



FALL 2020

# MEMBER *Source*

A Newsletter for CareSource® Dual Advantage Members

## Important Dates and Tips for Medicare Open Enrollment Period

Medicare's Open Enrollment Period for health and prescription drug plans is coming soon. Mark your calendar with these important dates:

**October 1, 2020:** Start comparing your coverage options for the 2021 plan year.

**October 15 – December 7, 2020:** If you want to change your Medicare health or prescription drug coverage for 2021, you can make a change during these dates.

**January 1, 2021:** Your 2021 coverage begins. If you change plans, your new coverage begins on this date. If you did not change plans, any new costs and benefits for your plan begin on this date.



## What to look for when shopping for a **Medicare Advantage Plan**



- 1. Is your primary care provider (PCP) in network?** Confirm that your current providers will still be in your plan's network for 2021. If they aren't, you will have to change plans or providers or pay much higher out-of-pocket costs to stay with the same doctors and the same plan.
- 2. Are your prescriptions covered?** Find out whether your plan will cover your current medications in 2021, and how much you'll pay for them.
- 3. What supplemental benefits are offered?** Traditional Medicare doesn't cover routine dental, vision, hearing and fitness benefits, but some Medicare Advantage plans do. Consider your needs and the available coverage as part of your overall review of Medicare plans.

We are happy to serve you. We care about your health and well-being. In September, you will receive updated materials for 2021. These include a notice of any upcoming changes to your plan. Thank you for choosing CareSource. We're excited for the opportunity to serve you for another year!

  
**CareSource**®

# Our Mobile App is Easy to Use!



## Digital ID Card

View and share your digital CareSource member ID card.



## Find a Doctor

Find a doctor, hospital, clinic or pharmacy near you.



## Call a Nurse

Call CareSource24®, our Nurse Advice Line, and speak to a nurse 24/7/365.



## My CareSource®

Access your secure My CareSource account.



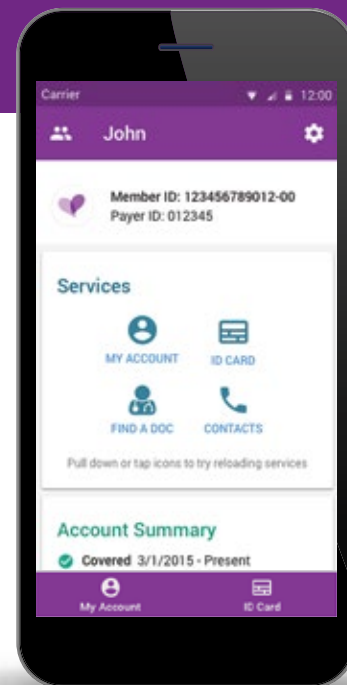
## Connect With MYidealDOCTOR™ Telemedicine Services

One touch access to a primary care provider, day or night, 24/7/365.



## NEW! Message Center

Get important CareSource updates and reminders.



## And More...

*\* Some features will not become active until your plan's effective date.*

Download the app and check it out now.



## Earn \$15

With the My CareSource Rewards® Program!

CareSource is dedicated to helping improve your health and well-being. To help support and guide your care, CareSource asks that you complete the 2020 Health Needs Assessment (HNA). The assessment takes a few minutes, and once you complete it, you will earn \$15 through your MyCareSource Rewards® account\*.

### Complete the HNA online using these steps:



Go to **MyCareSource.com**. From your **My CareSource** account, click on the **Health** tab in the top navigation bar.



Scroll to the assessment section and click the start button to complete the assessment.

The HNA helps your primary care provider and care management team coordinate your care to meet your individual needs.

Call the Member Services number found on the back page for more information.

\*See the Rewards section of the member portal for additional information about the My CareSource Rewards program. You must complete the HNA within the first 90-days of eligibility to receive the reward dollars.



# Get Rewarded for Your **Health and Wellness!**

CareSource rewards you and your family for taking an active role in becoming healthy. We have lifestyle programs to encourage you to complete annual wellness visits and have preventive care screenings. See what programs you could start earning rewards:



## **NEW!** My CareSource Rewards® Program

As a CareSource member you are eligible to earn rewards for completing healthy activities such as your annual flu shot, wellness visit and preventive screenings\*. Your earned rewards will automatically be added to the My CareSource VISA Rewards Gift Card you recently received in the mail. For a complete list of eligible activities, program details, rewards balance, restrictions, and terms and conditions, visit [HealthyBenefitsPlus.com/CareSource](http://HealthyBenefitsPlus.com/CareSource).

\*Not all rewards are available in every program. Please contact Member Services.



## Back to **SCHOOL?**

If your children plan to return to school in fall of 2020, they will face a new norm of regular hand washing and proper cleaning and disinfecting. If your family homeschools or is choosing online school, you may want help making a plan.

### Tips for a **safe return** to school:



Teach good hand washing skills.



Keep your children home if they are sick.



Send wipes, soap, and hand sanitizer to keep in desks and lockers.



Talk to them ahead of time about wearing a mask. Practice wearing them before school starts. Find some masks they would enjoy wearing!



Source: [www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/learning.htm](http://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/learning.htm)

### Tips for a **virtual return to the classroom:**



Set up the same time every day for starting and ending schoolwork.



Set up a special homework/study area.



Take breaks outside!

Find ways to do schoolwork like math, reading, and writing by:



Cooking together



Reading recipes together



Writing letters to people kids can't visit in person



## The New Normal

Face masks. Closed businesses. Social Distancing. Kids on Zoom for school work. 2020 has created many changes to our lives. Some temporary, some more permanent.

For health care, things have changed as well. Telehealth is becoming a routine service. Social distancing and appointments are expected. At CareSource, we have been working hard to give you the latest information about how to take care of yourself and your family. We want you to know that no matter what our new normal may look like, we will be here for you, helping you find your way. Visit our COVID-19 web page at [CareSource.com/Covid19](https://www.caresource.com/Covid19). If you have a question or concern, call our Member Services team. We are happy to help.

You have our commitment to continue providing you *Health Care with Heart*.

### Still Need to Visit Your Provider In-Person?

*It's OK to Return to the Doctor!*

Find out the right approach from Dr. Dale Block, CareSource Ohio Medical Director. Go to [CareSource.com/members/its-ok-to-return-to-the-doctor/](https://www.caresource.com/members/its-ok-to-return-to-the-doctor/) to watch the video.



## Dealing with Drug Supply Problems

Dealing with the unknown is hard. And the COVID-19 crisis has changed our lives. When it comes to medicines, COVID-19 showed our drug supply can change quickly. Drug supply problems can occur even in less difficult times. CareSource understands how important it is for you to have your medicine on hand. We can help make sure you don't run out because of a problem with drug supply with the tips below.



Call your pharmacy ahead of time.



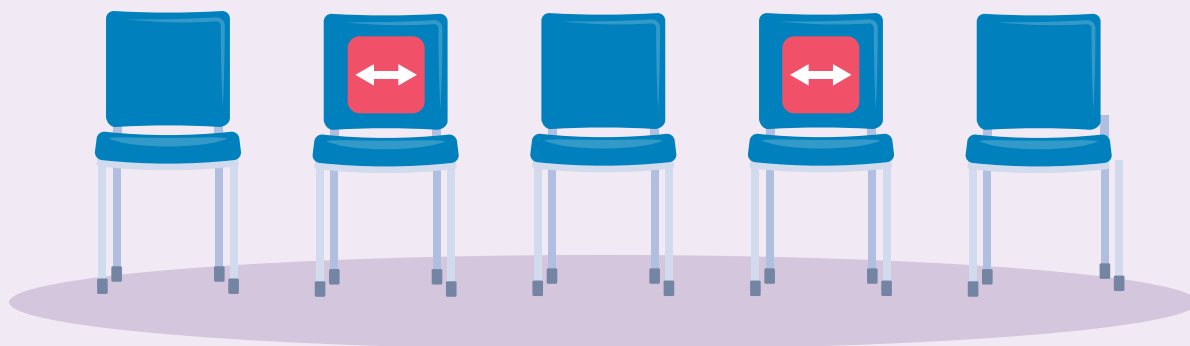
If there is a problem with the supply of your medicine, call your doctor as soon as you can. Many pharmacies will call your doctor for you.



Always talk to your doctor before stopping a drug. Stopping a drug without talking to your doctor can make your condition worse.



# What to Expect at Your Next Dental Visit During COVID-19



At CareSource, our first priority is to protect you, our providers, staff and community. We are closely watching the coronavirus (COVID-19) and its impact both locally and around the world. As we work with our provider networks, our goal is to help carry out and follow all steps to lessen the spread.

Talk to your dental provider to see if they offer teledentistry services. Teledentistry uses your phone, mobile app, or computer for exams when and where you want. Call your provider to find out the best way to setup a teledentistry visit. Visit our [CareSource.com/Covid19](https://www.caresource.com/Covid19) for details.

The Centers for Disease Control and Prevention (CDC) has a plan you can follow to prevent illness. The plan starts before you show up to an office visit. The goal is to stop the spread of the disease.

- Before going into the office, let your dental provider know if you have had any symptoms such as fever, cough, trouble breathing or other flu-like symptoms.
- Let them know if you or a member of your household has travelled to countries with high outbreaks.
- You may be asked to answer certain questions or fill out special forms.
- Due to social distancing (distance between yourself and others), offices may ask family members not to sit in the waiting room. You may also be asked to use a cloth face covering or mask.

Visit [cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html) for more details on CDC guidelines in a dental setting. Please know that the recommendations may change with time.

## Drug List Updates

CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by going to **Find My Prescriptions** link under Member Tools & Resources. You'll find the most current changes and updates, too. If you don't have access to the internet, we can help you. Call Member Services for more information.



## CareSource24<sup>®</sup> Nurse Advice Line



Our staff of experienced, caring Registered Nurses are here 24/7 to talk to you. We are ready to offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or an ER visit is needed.

Call **1-833-687-7331 (833 NURSE 31)**.

# Reminder: Telehealth Services are Available Any Time

With social distancing and safety rules in place, many primary care providers (PCPs) now offer telehealth services (a visit by phone or computer). But, how does it work? Use the helpful tips below for your next telehealth visit.

## Scheduling Your Telehealth Visit

When scheduling your visit, ask questions so you know what to expect:

- Will you need to download an app?
- Is the provider calling you?
- Will you call the provider?
- Will the visit be by phone or video?

If you have concerns about your ability to have a telehealth visit, be sure to mention those to your PCP's office to see if they can help.

## Before Your Visit

- Make notes about the questions you want to ask during your visit.
- Find a quiet place where you can talk openly about any issues you have and can answer questions that your provider asks about your health.

Check with your PCP's office to find out how and when you can have a telehealth visit. If your PCP doesn't offer telehealth, or has limited hours, you can call MYidealDOCTOR®.

MYidealDOCTOR is ready to take your call 24 hours a day, 365 days a year. You can find a link on the CareSource mobile app, call 1-855-879-4332, or visit [myidealdoctortelehealth.com](http://myidealdoctortelehealth.com). The cost is the same as a visit to your PCP.

## During Your Visit

- Be open and honest with your provider about your health and any symptoms you have.
- If you have questions about the format of the visit and what type of care can be offered, be sure to ask. Telehealth is new for a lot of people, and it is natural to have questions.
- Take notes to help you remember what information you received.

## At The End of Your Visit

Confirm any next steps or actions you need to take.

- Do you have a new prescription to fill?
- Do you need to have lab work completed as a follow-up to the visit?
- Do you need to schedule another visit?





## Preventing Diabetic Kidney Disease

If you have diabetes, your blood sugar levels are often too high. High blood sugar can harm your kidneys over time. Your kidneys clean your blood. If they are damaged, waste builds up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It happens slowly over many years. Most people do not show any signs or have symptoms.

You can help stop or delay kidney damage by getting routine screenings. This is the only way to know if you have diabetic kidney disease. The first type of screening looks for protein in your urine. The other is a blood test to show how well your kidneys are working.

You should get tested each year for kidney disease if you have type 2 diabetes. You should also get tested if you've had type 1 diabetes for more than five years. Talk to your primary care provider (PCP) to learn more.



### Team Up with Your Care Manager

CareSource has nurses and other outreach workers who can work with you one-on-one to help coordinate your health care needs at no additional cost to you. A Care Manager is trained to help you with any special medical problems like asthma, cancer, diabetes or other medical conditions. Your Care Manager can help coordinate your care. This may include but is not limited to:

- Help completing Health Needs Assessment (HNA)
- Help finding community resources
- Help scheduling doctor's appointments
- Help understanding your benefits
- Help finding providers
- Help getting transportation to appointments

If you have not been teamed up with a Care Manager, call the Member Services number found on the back page to discuss ways Care Management can begin supporting you.



# Breathing Better with Asthma

Asthma makes it hard for you to breathe. It can affect your daily life if you don't take care of it. Medications do not cure asthma, but they can help make you feel better. The main thing is to take them exactly as your primary care provider has prescribed. That means taking them the right way at the right time!

## Here are tips to remind you to take your asthma medication and help you get into a routine:

- Keep it near your bed so you see it when you wake up.
- Take it before you brush your teeth.
- Have your family or a friend or call to remind you each day.
- Put sticky notes where you'll see them to remind you to take your inhaler when you leave the house.
- Use a weekly pillbox.
- Set your phone or other alarm.
- Mark your calendar to refill your prescription one week before it runs out.



## National Prescription Drug Take Back Day

Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly, but misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

The National Prescription Drug Take Back Day is **October 24, 2020**. This is your chance to clear out old medications. You can dispose of medications that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round, visit [takebackday.dea.gov](https://takebackday.dea.gov).





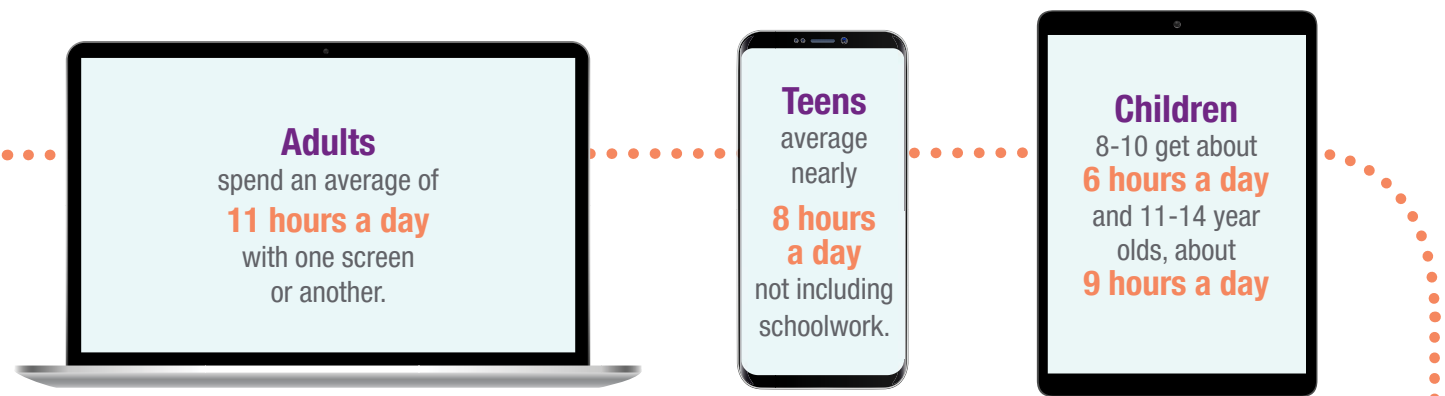


# Screen Time and **YOUR HEALTH**

With the recent stay at home orders, many of us were “binge watching” our favorite TV shows, face timing/skyping our family, and just spending more time than usual looking at our screens.

**! Beware:** too much screen time is harmful to our health.

## How Much Screen Time Are We Getting?



**! Side note:** On average, adults pick up their phones 58 times a day.

## How Does It Affect Our Health?



- It affects your brain
- It harms your eyesight
- It lowers your attention span
- It can harm your relationships
- It can cause obesity
- It can disrupt your sleep

## How Can We Reduce Screen Time?

There are many ways to reduce screen time.

Say **NO** to all screens:

- During meals
- An hour before bed
- In the bathroom

Say **YES** to:

- Reading a book
- Starting or renewing a hobby
- Getting plenty of exercise
- Spending time with friends





Breast cancer is the second most common cancer among women in the United States. It is a disease in which cells in the breast grow out of control. White women and black women get breast cancer at about the same rate, but black women die from breast cancer at a higher rate. Many things like family history or getting older can affect your risk for breast cancer. These you can't change, but you can help lower your risk of breast cancer by taking care of your health in these ways:



**Get regular exercise**



**Have a healthy weight**



**If you can, breastfeed your child/children.**



**Don't drink alcohol, or limit it to no more than one drink per day**



**Ask your doctor before you decide to take hormone replacement therapy or birth control pills to know your risks for getting breast cancer.**

Stay informed and stay healthy to both lower your risk of getting breast cancer and to increase your chances of living if you are diagnosed with it.

*Source: Centers for Disease Control and Prevention*



## Protect Yourself from



Unease around COVID-19 has made fraud and scams more common. You should be on alert for things that don't seem right. Some of the scams to watch for are:

- People selling fake cures for COVID-19.
- Robocalls, sales calls, online posts, emails, or people going door-to-door who promise free hand sanitizer or testing kits if you give your Medicaid or Medicare number.
- Emails pretending to be from the World Health Organization or the CDC.
- Fake websites or apps that share news about COVID-19 so they can get into your phone, tablet, or computer.
- People asking for money for causes or charities that don't exist.
- Health care workers using patient information for COVID-19 testing and then billing for other tests.

Let us know if you suspect fraud or scams! Call CareSource Member Services and say that you'd like to report fraud. You will be routed to a private fraud hotline. You can call the hotline 24 hours a day.

You can also let us know about scams or fraud by:

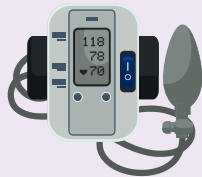
**Email:** [fraud@caresource.com](mailto:fraud@caresource.com)

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



## Check Your Blood Pressure at Home and with Your PCP

Managing your blood pressure is great for your health. Uncontrolled blood pressure raises your risk of heart disease and stroke. It is important to see your primary care provider (PCP) regularly. Have your blood pressure checked at every visit. Some people also check their blood pressure at home.



Talk to your primary care provider (PCP) about checking your blood pressure at home. CareSource may pay for a home blood pressure monitor.



Home blood pressure checks can help you keep tabs on your blood pressure. They can also make certain any lifestyle changes (like healthy eating and being active for 30 minutes every day) you have made are working.



Home checks can alert you and your PCP to possible health problems.

CareSource also offers a free Disease Management Program that can help you learn about your health and how you can better manage your specific health condition. If you would like to learn more about blood pressure and you would like to opt-in to the Disease Management Program, please call **1-844-438-9498**.

# Stress Less with CareSource and myStrength<sup>SM</sup>

Life can feel overwhelming at times. Social distancing and other protective measures can make you worried or stressed. CareSource and myStrength can help you through these tough times. myStrength has self-guided tools to strengthen your mind, body, and spirit. myStrength offers:

- Empowerment activities like a mood tracker and fitness log
- Articles and videos to learn about topics like anxiety, PTSD, Autism, ADHD and depression
- Daily inspirational quotes
- Help to stop smoking
- Mindfulness exercises
- Parenting tips and help managing stress
- And much more!

Your emotional health is important. That's why CareSource offers myStrength online or through a mobile app at no cost to you.

- 1 Visit [bh.mystrength.com/caresource](https://bh.mystrength.com/caresource) and click Sign-Up
- 2 Complete the sign-up process and your personal profile
- 3 Download the app on your phone at [mystrength.com/mobile](https://mystrength.com/mobile)



Take control of your well-being and start living your best life.

**You deserve it!**

## ID Card Reminder

CareSource would like to remind you to present both your CareSource Dual Advantage member ID card and your Medicaid coverage ID card when receiving services. This will help to ensure that your claims are submitted correctly to both your Medicare and Medicaid coverage. If you have any questions, please call Member Services.



## DID YOU KNOW?

It's important to get a **flu shot** every year:

The flu viruses from last flu season will be different from the flu this season, because the virus changes each year. You need a new vaccine every year to protect yourself.



# Medicare and Medicaid Basics



## Medicare vs. Medicaid

Medicare is a federal health insurance program for people who are 65 or older. Medicare also covers individuals under 65 with certain disabilities or who have End Stage Renal Disease (ESRD) or ALS.

Medicaid is a joint federal and state program that helps pay health care costs for certain people and families with limited income and resources.

## Eligibility is Determined Separately

Individuals who are eligible for retirement (Social Security benefits) are eligible for Medicare. Those who are disabled may also be eligible for Medicare.

While Medicare is a federal program with the same eligibility standards across the country, Medicaid is state administered. Medicare beneficiaries only have to apply for benefits once. Most Medicaid programs require recipients to submit documentation on a regular basis to continue receiving benefits.

## What if I am Eligible for Both Medicare and Medicaid (Dual Eligible)?

If you are Dual Eligible, you will be working with two separate programs:

**Medicare** – covers most preventive, primary, and acute health services and drugs.

**Medicaid** - covers long-term care support and services, and certain behavioral health services. Medicaid also helps pay Medicare premiums and cost sharing.

CareSource offers two plans for individuals who are dual eligible, MyCare Ohio and CareSource Dual Advantage. Contact **1-844-781-1301** to discuss what plan best suits your needs.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

**ARABIC**

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

**AMHARIC**

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**BURMESE**

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ခြွေးချွေး ပြုပြု သင်္ကြန် အသံဖြင့် ဖြစ်ကြက်ပေါ်ရှိ အသံဖြင့် ဖြစ် ဝက်ဝက် ငြိမ်မူဝက်ဝက်သို့ ဖော်ပြပါ။

**CHINESE**

如果您或者您在帮助的人对 CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请拨打您的会员 ID 卡上的会员服务电话号码。

**CUSHITE – OROMO**

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

**DUTCH**

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

**FRENCH (CANADA)**

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

**GERMAN**

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service Nummer auf Ihrer Mitglieder-ID-Karte an

**GUJARATI**

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતી મેળવવાનો અધિકાર છે. તે ખર્ચ વિના તમને તમામ સહાયક સેવાઓની મદદ કરી શકે છે. આ સહાયક સેવાઓની માહિતી તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

**HINDI**

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल है तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

**ITALIAN**

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

**JAPANESE**

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

**KOREAN**

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

**PENNSYLVANIA DUTCH**

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf en Information in deine eegne Schprooch griee, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

**RUSSIAN**

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

**SPANISH**

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

**UKRAINIAN**

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

**VIETNAMESE**

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.



CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call the member services number on your member ID card.

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947, Dayton, Ohio 45401  
1-844-539-1732, TTY: 711  
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



PO Box 8738  
Dayton, OH 45401-8738

CareSource.com

### How to Reach Us

#### Member Services Dept:

1-833-230-2020

(TTY) 1-800-750-0750 or 711)

#### CareSource24<sup>®</sup>

24-Hour Nurse Advice Line:

1-833-687-7331 (833 NURSE 31)

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## IMPORTANT PLAN INFORMATION

## We Want to Hear FROM YOU!

### We love our members.

That's why we want to hear from you!

Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes 2-3 minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)

*Thank you for trusting CareSource with your health care needs.*