

Wash your Hands the Right Way and Stop the Spread of Flu!

You can help stop the spread of flu by washing your hands often for at least 15-20 seconds. The flu season lasts from October to May. Here's five steps to washing your hands thoroughly.



1 WET your hands with clean, warm or cold running water. Turn off the tap. Apply soap.



2 LATHER your hands. Rub them together with the soap. Make sure to get the backs of your hands, between your fingers and under your nails.



3 SCRUB your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



4 RINSE your hands well under clean, running water.



5 DRY your hands. Use a clean towel or air dry them.



Talk with your provider or pharmacist about getting your flu shot today. We want you to stay healthy!

Source: CDC. www.cdc.gov/clean-hands/about/index.html

English: Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-800-488-0134** (TTY: 711).



Spanish: Obtenga ayuda gratuita en su idioma a través de intérpretes y otros materiales en formato escrito. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame al **1-800-488-0134** (TTY: 711).

Haitian Creole: Jwenn èd gratis nan lang ou ak entèprèt ak lòt materyèl ki ekri. Jwenn èd ak sipò gratis si ou gen yon andikap. Rele **1-800-488-0134** (TTY: 711).

Ukrainian: Отримайте безкоштовну допомогу своєю мовою з перекладачами та іншими письмовими матеріалами. Отримайте безкоштовні засоби допомоги та підтримку, якщо Ви є особою з інвалідністю. Телефонуйте за номером **1-800-488-0134** (Для осіб з вадами слуху TTY: 711).

Nepali: तपाईंकाे भाषामा दोभाषे तथा अन्य लिखित सामग्रीहरू निःशुल्क प्राप्त गर्नुहोस्। तपाईंसँग असक्षमता छ भने निःशुल्क सहायताहरू तथा समर्थन प्राप्त गर्नुहोस्। **1-800-488-0134** (TTY: 711) मा फोन गर्नुहोस्।

Arabic: احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. احصل على مساعدات مجانية ودعم مجاني إذا كنت تعاني من إعاقة. اتصل على الرقم **1-800-488-0134** (TTY الهاتف النصي للصم وضعاف السمع: 711).

Somali: Ka hel caawimo bilaash ah luqadaada leh turjubaano iyo agab kale oo qoran. Hel gargaar iyo taageero bilaash ah haddii aad naafo tahay Wac **1-800-488-0134** (TTY: 711).

Russian: Получите бесплатную помощь на своём языке с переводчиками и другими письменными материалами. Получите бесплатные вспомогательные средства и поддержку, если Вы являетесь лицом с инвалидностью. Звоните по номеру **1-800-488-0134** (Для лиц с нарушениями слуха TTY: 711).

Swahili: Pata msaada wa bure katika lugha yako pamoja na wakalimani na maandishi mengine. Pata usaidizi na msaada bila malipo kama una ulemavu. Piga simu **1-800-488-0134** (TTY: 711).

French: Obtenez gratuitement de l'aide dans votre langue au moyen d'interprètes et de documentation écrite. Obtenez des aides et un soutien gratuits si vous avez un handicap. Appelez le **1-800-488-0134** (ATS : 711).

Kinyarwanda: Habwa ubufasha mu rurimi rwawe kubantu ubifashijwemo n'abasemuzi hamwe n'inyandiko. Habwa ubufasha n'inkunga ku buntu nimba ufite ubumuga. Call **1-800-488-0134** (TTY: 711).

Uzbek: Og'zaki tarjimonlar va boshqa yozma materiallar orqali o'z ona tilingizda bepul yordam oling. Agar nogironligingiz bo'lsa, bepul yordam va ko'mak oling. **1-800-488-0134** (TTY: 711) raqamiga qo'ng'iroq qiling.

Pashtu: د شفاهي ژباړونکو او نورو لیکل شویو موادو له لارې په خپله ژبه کې وړیا مرسته ترلاسه کړئ. وړیا مرستې او ملاتړ ترلاسه کړئ که تاسو معلولیت لرئ. **1-800-488-0134** (TTY: 711) ته زنگ ووهئ.

Vietnamese: Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị qua thông dịch viên và các tài liệu dạng văn bản khác. Nhận hỗ trợ và trợ giúp miễn phí nếu quý vị là người khuyết tật. Gọi số **1-800-488-0134** (TTY: 711).

Tigrinya: ብ ተረጎምቲን ክልኡት ናይ ጽሑፍ ናውቲታትን ኣቢልካ/ኪ ብቋንቋኻ/ኺ ካብ ክፍሊት ናጻ ሓገዝ ርኽብ/ቢ። እንተደኣ ኣካላዊ ስንክልና ዘለካ/ኪ ከይኑ ካብ ክፍሊት ናጻ ደገፋትን ሓገዝን ርኽብ/ቢ። ናብ **1-800-488-0134** (TTY: 711) ደውል/ሊ።

Dari: برای دریافت کمک رایگان به زبان خود با مترجمان و دیگر مواد کتبی تماس بگیرید. برای دریافت کمک‌ها و حمایت رایگان در صورت داشتن معلولیت اقدام کنید. به این شماره ها تماس بگیرید **1-800-488-0134** (تلفن ارتباط برای ناشنویان: 711).

OH-MED-M-3287029

ODM Approved: 11/26/2024

Non-Discrimination Notice

We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost. We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you.

Call **1-800-488-0134** (TTY: 711) if you need any of this help. We are open Monday through Friday, 7 a.m. to 8 p.m. We are here for you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.

Mail: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, OH 45401
Phone: 1-844-539-1732 (TTY: 711)
Fax: 1-844-417-6254
Email: CivilRightsCoordinator@CareSource.com

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

Mail: U.S. Department of Health and Human Services
200 Independence Ave., S.W.
Room 509F, HHH Building
Washington, D.C. 20201
Mail the complaint form found at
www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf.
Phone: 1-800-368-1019 (TTY: 1-800-537-7697)
Online: ocrportal.hhs.gov

You can find this notice at **CareSource.com**.

OH-MED-M-3314793

ODM Approved: 11/8/2024



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)

24-Hour Nurse Advice Line:

1-866-206-0554

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

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