



SPRING 2023

# MEMBER *Source*

A Newsletter for West Virginia Marketplace Members

## Save Money With Ambulatory Surgery Centers

Having some common outpatient procedures and tests like colonoscopies, mammograms, x-rays, and ultrasounds done at outpatient diagnostic centers or ambulatory surgery centers (ASCs) are easy and safe.

Compared to a large hospital, these centers are usually closer to home and easier to find your way around. You can normally get in and out the same day. They also cost less for the same procedures or tests. You may be able to save 60% or more by using an ASC for a procedure. Try our **Cost Estimator Tool** in your My CareSource® account to see if cost estimates for an ASC and hospital are available for your test or procedure.

Talk to your provider about using one of these centers when you need a diagnostic test or procedure.

  
**CareSource®**





## What is Surprise Billing?

When you get emergency care or get treated by an out-of-network provider at an in-network hospital or other facility, you are protected by law from surprise billing.

**Surprise billing** is an unexpected balance bill. This can happen when you can't control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. In these situations, you should only have to pay your cost share. Review your Explanation of Benefits, and if a provider bills you for more, call Member Services for help.

For more details about surprise billing, visit [CareSource.com/plans/marketplace/plan-documents/general-plan-information/](https://www.caresource.com/plans/marketplace/plan-documents/general-plan-information/) or refer to your Evidence of Coverage. If you think you have received a surprise bill or balance bill from a provider, please call us.

## Help in Other Languages



Are you or someone you care for a CareSource member who:

- Does not speak English?
- Has hearing or vision problems?
- Has trouble reading or speaking English?

We can help. We can get you sign language interpreters or interpreters in the language you speak.

Interpreters can help you talk with us or your providers. You can also get materials in other languages or formats at no cost to you. These formats include large print, braille, or audio. Call Member Services to learn more.





# Fuel Up With *Fresh Food*

Start strong this spring by adding fresh fruits and vegetables to your diet. Eating fresh food helps you stay healthy. It also gives you energy. That way you can get outside and enjoy the weather as it gets warmer.

Fruits and vegetables are great sources of vitamins and minerals. They also help decrease the risk of chronic disease. This chart shows which fruits and vegetables have the vitamins and minerals you need.

Nutrients	Importance	Fruits & Vegetables
Vitamin A	Helps with healthy eyes and skin, protects from infection	Cabbage, cantaloupe, carrots, grapefruit, leaf and romaine lettuce, sweet potatoes, watermelon, tomatoes
Vitamin C	Supports immune health, helps heal cuts and wounds	Broccoli, cabbage, cantaloupe, cauliflower, grapefruit, oranges, pineapple, strawberries, tomatoes
Calcium	Helps keep teeth and bones healthy	Blackberries, leafy green vegetables – collard greens, kale, oranges, spinach
Fiber	Helps with digestive system health, reduces risk of heart disease	Apples, bananas, broccoli, brussel sprouts, peaches, pears, raspberries, spinach
Iron	Helps maintain healthy blood	Broccoli, spinach, sweet potatoes, peas
Potassium	Helps lower blood pressure	Bananas, broccoli, potatoes, sweet potatoes, tomatoes

It may seem like a challenge to know where to start. Small changes can make a big difference. You can add fresh food to meals you are already eating. Add carrots or spinach to pasta sauces or soups. You can also add fruit to salads or side dishes. Fruits like bananas, apples, and oranges are easy to grab on the go. Finding ways to fuel up with these fresh foods will help you stay healthy all year long! Learn more by visiting [www.MyPlate.gov](http://www.MyPlate.gov).



# Using the My CareSource Member Portal

My CareSource®  
is your personal  
portal account.  
It holds your  
CareSource  
health information.

There are a few easy steps to set up a My CareSource member portal account.

1. Go to **MyCareSource.com** and click **Sign Up**. Enter your name and email address, then set up a password.
2. You can choose to complete the form in Spanish or English.
3. To add your plan, fill in:
  - Your name
  - Member ID number as it appears on your CareSource member ID card,
  - Your birth date, and
  - Specify if this is your plan, or if you are creating it as a parent or guardian for another member.
4. Click **Register**. You will get a confirmation email.
5. Click the link in the email to activate your My CareSource account.

**Now you are ready to use your new My CareSource account!**

You can use your My CareSource account to pay your premium, view plan documents, use tools to improve your health, get important health updates, and lots more! Take a few minutes to see what you can do!

## One popular use for My CareSource is to request a new ID card.

Getting a new CareSource ID card is easy. On the Home page, click **Request ID Card** from the **My Help** menu on the right. A new ID card request page will come up.

- Pick the reason you need a new ID card from the choices listed.
- Make sure the mailing address shown is correct. (If it is not correct, you can update it on the **Preferences** page.)
- Click **Submit**.

Your new CareSource ID card should arrive within 7-10 days.



*It is just that easy!*





## Life HACKS:

# Baking Soda

Who knew baking soda had so many uses beyond just baking? Here are just a few ways to use baking soda in and around your home!



### SOOTHE DIAPER RASHES:

Use two tablespoons of baking soda in the bath to soothe a red rash.



### USE AS DEODORANT:

You can gently pat baking soda under your arms to use as deodorant!



### CLEAN CRAYONS FROM THE WALL:

Using a wet cloth with baking soda can remove crayon marks from the wall.



### REMOVE WEEDS:

Sprinkle baking soda between the cracks in your sidewalk or driveway to remove weeds.



### USE AS AN ANTACID:

Use a half teaspoon of baking soda with a half cup of water to relieve heartburn or an upset stomach.



### REMOVE OIL & GREASE STAINS:

Sprinkle a little bit of baking soda on your oil or grease spill and scrub with a wet brush.



### KEEP YOUR FLOWERS FRESH FOR LONGER:

Adding just a teaspoon of baking soda to the water in your vase of flowers will help them stay fresh!



### KEEP ANTS AWAY:

Use a 50/50 mix of baking soda and salt and sprinkle where you may have ants.

Plus, baking soda doesn't cost much.  
It never hurts to have a box or two on hand!



YOU  
ASKED  
FOR IT!

## Your Top Questions to Member Services Answered

### When will I receive my CareSource member ID card?

Each member of your family who has joined CareSource will receive their own CareSource member ID card. Carry your member ID card with you in a secure place. Call Member Services if you have not received your card or any of the information listed is wrong. You must show your CareSource member ID card when you get any medical services or prescriptions.

**Need it sooner?** You can view a digital copy of your member ID card on the CareSource mobile app. Download the app today!

### I lost my CareSource member ID card. What should I do?

If you lose your member ID card, you can request a new printed member ID card on the My CareSource® member portal. Read the article **Using My CareSource Portal** on page 4 to learn more. You can also call Member Services to get a new one sent to you.



# Take Control of Your Cluttered Mind

Studies show having a tidy home can bring calm to your life. Cleaning and decluttering your home can have a positive effect on your mental health. It can give you a feeling of control in your life. If you have let your home go because you have been busy or feeling down, it can feel overwhelming to get started.

Experts say to start in one room or with one task. Washing the dishes is a great place to start. Dirty dishes are an easy task, and one that is easy to measure progress. Then wipe the counters. Pretty soon, the kitchen is clean! Any room you start is a great place. Getting started is the key.

It is amazing how much better having a clean room or a clean home can feel. To get more information about decluttering and health essentials, you can read or listen to podcasts from the Cleveland Clinic at [www.my.clevelandclinic.org/podcasts/health-essentials](http://www.my.clevelandclinic.org/podcasts/health-essentials).

## Prepping for Spring Storms



Spring storms can make getting around hard. Get ready for bad weather before it hits. Make kits for your home and car in case you get caught by a storm or stuck in traffic. If you or a family member is out when a storm hits, have a plan for where you go if you cannot get home.

### **YOUR HOME KIT:**

Have candles, matches, blankets, and enough water to last at least three days for each person on hand. If you can store them safely, a kerosene heater or generator can be helpful if the power will be out for a long time. If you have a fireplace, bring in enough wood to burn for a few days.

### **YOUR CAR KIT:**

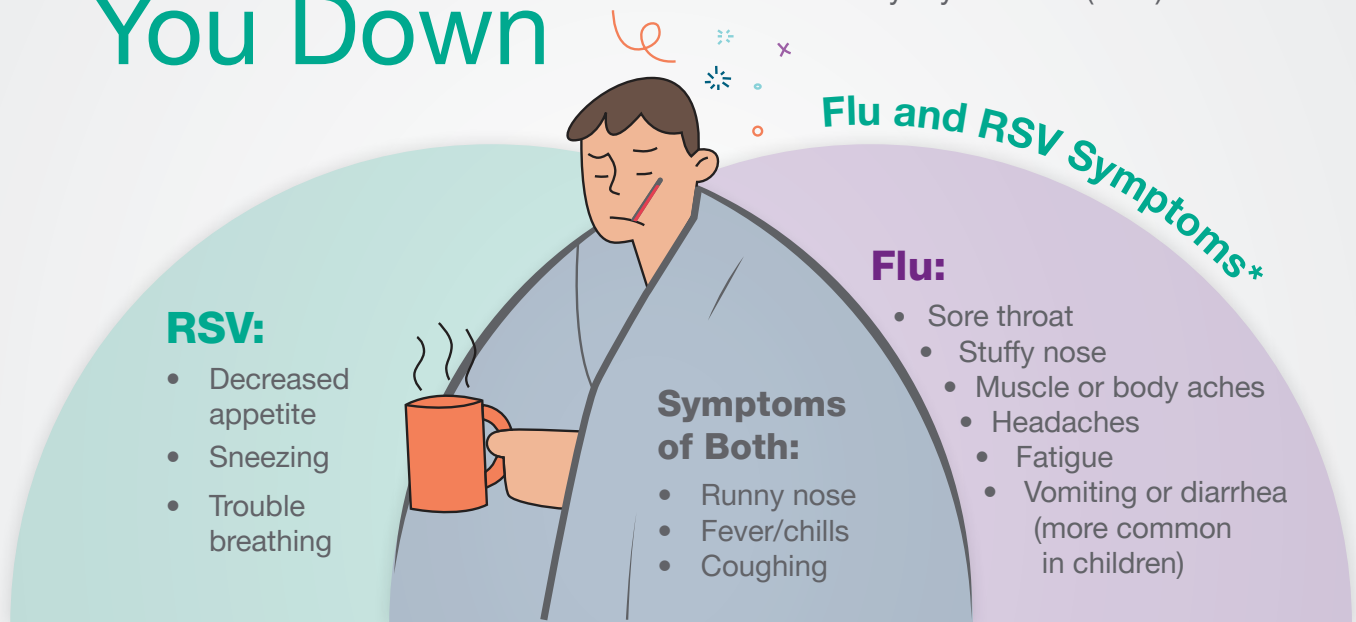
Have blankets, a raincoat, socks, bottled water, packaged snacks, jumper cables, sand, and a flashlight on hand.

You can get more tips and ideas to prepare for all types of weather at [www.Ready.gov](http://www.Ready.gov).



# Don't Let Illness Bring You Down

Many people seem to get sick this time of year. Two of the most common ones are influenza (flu) and Respiratory Syncytial Virus (RSV).



You may not have every symptom listed. Many people get sick this time of year. Infants and young children are more likely to get severe symptoms.

## TIPS TO PREVENT FLU AND RSV:

- **Stop the spread of germs.** Wash your hands often. Cover your coughs and sneezes.
- **Avoid touching your eyes, nose, and mouth.**
- **Disinfect your home.** Clean areas that are touched often, like doorknobs, faucets, and light switches.
- **Limit contact with others who are sick.**
- **Get your flu shot.** It is vital to get all your vaccinations on time to keep you healthy. Visit [CareSource.com/flushot](https://www.caresource.com/flushot) to learn more about the flu shot.

Call the CareSource24® Nurse Advice Line if you have any questions. They can help you learn about your health, give you advice, or help you decide where to go for care.

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Sources: Centers for Disease Control and Prevention. <https://www.cdc.gov/rsv/about/symptoms.html> Centers for Disease Control and Prevention. <https://www.cdc.gov/flu/symptoms/index.html>

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# 4 Ways to Report Fraud, Waste and Abuse

CareSource has a program to handle cases of fraud, waste, and abuse. Misuse of benefits can be done by providers, pharmacies, or members.

If you are concerned about these:

## 1 Call Member Services

## 2 Write a letter to:

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

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

## 3 Fax: 1-800-418-0248

## 4 Email: [fraud@CareSource.com](mailto:fraud@CareSource.com)

Find out more at  
**[CareSource.com/members/  
tools-resources/fraud-waste-abuse](https://www.caresource.com/members/tools-resources/fraud-waste-abuse)**  
or scan the QR code.



## Stress and Self-Care for Parents and Caregivers

Parents and caregivers have needs just like children. Self-care is not selfish. You cannot give your best to others if you do not care for yourself first.

The first step in caring for yourself is knowing when you are stressed. Stress can make you feel physically tense or stiff. It can also make you mentally tired or unable to fall asleep at night. Some people even get sick more often because their immune system is not working as well as it should.

Taking time to relax is vital to lower stress. Whether it is listening to music, taking a warm bath, or meditating, you need to make time for yourself. Reframing your thinking can also help lower stress. If you have thoughts like, “I am such a bad parent or caregiver” or “I can’t do this”, you can start believing those statements even if they are not true. Try to catch these thoughts and replace them with coping statements. Think to yourself, “this too shall pass” or “I can do this” to help you cope in stressful moments.

All of this is *easier said than done* as a parent or caregiver. But you need to take care of yourself. Not only will it make you a better caregiver or parent, it is also good for your health.





# Benefits of Walking

Taking a walk is an easy way to stay active and healthy. Find a park near you to take a walk outside. Meet some friends and walk together at the gym. Grab your headphones and listen to music, a podcast, or an audiobook while you walk. Taking a walk can be fun! How does adding a few extra steps to your day help your health?



## **Improves Heart Health**

increases heart rate, improves blood flow, and helps lower blood pressure.



## **Strengthens Muscles**

helps with joint and bone health.



## **Improves Mental Health**

reduces stress and depression.



## **Helps with Weight Loss**

walking at least 30 minutes a day can help you lose weight.



## **Lowers Risk of Diabetes**

exercise, such as walking, helps regulate blood sugar levels.

All you need is a comfy pair of walking shoes and you can be on your way!

You may\* have access to fitness centers, select YMCAs and home fitness programs with Active&Fit®.

Learn more about fitness benefits by calling 1-877-771-2746 or visiting [www.ActiveandFit.com](http://www.ActiveandFit.com).

**Learn more about your fitness benefits by calling 1-877-771-2746 or visiting [www.ActiveandFit.com](http://www.ActiveandFit.com)**

*\*Active&Fit is for members who have enrolled in an optional adult Dental, Vision & Fitness plan.*

*Source: [www.cdc.gov/physicalactivity/walking/index.htm](http://www.cdc.gov/physicalactivity/walking/index.htm)*



# Staying Healthy in 2023, and Beyond!

We want you to stay healthy this year! A new year is good time to set up your preventive care visits. Use the table to help you stay up-to-date on needed activities. Work with your provider to get your preventive care. They will know what is best for you based on your health history.

You can also earn rewards for many of these healthy activities and screenings. Read article **Stay Well, Earn Rewards** on the next page to learn more.

## Preventive Care for Adults

RECOMMENDED ACTIVITIES	HOW OFTEN?	20s	30s	40s	50s	60 & OLDER
Annual Physical Exam	Once a year.	✓	✓	✓	✓	✓
Bone Density Exam	Age 65+, you should get at least one bone density exam.					✓
Breast Cancer Screening (Women)	Women ages 40-54, once a year. Women ages 55 or older, every two years or can continue once a year.			✓	✓	✓
Cervical Cancer Screening (Women)	Women ages 30-65, once every five years if they also have a normal Pap test. Women who are older than 65 who have not been diagnosed with cervical cancer can stop having Pap tests if they had three negative tests in the last 10 years.	✓	✓	✓	✓	✓
Chlamydia Screening	Anyone under 25 should be screened each year.	✓				
Cholesterol Screening	If your levels are within normal limits, get checked every five years.	✓	✓	✓	✓	✓
Colon Cancer Screening	Anyone between the ages of 50-75 should get screened. A colonoscopy should be done every 10 years. A fecal immunochemical test (FIT) test is done yearly.				✓	✓
Diabetes Screening	Every three years.	✓	✓	✓	✓	✓
Eye Exam	Every two years.	✓	✓	✓	✓	✓
Flu Shot	Once a year	✓	✓	✓	✓	✓
Pneumococcal	If you are over age 64, at least once in your life.					✓
Shingles Vaccine	Adults 50 years or older should get the two-dose shingles vaccine.				✓	✓
Td Vaccine	Once every ten years.	✓	✓	✓	✓	✓

To learn more, visit: <https://www.caresource.com/wv/members/education/preventive-care/marketplace/>.





**MyHealth**

## Stay Well, Earn Rewards

Adults ages 18 through 64 years old may be able to earn rewards through the MyHealth Rewards program. You could get up to \$65\* in rewards! You can swap your rewards for gift cards to your favorite stores.

For more information on rewards, visit **CareSource.com/wv/plans/marketplace/benefits-services/rewards/**.

\*Rewards are subject to change. The rewards available to you will vary depending on your health care needs. Please note that not all reward activities are covered services annually. You may be responsible for the cost if you do not check with CareSource or your primary care provider (PCP) before receiving services. If you are no longer a CareSource member, your access to the Rewards Portal will be deactivated and any unused Rewards may be no longer available.

## Are you at Risk for Chronic Kidney Disease?



If you have diabetes and/or high blood pressure, you're at risk for chronic kidney disease (CKD). You may not notice any symptoms during the early stages. If it is left untreated, CKD can get worse and lead to permanent kidney failure. Here's how you can take action:

- 1 Get screened for CKD today.
- 2 Keep your blood pressure below 130/80.
- 3 Keep your blood sugar levels under control.

### Need help managing CKD?

Our Care Management program can help you learn more about CKD and find ways to better manage it. Call **1-844-438-9498** (TTY: 711) if you would like to be part of the Care Management program.





# Thank You

## Learn About Your Plan Online

### Plan Information

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

- The toll-free number to call if you have questions about how we manage care and services.
- How to reach us using TTY services if you are hard of hearing.
- Our Care Management Program and how you or your caregiver may self-refer to the program.
- The benefits and services that are covered under your plan as well as what is not covered.
- Pharmacy benefits and medications you can get. This includes:
  - our preferred drug list/formulary with any restrictions and preferences;
  - the limits of certain medications;
  - how to get non-formulary medications/medications not on the preferred drug list and how providers can support an exception;
  - and the process for generic substitution, therapeutic interchange, and step-therapy.
- Your financial responsibility: Premiums, copayments, coinsurance, and other charges.
- How you can get materials in other formats at no cost to you. These formats include large print, braille, or audio. We can get you sign language interpreters or interpreters in the language you speak. We can explain this information in English or in your primary language.

Interpreters can help you talk with us or your providers.

- Your rights and responsibilities as a member.
- How we manage care and services, benefits and access to services, and other issues.
- How to send a claim to get paid back if you paid for a covered service.
- How you can tell us you are unhappy with CareSource.
- How to appeal a decision that affects your coverage, benefits and services.

You can also take a Health Risk Assessment (HRA). Go to **MyCareSource.com** and set up your member portal account if you haven't already done so. Click on **Health Assessment & Screening**. When you complete the HRA, you will get tips and tools that help you improve your health. You will also have access to tools that help improve your health and build a healthy lifestyle.

### Providers and Your Care

- Our **Find A Doctor** tool lists in-network providers like dentists, therapists, hospitals, clinics, and more that you can choose from to meet your needs. You can search for a provider by filtering office location, gender, or specialty.
- Who our providers are; if they have board certification, the medical school they went to, and where they completed their residency.
- How you can choose your primary care provider (PCP) and make appointments. How to see a specialist, mental health provider, and get hospital services.
- How to get care outside of your provider's normal office hours.
- How to get emergency care whether going to an emergency room (ER) or calling 911.



# FOR BEING A CARESOURCE MEMBER

Thank you for being a member of our health plan. Our mission is to make a lasting difference in our members' lives by improving their health and well-being. We want you to know where to go for information on your benefits, services, and programs available to you.

- How to get care when you are out of the plan's service area.
- How to get services if you travel and any restrictions on your benefits.

## How CareSource Manages Your Plan

- Our Quality Program to make sure you get good care and service.
- How we decide how and when to add new technology as a covered benefit.
- Our notice of privacy practices and HIPAA/Member Consent Form. Including:
  - what a routine consent is and how it allows us to use and disclose information about you;
  - how we use authorizations and your right to approve the release of personal health information not covered by routine consent;
  - how you can restrict the use of or disclosure of personal health information or get a list of the disclosures we have made.
- Our commitment to protect your privacy in all settings.
- CareSource's policy prohibiting financial gain for those who make coverage determination decisions about your care.
- The availability of, and a description of the independent external appeals process for utilization management decisions by CareSource.

## Health and Wellness Programs

CareSource has zero cost programs that can help you reach your best health. CareSource may sign you up in these programs. You can opt-in or opt-out of them at any time. Programs include:

- **Care Management** – A team of individuals at work with you, providers, and any family or caregivers you would like to help coordinate your care to meet your health and wellness goals. Care management includes different levels of care. It may include face-to-face visits, telephone calls, emails, text messages, and mailings.
- **MyHealth Journeys** – An online tool that encourages healthy lifestyle habits. This includes eating healthy, being physically active, and managing chronic conditions.
- **myStrength<sup>SM</sup> Tool** - A FREE online self-management tool with resources to improve behavioral or mental health and overall well-being.
- **Medication Therapy Management** – Helps you learn about medications, reduce costs and stick to a treatment plan.

To learn more call **1-844-438-9498**.

If you would like more information, or do not have access to the internet, call Member Services.

Thank you,  
**CareSource**



## Cost Saving Tips

### **\$ Be Your Own Advocate!**

When you visit any network provider, make sure to tell them cost is important to you. If they know, they will keep costs in mind when prescribing medications and ordering tests. It won't affect your quality of care, but it can affect your wallet!

### **\$ Use Our Care Management Services**

A Care Manager can help streamline your health care by having one point of contact at CareSource. They can also help you cut through the red tape, understand your benefits, and much more. You will get their direct phone line so you can call your care manager when you have questions or concerns.

You can learn more about Care Management at: **[CareSource.com/plans/marketplace/benefits-services/care-disease-management/](https://www.caresource.com/plans/marketplace/benefits-services/care-disease-management/)**.



You can call the Care Management team at **1-844-438-9498** (TTY: 711) Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.



## Traveling to Another Country?

Traveling to another country, whether for an exciting family vacation or for business, requires planning. In addition to needing a passport, you'll also need to make sure you have all the shots the country you are visiting requires.

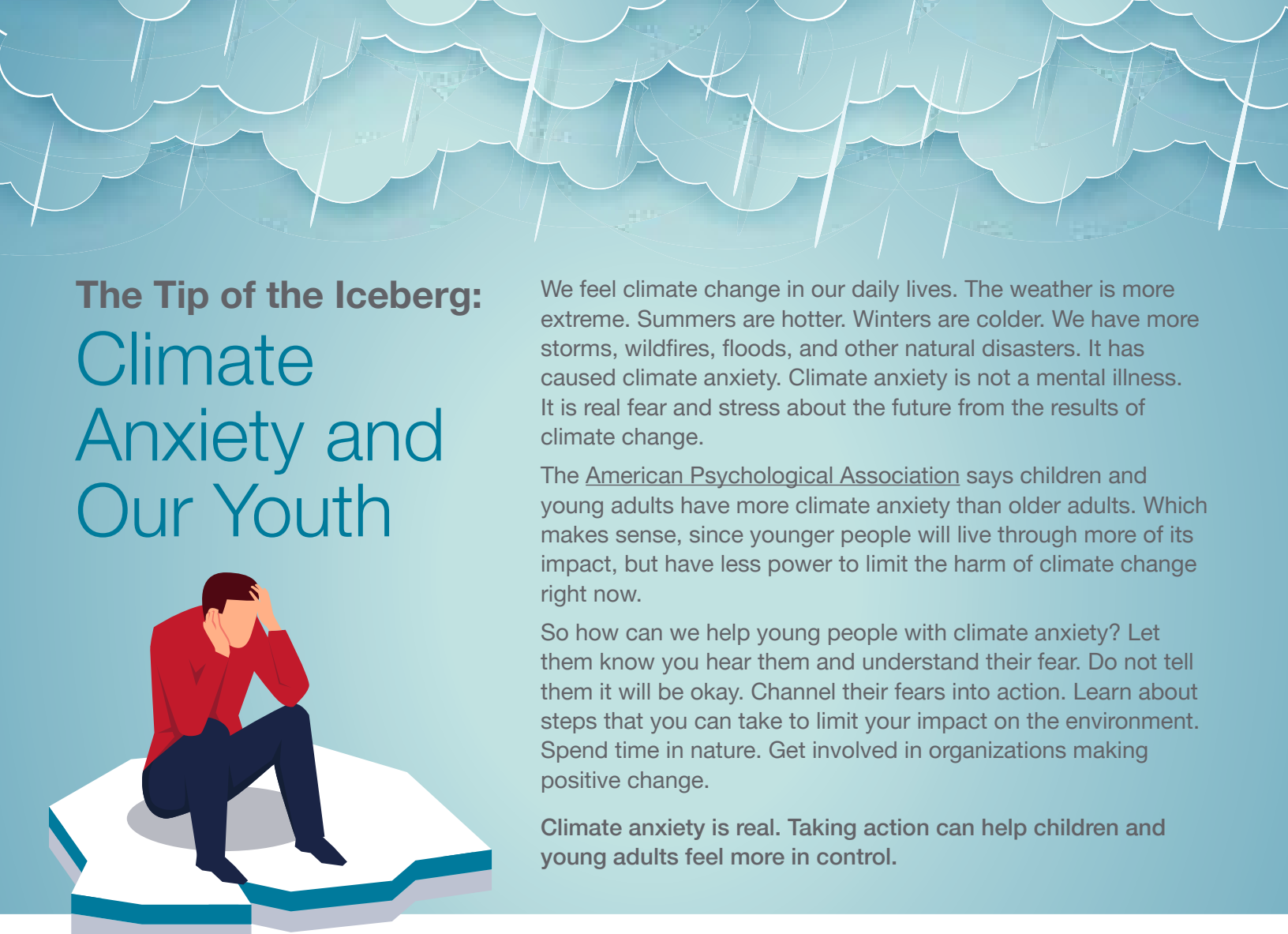
The easiest way to find out what shots you need is to visit the CDC website traveler's health page at **[wwwnc.cdc.gov/travel](https://wwwnc.cdc.gov/travel)**. This page contains a lookup tool where you can enter your destination and see all the vaccinations required by country. You can also find clinics nearby that can supply those shots, as well as check travel advisories and get travel tips.

Your vaccines are covered at your cost-share level. If you have an emergency while you are traveling, your emergency care is covered as well. Just be sure to save your receipts to submit a claim to CareSource when you get home. If you have any questions about your care or coverage, call Member Services.

Some vaccinations need to be given a month or more before they are active, so be sure to check this site well in advance of your travel plans, and bon voyage!







## The Tip of the Iceberg: Climate Anxiety and Our Youth

We feel climate change in our daily lives. The weather is more extreme. Summers are hotter. Winters are colder. We have more storms, wildfires, floods, and other natural disasters. It has caused climate anxiety. Climate anxiety is not a mental illness. It is real fear and stress about the future from the results of climate change.

The American Psychological Association says children and young adults have more climate anxiety than older adults. Which makes sense, since younger people will live through more of its impact, but have less power to limit the harm of climate change right now.

So how can we help young people with climate anxiety? Let them know you hear them and understand their fear. Do not tell them it will be okay. Channel their fears into action. Learn about steps that you can take to limit your impact on the environment. Spend time in nature. Get involved in organizations making positive change.

Climate anxiety is real. Taking action can help children and young adults feel more in control.



## Help Improve Your CareSource Experience

What you think about your plan, the services, and support we provide **matters**. We value the feedback we get from members like you. This helps us ensure you get the highest quality of care.

Each spring, we partner with SPH Analytics, a Press Ganey Solution to conduct a survey about your overall health care experiences. The survey is sent to a random set of members by SPH. All feedback is anonymous. The survey may come to you by email, mail, or phone call.

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



## Your Supplemental **BENEFITS**

CareSource is more than just quality health insurance. We are a not-for-profit health plan that **cares about you**. Our benefits go beyond basic care. Take advantage of all that CareSource has to offer.

All Marketplace members have benefits for accidental dental, hearing, and children's dental and vision. We partner with benefit managers to handle to these benefits, except for accidental dental coverage, which is covered under your medical benefit. Read your Schedule of Benefits for the cost of coverage under your plan. See your Evidence of Coverage or EOC Rider for details about your benefits.

You can find providers for these benefits by searching for Hearing Aid dealers, Optometrists or Vision providers, or Dentists on our **Find A Doctor/Provider** tool on **CareSource.com**, by calling Member Services, or by calling the benefit manager at the phone number listed on the back of your CareSource member ID card.





## How to Find a PROVIDER

We want to give you access to the best care. That is why we have partnered with many providers in your area.

### >> Getting You the Care You Need

Using the **Find A Doctor/Provider** online tool is the fastest way to find an in-network provider near you. Here's a few types of providers you will find included:

- ✓ Family Practice (primary care provider (PCP))
- ✓ Pediatrics (PCP for children)
- ✓ Dentistry (dentist)
- ✓ Vision – Optometry (eye doctor)
- ✓ Behavioral Health (Mental Health)
- ✓ Specialists
- ✓ Clinics
- ✓ Hospitals

If you want to change your PCP use this tool to find a new one near you.

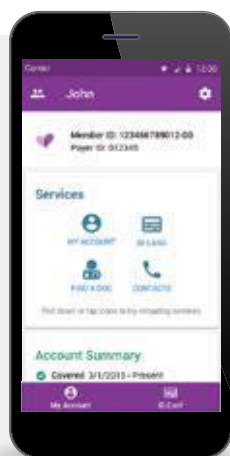
### >> How to Get Started

Access the tool by going to **FindADoctor.CareSource.com**. Choose **Get Started** and fill out the following:

- **CHOOSE LOCATION:** Share your location or enter your street address. Click continue.
- **CHOOSE PLANS:** Select **Marketplace** under **West Virginia**. Click continue.
- **CHOOSE FILTERS:** Use filters to find the right provider. You can outline your preference for gender and language. NOTE: Select **Yes** under **Accepting New Patients**. Click continue.

Member Services can help you find a provider near you if you are having any issues. You can also get a printed provider directory\* sent to your home at no cost to you. Just call Member Services and request one!

*\*A printed copy is never as up-to-date as an online tool. However, when you call to make an appointment, check to make sure they are still accepting new CareSource Marketplace patients.*



### >> Find a Provider in the CareSource Mobile App

You can use the **Find A Doctor/Provider** tool in your My CareSource® account on the CareSource mobile app. If you do not have a My CareSource account, signing up is easy:

1. Go to **MyCareSource.com**.
2. Click **Sign Up** at the bottom of the page.
3. Answer the questions.
4. Click **Register**. You are all set!

Get the mobile app through the App Store® for iPhone® or Google Play® for Android®.



A woman with curly hair is sitting cross-legged in a grassy field, eyes closed, meditating. The background is a bright, hazy sunrise or sunset with warm golden light.

# Spring Into Self-Care!

The days are getting longer, and the flowers are starting to bloom. Spring is a time for fresh starts. You can start fresh by making time for you! It's important to maintain a healthy mind and body. We have started a self-care checklist for you. These are just a few ways you can make sure you are taking care of yourself.

## Self-care checklist:

- ☒ Drink more water
- ☒ Listen to music
- ☒ Declutter a space
- ☒ Try yoga or stretching
- ☒ Watch a sunrise or sunset
- ☒ Call a friend
- ☒ Eat your lunch outside



# What Can Care Management Do For You?

CareSource Care Management was made with you and your health in mind. Your Care Team includes nurses, pharmacists, a social worker, and health specialists. We can help you with these things and more:



Coordinating your care.



Managing your health condition.



Getting community support.



Tracking your rewards.

To enroll in our Care Management program, call **1-844-438-9498**.



Want more information about our Care Management program? Scan the QR code or visit **CareSource.com/wv/plans/marketplace/benefits-services/care-disease-management/**.



## Pharmacy Updates

CareSource has a searchable drug list on **CareSource.com**. Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **West Virginia** and **Marketplace** to find out which drugs are covered. It is where the most current updates can be found. Call Member Services if you do not have access to the Internet. We can help you find out if a medication is covered and how much it will cost.



### Do you have diabetes?

Do you want to learn to manage it better? Want to avoid visits to the hospital because of issues caused by diabetes? Sign up for diabetes coaching. You will work one-on-one with a RN Health Coach for five coaching sessions. During your sessions, you can learn skills and resources that can help you stay healthy. Enroll in the program by calling Care Management at **1-833-230-2037** (TTY: 711).



**ENGLISH** - Language assistance services, free of charge, are available to you. Call: **1-833-230-2099** (TTY: 711).



**SPANISH** - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al: 1-833-230-2099 (TTY: 711).

**NEPALI** - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । फोन गर्नुहोस्: 1-833-230-2099 (TTY: 711).

**KOREAN** - 언어 지원 서비스가 무료로 제공됩니다. 전화: 1-833-230-2099 (TTY: 711).

**FRENCH** - Services d'aide linguistique offerts sans frais. Composez le 1-833-230-2099 (TTY: 711).

**GERMAN** - Es stehen Ihnen kostenlose Sprachassistenzen zur Verfügung. Anrufen unter: 1-833-230-2099 (TTY: 711).

**SIMPLIFIED CHINESE** -

可为您提供免费的语言协助服务。请致电: 1-833-230-2099 (TTY: 711).

**TELUGU** - భాషా సాయం సర్వీసులు, మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ చేయండి: 1-833-230-2099 (TTY: 711).

**BURMESE** - ဘာသာစကားဆိုင်ရာအကူအညီဝန်ဆောင်မှုများအား သင့်အတွက် အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်းခေါ်ရန်: 1-833-230-2099 (TTY: 711).

**ARABIC** - تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم: 1-833-230-2099 (هاتف نصي: 711).

**URDU** - زبان کی معاونتی ترجمانی خدمات، آپ کے لیے بالکل مفت یا - فری آف چارج دستیاب ہیں۔ کال کریں: 1-833-230-2099 (TTY: 711)

**PENNSYLVANIA DUTCH** - Mir kenne dich Hilf griege mit Deutsch, unni as es dich ennich eppes koschte zellt. Ruf 1-833-230-2099 (TTY: 711) uff.

**RUSSIAN** - Вам доступны бесплатно услуги языкового сопровождения. Позвоните по номеру: 1-833-230-2099 (TTY: 711).

**TAGALOG** - May mga serbisyong tulong sa wika, na walang bayad, na magagamit mo. Tumawag sa: 1-833-230-2099 (TTY: 711).

**VIETNAMESE** - Dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi: 1-833-230-2099 (TTY: 711).

**GUJARATI** - ભાષા સહાય સેવાઓ તમારા માટે નિ:શુલ્ક છે. 1-833-230-2099 (TTY: 711) પર કોલ કરો.

**PORTUGUESE** - Serviços linguísticos gratuitos disponíveis para você. Ligue para: 1-833-230-2099 (TTY: 711).

**MARSHALLESE** - Jerbal in jibañ ikijen kajin, ejelok onean, ej bellok ñan eok. Kurlok: 1-833-230-2099 (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:** 1-844-539-1732

**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](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

Complaint forms are found at:

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





P.O. Box 8738  
Dayton, OH 45401-8738  
**CareSource.com**

## HOW TO REACH US

**Member Services Dept:**  
**1-833-230-2099 (TTY: 711)**

**CareSource24®**  
24-Hour Nurse Advice Line:  
**1-866-206-0701**

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## Important Plan Information



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