

SUMMER 2025

# MEMBER *Source*

A Newsletter for Common Ground Healthcare Cooperative Members

## *The Benefits of Gardening*

Gardening can bring fresh, healthy and low-cost food to you and your family and community. You do not need a lot of space or even a yard or garden to grow your own food. Many plants do well in pots and can live inside with the natural light from a window.

**Here are some tips to get started with your own garden:**

- 1 Think low upkeep, high yield.** Cherry tomatoes, salad greens, cucumbers and beans are high producing, low-cost staples.
- 2 Plant seeds, not seedlings.** Seed packets keep your cost low. The easiest plants to start from seeds are beets, carrots, cucumbers, green beans, lettuces, squashes, radishes, tomatoes and zucchini. Select seeds that match your climate zone.
- 3 Herb it up.** Mint, rosemary and basil taste great and keep pests away.

Overall, keep it simple. You can expand your garden year after year, providing a bounty of nutritious food.

Looking for other ways to get healthy food? You may be able to get help through the Supplemental Nutrition Assistance Program (SNAP). You can apply online by going to <https://access.wi.gov>.



HEALTHCARE COOPERATIVE







## Probiotics for a Healthier Gut

Your gut has many types of bacteria. Some are good and some are bad. Probiotics are good bacteria that help your gut stay healthy. They help keep the right balance of good and bad bacteria. Probiotics are found in foods like yogurt, kombucha, sauerkraut and pickled vegetables.

They can help with digestion and boost your immune system. Probiotics may help with issues like diarrhea, colitis and irritable bowel syndrome (IBS).

You are likely getting some probiotics through the food you eat. If you are thinking of adding more to your diet, talk to your provider. They can guide you on the right type and dose. A healthy gut can lead to a healthier life!

*Source: National Center for Complementary and Integrative Health.  
[www.nccih.nih.gov/health/probiotics-usefulness-and-safety](http://www.nccih.nih.gov/health/probiotics-usefulness-and-safety).*

## Lead Poisoning: Know the Facts!

Lead is most harmful to children under six. Their growing bodies absorb lead easily. There is no safe lead level in a child's blood. Long-term health problems and even death can result from lead poisoning. A blood test can tell if your child has been exposed. This test is recommended at age one and two. The test can be done up to age 6. Talk to your child's primary care provider (PCP) about the test.

Lead poisoning is also risky during pregnancy. If mom has been exposed to lead, she is at a bigger risk for miscarriage, stillbirth, early delivery and low birth weight. If you are pregnant and have questions about lead, talk to your provider.

*Source: Centers for Disease Control and Prevention,  
[www.cdc.gov/lead-prevention/about/index.html](http://www.cdc.gov/lead-prevention/about/index.html)*





# Checkup Checklist

Get ready for your upcoming doctor's visit. Use this checklist for your next appointment.

- ✓ Take your member ID card. Show it before you get services.
- ✓ Be on time. If you have to cancel, call 24 hours in advance.
- ✓ Write down any questions you have and take them with you.
- ✓ Make a list of all the medications you are currently taking to show the doctor. Include over-the-counter (OTC) drugs, vitamins and supplements.
- ✓ Ask questions. Make sure your doctor explains anything you don't understand.
- ✓ Take paper and a pen to write down important details you need to remember.



# Prevent Fraud

Explanation of Benefits (EOB) statements help monitor potential fraud, waste or abuse. The EOB is not a bill. If you receive one, please help us by checking these things:

- Services, supplies or equipment listed that you did not receive
- Services that were billed more than once
- Services that are not familiar to you

If you suspect errors or fraud, please let us know. You can:

- Call **1-844-415-1272 (TTY: 711)**. Choose the menu option to report fraud.
- Write us a letter or fill out our confidential reporting form, which can be found at **CareSource.com/wi/members/tools-resources/fraud-waste-abuse/marketplace/**.

Mail it to: CareSource  
Attn: Program Integrity  
P.O. Box 1940  
Dayton, OH 45401-1940

You do not have to give us your name when you call or write. If you don't mind giving your name, you can:

- Send an email to [fraud@caresource.com](mailto:fraud@caresource.com)
- Send a fax to 1-800-418-0248

If we do not get your name, we will not be able to call you back for more information. This will be kept private as allowed by law.



# Prepare for Summer Weather

**Emergencies can happen at any time, and mother nature can be hard to predict.** Summer brings extreme heat, storms, tornadoes, hurricanes and more. We want you to stay safe. The best way to do this is to be prepared and know what actions to take to protect yourself when weather emergencies strike.

## Heat



- Slow down: reduce your physical activity.
- Dress in light, loose-fitting clothing.
- Limit the amount time spent in the sun.
- Drink plenty of water and eat cool foods.
- Use air conditioners or spend time in air-conditioned places.
- Take cool showers or baths. Even soaking your feet or wrists in cold water can help.
- Look out for young children and older adults. They can be at high risk for heat-related illness and death.

## Tornadoes



- Sign up for weather notifications at [www.weather.gov](http://www.weather.gov). Check the forecast often if you live in at-risk zones.
- Go to the lowest level of your home. Stay away from windows and large, open rooms.
- Find the closest shelter if you are in a car or outside; if needed, find a low-lying ditch.
- Cover your head to protect yourself from wind-blown objects.
- Continue to stay informed; tornadoes often happen with severe thunderstorms.

## Hurricanes



- Make a plan and emergency kit with critical supplies and medicine.
- Know your evacuation zone.
- Protect your home with storm shutters or boards.
- Stay informed and leave if needed.
- Return home **ONLY** when it has been cleared by authorities.

## Floods



- Make a plan and emergency kit with critical supplies and medicine.
- Sign up for weather notifications at [www.weather.gov](http://www.weather.gov).
- Listen to evacuation orders and stay informed.
- Get to the highest ground possible.
- Do not walk or drive in flood waters. They can be strong and full of debris and toxins.

**For more safety tips or help, visit [www.ready.gov](http://www.ready.gov).**

*Source: National Weather Service. [www.weather.gov/wrn/summer-safety](http://www.weather.gov/wrn/summer-safety).*

## Life HACKS:



### Use the Two-Minute Rule.



The two-minute rule is a simple way to get things done. It works like this: if a task will take two minutes or less, do it right away. Don't wait or put it off.

#### How Does It Help?

##### 1. Stops Procrastination

Small tasks, like replying to an email or putting away your shoes, are easy to ignore. But doing them right away keeps them from piling up.

##### 2. Saves Time

When you do quick tasks as they come, you don't have to write them down or remember them later. This relieves stress gives you more time for bigger jobs.

##### 3. Builds Momentum

Getting small things done can make you feel good. It gives you the energy to tackle bigger projects.

Next time you have a small task, ask yourself, *will this take two minutes or less?* If the answer is yes, do it right away. It's an easy way to stay organized and feel more productive every day!



## YOGA FOR Beginners

Looking for something to do that's good for your body and your mind? Yoga helps you relax, which can lower your stress. It can also make you stronger and more flexible. If you're a yoga beginner, keep these tips in mind:

- ✓ Stretch before you start.
- ✓ Listen to your body. Don't force any poses that don't feel right.
- ✓ Find a quiet spot with plenty of room for different poses.
- ✓ Don't forget to breathe. Take 5-10 minutes to relax your body at the end of your practice.

**Most of all, enjoy the time you take to focus on you!**

**Sources:** National Center for Complementary and Integrative Health, [www.nccih.nih.gov/health/yoga-effectiveness-and-safety](http://www.nccih.nih.gov/health/yoga-effectiveness-and-safety)



# Keep Back Pain at Bay

Your age, weight, job, family history and fitness level are triggers that can increase your level of back pain. From a dull ache to a sharp pinch, back pain makes daily tasks harder to do.

**Below are some tips to improve your nagging back pain:**

**1. Improve your posture.**

It's easy to slouch when you aren't aware. Be mindful of how you sit and stand. Roll your shoulders back and keep your spine straight.

**2. Stretch and strengthen your back.**

Add exercises to boost back mobility. Wall sits, crunches and press-up back extensions are a good place to start.

**3. Keep a healthy weight.**

Extra weight can add strain to your joints. Having extra weight around your belly can cause lower back pain.

**4. Watch how you sleep.**

Your sleep positions or sleeping on an old mattress may cause back pain. Try sleeping on your back with a pillow under your lower legs.

**5. Learn how to lift correctly.**

From lifting groceries to helping a friend move, your daily life could be your cause of pain if you aren't lifting the right way. It's safer to bend your knees and lift than bending at your hips.



If your back pain continues to impact your daily life, talk to your doctor.



## WHERE TO GET CARE: Ambulatory Surgery Centers

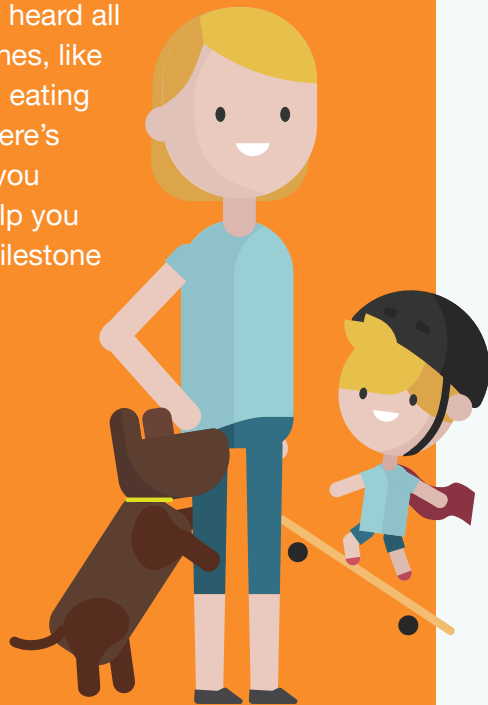
Talk to your doctor about where to go for your surgery. You may be able to go to an ambulatory surgery center. These are same-day surgery centers. They may be a good choice if you are having a surgery that does not require an overnight stay. They can save you money and still help you feel better.



**Questions?** Call Member Services.

# Living a Longer, Healthier Life

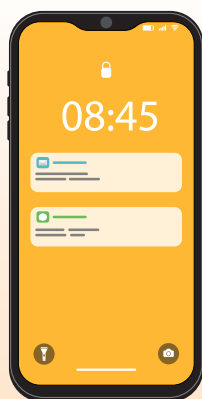
It's never too late (or early) to adopt healthy habits. You may have already heard all the typical ones, like exercise and eating right. If so, here's a few ideas you can try to help you reach that milestone birthday.



- 1 Get outside.** A little time outdoors each day can boost your mood, improve sleep and give you a dose of vitamin D.
- 2 Sip some caffeine.** A cup of coffee or tea can give you energy for the day and it's linked to longevity.
- 3 Focus on gut health.** Add probiotic-rich foods to your diet. Read more about probiotics and gut health on page 2.
- 4 Reward yourself.** Treating yourself to little indulgences like pasta, ice cream or getting a massage can reduce stress and lower your blood pressure.
- 5 Do simple acts of kindness.** Being kind to others feels good and boosts your health. Small gestures help create a personal connection and increases your well-being.

If you're not sure where to begin, start small and add more changes over time to help you live longer. Who knows? You may need to start buying more birthday candles.

**Source:** Centers for Disease Control and Prevention (CDC), [www.cdc.gov/healthy-aging/about/index.html](http://www.cdc.gov/healthy-aging/about/index.html).



## Get Information by Email or Text

Cut down on paper and get the information you need faster. It's easy! Tell us if you want email or text instead of mail. Here's how to **Go Green** with your CGHC plan portals:

- 1. Enrollment materials (e.g., invoices and plan changes):** Get your information via email by updating your preferences in the Pay My Premium Portal. Visit [CommonGroundHealthcare.org/Pay](http://CommonGroundHealthcare.org/Pay).
- 2. Explanation of Benefits (EOBs) and claims:** Go to your Member Health Portal powered by CareSource®. Click the **Preferences** tab on your [MyCareSource.com](http://MyCareSource.com) account and tell us that you want email or text when possible.

We can't send you everything digitally, but when we can, we will.



# Safely Get Rid of Old or Unused Medicines

Expired or unused drugs can be a health risk for you, your family and any pets. There's also the risk they could be misused. Don't just throw them away or flush them down the toilet. Get rid of them safely.

Use a drug take back site. Local drug stores or police stations sometimes take expired medicines. See a list of sites near you at [www.deadiversion.usdoj.gov/pubdispsearch](http://www.deadiversion.usdoj.gov/pubdispsearch). We offer DisposeRx packets to help you get rid of expired drugs or medications you no longer use. Call Member Services to learn more.



**Source:** Food and Drug Administration, [FDA.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know](https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know)

## Laughter is the Best Medicine

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

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

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



**Source:** Mayo Clinic. [www.mayoclinic.org/healthy-lifestyle/stress-management/indepth/stress-relief/art-20044456](https://www.mayoclinic.org/healthy-lifestyle/stress-management/indepth/stress-relief/art-20044456)





# Grievance or an Appeal?

## What's the Difference?

As a member of CGHC, you have rights. That includes voicing complaints or concerns about CGHC or its network providers or filing a grievance or appeal. Here is a brief overview of the differences.

GRIEVANCE	APPEAL
<p>If you are unhappy with a provider or with us, you can file a grievance at any time.</p> <p>It can be about anything <i>except</i> CGHC benefit decisions. Grievances do not go to the state for a hearing.</p> <p><b>Examples of why you might file a grievance:</b></p> <ul style="list-style-type: none"><li>• Staff member was unkind</li><li>• Quality of care</li><li>• Provider rudeness</li><li>• Failure to respect patient and/or employee rights</li></ul> <p><b>You will need to tell us:</b></p> <ol style="list-style-type: none"><li>1. Your name and member ID number</li><li>2. The person's name if it is about someone else</li><li>3. The problem or issue with the person or CGHC</li><li>4. The date that this happened</li></ol>	<p>If you disagree with a decision we make to deny a service or benefit claim, you can file an appeal. You can also appeal if we only approve part of a claim.</p> <p>Examples of why you might file an appeal:</p> <ul style="list-style-type: none"><li>• Denial of service or payment of service</li><li>• Denial, termination, or reduction on previously authorized service</li></ul> <p><b>You'll need to tell us:</b></p> <ol style="list-style-type: none"><li>1. Your name and member ID number</li><li>2. Your provider's name</li><li>3. The date of service</li><li>4. Reason you disagree with our decision</li><li>5. Any other supporting documentation</li></ol> <p>An Internal Appeal Request form is included with your Denial letter. You can print it from the <b>Insurance FAQ &amp; Member Forms</b> page on <b>CommonGroundHealthcare.org</b> or ask Member Services to mail one to you. It will make filing your appeal easier.</p>

### To File a Grievance or an Appeal:



Online at **CommonGroundHealthcare.org**



Mail it to us: Common Ground Healthcare Cooperative  
Attn: Member Appeals  
P.O. Box 1947  
Dayton, OH 45401-1947



Call Member Services. Tell us you want to file a grievance or an appeal at **1-877-514-2442** (TTY: 711). We are open Monday through Friday, 8 a.m. to 5 p.m. Central Time (CT).

### What Happens Next

We will send you a letter saying we received your grievance or appeal. It will tell you what you can expect to happen and when to expect it.

# Upset Stomach?

Learn what can cause stomach pain.  
Know when to see a doctor.

An upset stomach every now and then is common. Most of the time you can find the root cause of the pain yourself, or it goes away on its own. Sometimes it can be more serious.



## STRESS

Your body can have a physical response to stress, anxiety, or nerves.

An upset stomach due to stress is not a cause for concern. It will usually go away on its own. Contact your provider if it does not go away after a few days.

## FOOD POISONING

If you eat something contaminated, you'll know soon after. Symptoms of food poisoning are:

- Nausea
- Vomiting
- Diarrhea
- Abdominal pain

This should clear up within a few days. If symptoms continue or get worse, call your provider.

## INDIGESTION

Indigestion can occur if you:

- Eat certain foods
- Eat too fast
- Smoke
- Drink alcohol

Symptoms are bloating, gas, belching, pain, or a burning feeling. Find the cause to lessen your symptoms. Keep a food diary, eat moderately, and slow down.

## IRRITABLE BOWEL SYNDROME

If you often have stomach pain, you may have irritable bowel syndrome (IBS). IBS is a common condition that needs long-term management. Symptoms include:

- Cramping
- Bloating
- Gas
- Diarrhea
- Constipation

Managing your diet and stress can help control your symptoms.

## GASTROPARESIS

Though rare, Gastroparesis is a serious condition. The muscles in your stomach slow or stop emptying food properly into the intestine. Symptoms include nausea, vomiting or feeling full fast. The exact cause is often unknown, but it can be triggered by:

- Uncontrolled diabetes
- Narcotics or antidepressants,
- Multiple sclerosis (MS)
- Injury to the vagus nerve.

You need a proper diagnosis to manage it, especially if you have diabetes.

## WHEN TO SEE A DOCTOR

If your stomach issues last for more than a few days, call your provider. Talk to them about any:

- Irregular or frequent stomach pains
- Diarrhea
- Nausea
- Constipation

**YOU CAN ALSO CALL OUR 24-HOUR NURSE ADVICE LINE**

Call the 24-Hour Nurse Advice Line if you have questions about your health, need advice or need help deciding where to go for care.  
**1-833-687-7394.**

Source: [www.cdc.gov/nchs/fastats/digestive-diseases.htm](http://www.cdc.gov/nchs/fastats/digestive-diseases.htm)

# You're Invited



## Please join us for a Members First Event.

These events are designed to share news and updates of our affiliation with CareSource, provide valuable insights into optimizing your benefits, help you get the most out of the member portals and provide you an opportunity to engage with CGHC and CareSource staff.

To learn more and register for an event, visit:  
**[CommonGroundHealthcare.org/members-first-meetings/](https://CommonGroundHealthcare.org/members-first-meetings/)**

Events will be held in the following locations:

- **June:** Oshkosh
- **August:** Green Bay
- **September:** Milwaukee/Waukesha
- **October:** Oshkosh

More information on dates and times can be found at **[CommonGroundHealthcare.org/members-first-meetings/](https://CommonGroundHealthcare.org/members-first-meetings/)**



## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at **[CommonGroundHealthcare.org](https://CommonGroundHealthcare.org)**. To see which drugs are covered, go to **Members**, hover over **Individual & Family Plan Members**, and click on the **Prescription Drug Information 2025 Plans** page. Then, scroll down and select **Find My Prescriptions**. From the drop-down menu, choose **2025, Wisconsin (Common Ground Healthcare Cooperative)**, and **your plan**. It is where the most current drug list can be found. You can also call Member Services.



# What Men Should Know About PROSTATE CANCER



Prostate cancer happens when cancer grows in the prostate gland. This gland supplies part of the fluid that helps sperm travel and reach an egg for reproduction. Some men are more likely than others to develop prostate cancer. Men who are over the age of 55, have a family history of cancer, are overweight or smoke are at a higher risk. Men with African ancestry are also at higher risk.

## Common symptoms are:

- Pain while you are urinating or during ejaculation.
- Urinating more often.
- Having trouble starting or stopping the flow of urine.
- Blood in your urine or semen.

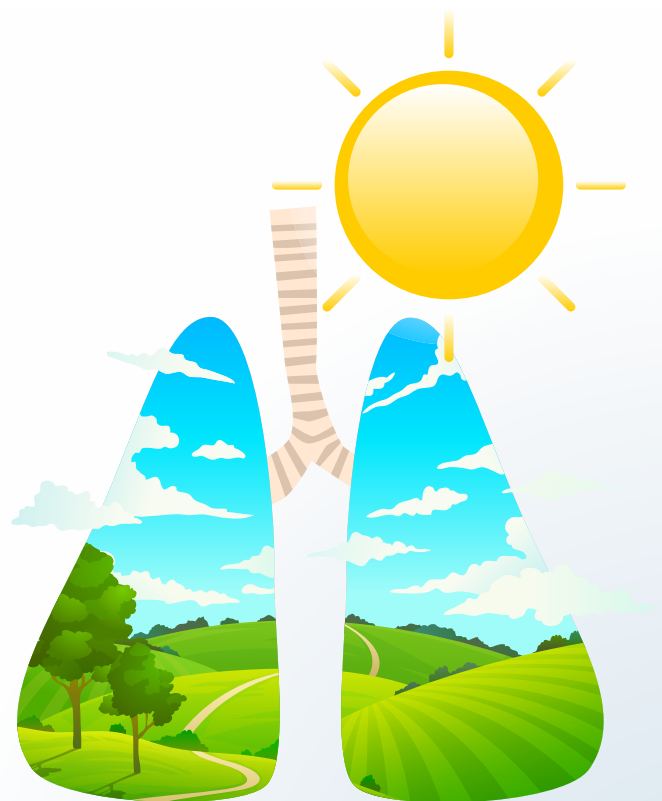
If you have any of these symptoms, talk with your doctor. This is a type of cancer that can be treated. They can help you make the best choices for your health.

## Beat the Heat and Keep Your Lungs Healthy This Summer

Humidity can make it hard to breathe. Heat-related breathing problems can be a big problem for people with asthma. Breathing hot air can trigger your symptoms. This is due to air pollution from smog and pollen. As the body tries to cool itself, it uses more oxygen. This makes the lungs work harder.

### Follow these tips to breathe easier this summer:

- Adjust to the heat by slowly increasing your exposure.
- Exercise indoors with air conditioning.
- Avoid your triggers.
- Take your asthma medications. Try not to miss a dose.
- Bring your rescue inhaler.





# Feeding Your Newborn: Use Your Resources!

**Choosing to breastfeed, formula feed or a combination of both is a hard decision for many new parents.** Health experts stress that breast milk is the best choice. Breastfeeding may not be possible for all. If you cannot breastfeed or decide not to, know formula is a healthy, safe option. How you feed your baby is a personal choice.

Most hospitals have lactation consultants on hand. Work with them if you have issues. They are there to help. Many will even check up with you at no cost after you leave the hospital. Here are a few questions to ask to help you get started:

1. Does breastfeeding hurt?
2. How can I get my baby to latch properly?
3. Is my baby eating enough?
4. Am I producing enough milk?
5. Can I supplement with formula?

CGHC covers breast pumps and replacement parts at no cost to you. We want you to have the tools you need if you plan to breastfeed. You can order your breast pump online within 90 days of your due date.

**Get what you need to breastfeed at: [www.aeroflowbreastpumps.com](http://www.aeroflowbreastpumps.com)**

Fill out the information on the website and they will work with us to get your breast pump to you! Call Member Services if you have any questions.

# *What's Covered in* **Mental Health**

Your mental health is key to your overall health. We cover many services to help you.

**Here are just some of your benefits:**

- Depression Screening
- Individual Therapy
- Family and Group Therapy
- Medication Assisted Treatment (MAT)
- Substance Use Disorder Treatment Services
- Psychological Testing

You can see more about your benefits online. Go to **CommonGroundHealthcare.org/Coverage-Details**. You can also call Member Services to find out what is covered.



If you are in crisis and need help right away call 9-8-8 to reach the Suicide & Crisis Lifeline.



# Mental Health Follow Up Care for a *Healthier You*

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Follow up care is key if you have been hospitalized for mental health concerns. **It's important to have a follow up visit with your mental health provider within 7 days of leaving the hospital.**

## **Why should you have a follow up visit?**

Good follow up care lowers your risk of being admitted to the hospital again. Your provider can go over your treatment plan. You can go over any medications you may be on, and any side effects you may be having. They can help to eliminate any barriers to getting the care you need. They can also help support you as you move back to home, work or school. Your mental health provider is a key partner in your care. They help you build on the progress you made during your hospital stay.

Call Member Services if you have questions about how to get follow-up care. The number is on the back of this newsletter.

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**Source:** John Hopkins Health Plans- Follow up after Hospitalization for Mental Illness

<https://www.hopkinsmedicine.org/johns-hopkins-health-plans/providers-physicians/health-care-performance-measures/hedis/follow-up-after-hospitalization-mental-illness>





HEALTHCARE COOPERATIVE

P.O. Box 8738  
Dayton, OH 45401-8738

[CommonGroundHealthcare.org](http://CommonGroundHealthcare.org)

## HOW TO REACH US

**Member Services Dept:**  
1-877-514-2442 (TTY: 711)

**24-Hour Nurse Advice Line:**  
1-833-687-7394

### Join Us



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[Instagram.com/CommonGroundHealth](https://www.instagram.com/CommonGroundHealth)

## 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.