



SUMMER 2024

MEMBER *Source*

A Newsletter for Ohio CareSource Dual Advantage™ (HMO D-SNP) Members

Stay with CareSource

– *Renew Your Coverage*

Redetermination is back!

Redetermination is when you renew your Medicaid coverage with the state. You need to renew each year. CareSource cannot renew for you. Without Medicaid coverage, you will no longer be eligible for CareSource Dual Advantage.



Don't risk losing your health care coverage. Make sure your address and phone number are up-to-date, so you do not miss any news or changes related to your benefits. Below are the ways you can renew:

- **BY PHONE:**
Call the Ohio Medicaid Consumer Hotline at **1-800-324-8680**.
- **ONLINE:**
Log in to the Ohio Benefits Self-Service Portal at **benefits.ohio.gov**.
- **IN PERSON:**
Visit your local County Department of Job and Family Services. Their staff can help you.

Even if you miss the due date still complete and submit your renewal form as soon as possible. We want you to stay a CareSource Dual Advantage member!


CareSource®



Safe Travels!

Before you travel, make sure you have your prescribed medicines. Check your medicine supply early and ask for refills if needed. Keep your medicines in their original bottles with labels. If you are flying, pack them in your carry-on bag so you don't lose them. If you have questions, check with your doctor or pharmacist.



Interpreter Services

Servicios de Intérprete
दुभाषया सेवाएँउ



We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-833-230-2020 (TTY: 1-833-711-4711 or 711)**. Someone who speaks your language can help you.



Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-833-230-2020 (TTY: 1-833-711-4711 o 711)**. Alguien que hable español le podrá ayudar.



हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषया सेवाएँउ उपलब्ध हैं। एक दुभाषया प्राप्त करने के लिए, बस हमें **1-833-230-2020 (TTY: 1-833-711-4711 या 711)** पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है।





Water Safety Tips for the Summer

As the weather warms, cooling off at the beach, a lake, or pool can be great fun.

Follow some basic tips to stay safe.



Never swim alone.



Wear a life jacket any time you are on a boat.



Know your limits and only swim in safe areas.



Drink lots of fluids.



Always wear sunscreen. The water reflects the sun and makes it easier to burn. Learn more about protecting your skin from the sun on page 8.

According to the Red Cross, drowning is a leading cause of death in children. Take a water safety class or swim lessons. The Red Cross offers classes. Other local resources may offer lessons or classes as well.

Learn more at www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/water-safety.html.

Preventing Fraud, Waste, and Abuse

EOB
Explanation of Benefits

THIS IS NOT A BILL

CareSource

To prevent fraud, waste, abuse, or medical identity theft, we send an Explanation of Benefits (EOB).

This is not a bill.

If you get one, check these three items:

- 1** Are the services, supplies, or equipment listed, correct?
- 2** Were any items billed more than once?
- 3** Do the dates of service look correct?



If something doesn't look right, call Member Services. Follow the prompts to report fraud. You can also send us an email at fraud@caresource.com, fax to 1-800-418-0248, or write to us at:

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. Your report will be kept confidential as possible by law.

Caring for the Caregiver



If you are a caregiver for a loved one, it can be hard. It takes a lot of time, effort, and energy. Caring for yourself is one of the most important things you can do. You cannot give your best to someone else if you are not caring for yourself first.

Visit your provider to stay up-to-date on routine exams. Get your COVID-19 and flu shots to protect yourself and your loved ones. Try to get enough sleep and add plenty of fruits, veggies, and whole grains to your diet.

Do something for yourself that is not related to caregiving. Join a fitness class, read a book, or meet up with a friend for lunch.

You are not alone. Find others who are in similar situations. Caregiver.org and CareGiverAction.org have free online support groups you can join.



Go Green!



Did you know you can choose to get email or text from us instead of some paper mail? We will send you a text or email when documents are ready for you to view in your My CareSource® account. Some things must be mailed to you, but when we can, we will follow your preference.

Use the steps below to update your preferences and go green!

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

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

Dental Care to Keep You Smiling

Routine dental visits are key for you and your child's overall health. You have dental benefits like exams, cleanings, x-rays, and more! We work with DentaQuest to manage your dental care.

Helpful tips to take care of your dental health:

- See your dentist two times a year. You should go even if you do not have tooth or gum pain.
- Your dentist will do an exam to make sure your mouth is healthy.
- Exams can help detect issues like cavities and gum disease.
- You will have your teeth cleaned during routine visits. This cleaning helps remove build-up that can be hard to get to with normal brushing and flossing.
- Brush teeth twice a day with fluoride toothpaste and floss daily.
- Limit sweet foods and drinks, like cake, candy, soda, and fruit drinks.

Need to find a dentist?

Use our Find a Doctor/Provider tool to find a dentist at **FindADoctor.CareSource.com**.

3 Tips to Get and Stay Active

Starting a new workout routine doesn't have to be hard. Sticking to that routine can be tricky.

Here are three easy tips to get and stay active.

- 1 Start small.**
Listen to your body. Give yourself grace to ramp up your activity over time.
- 2 Take more steps throughout the day.**
Simply walking more can give you more energy. Park farther away when you go to the store. Choose the stairs instead of an elevator.
- 3 Focus on healthy foods.**
As you get more active, your body needs more nutrients. Focus on filling yourself with fruits, veggies, and whole grains. Choose lean meats and protein from beans and legumes.

Use your CareSource benefits!

You have access to fitness centers and select YMCAs with Silver&Fit®. Use your transportation benefit and get a ride to the gym. Learn more about your fitness benefits by calling 1-877-427-4788 (TTY: 711) or visit www.SilverandFit.com.



Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at CareSource.com. We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose your **Ohio** and **Dual Advantage** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.



Our Goal for Health Equity

Our goal is to make a lasting impact in our members' lives. Health equity plays a big part in that effort. Health equity is giving all people the same chance to be as healthy as they can be. It does not matter who they are or where they live.

How do we reach health equity?

These social and economic factors must be addressed to reach health equity:

Discrimination & Equity Issues

Access to Healthy Food

Steady Job with a Livable Wage

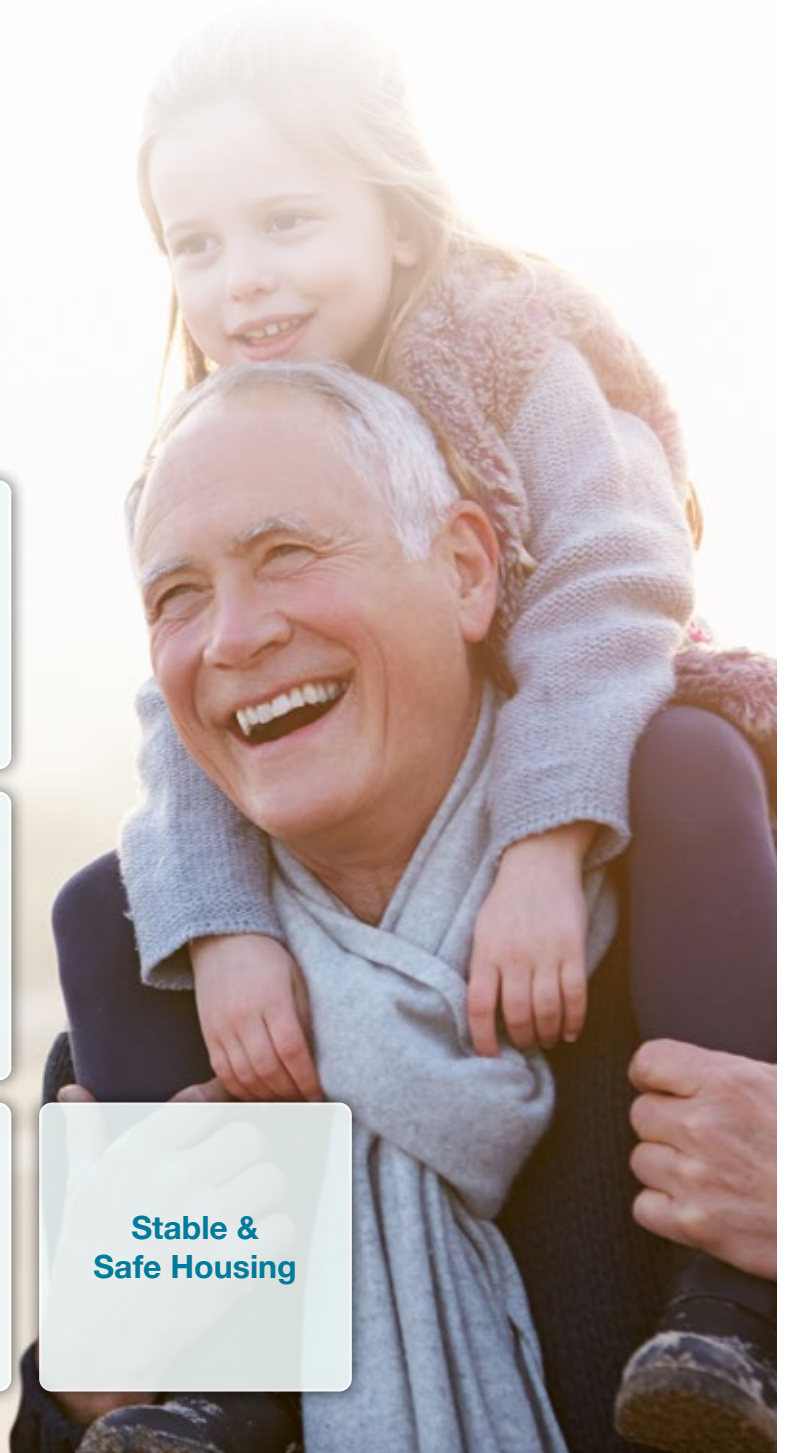
Neighborhood Safety

Clean Air & Water

Quality & Affordable Health Care

Quality of Schools

Stable & Safe Housing





Protect Your Skin this Summer

Summer means warm weather and sunny days. Don't forget to protect your skin from the sun. The American Academy of Dermatology (AAD) says everyone needs sunscreen to help prevent skin cancer. Sunscreen that has broad-spectrum (UVA and UVB) protection is best. Look for options that are SPF 30 or higher and water resistant. There are ways to treat your skin if you do get a sunburn.

FOLLOW THESE TIPS:

- ✓ Take cool baths or showers to help with pain. Use an aloe vera or soy moisturizer.
- ✓ Drink plenty of water.
- ✓ If you get blisters, let them heal—do not pop them.
- ✓ Protect your sunburned skin while it heals. Wear clothes to cover your skin, stay in the shade and use sunscreen.

Source: American Academy of Dermatology
<https://www.aad.org/media/stats-sunscreen>



Share your thoughts during our Advisory Council!

What's the best part of being a CareSource member?

What would make your CareSource Dual Advantage plan better?

These are the kinds of questions we ask our members during our quarterly Advisory Councils. We invite you to join us! During our 90-minute virtual gathering, you can share your feedback on how we are doing as your health plan.

We may ask your opinion about information we sent you or bounce a new idea off you to see if it would be helpful to you. We talk about new benefits, confusing parts of your health plan, healthy behaviors and much more!

You get a gift certificate for groceries when you join us!

Interested in joining?

To RSVP or learn more, call our Advisory Council phone line at **1-513-202-3424** or email us at **CareSourceCouncil@esearchAmericanInc.com**.



High Blood Pressure

Affects Half of Adult Men



Fifty percent of adult men in United States have high blood pressure, also known as hypertension. High blood pressure raises the risk of other serious health problems. Some of these are heart disease, stroke, and chronic kidney disease. Catching and treating it early can help stop these health issues before they start. Have your blood pressure checked often because you may not have any signs. You could have it and not know.

One way to track your blood pressure is by going to your primary care provider (PCP) for a yearly health exam. They will check it along with many other routine things to review your health. If your blood pressure is high, they can give you tips on how to lower it and may give you medicine to treat it. You may need to have it checked more often if you have any other health issues. You also may need to get it checked more often if you have a close family member that has high blood pressure.



Your blood pressure will change during the day. It depends on what you are doing.



A normal blood pressure should be **lower than 120/80 mmHg.**



It is high when it stays above **130/80 mmHg or higher.**

Questions?

You can call our CareSource24® 24-Hour Nurse Advice Line. We are here to help you 24/7/365. Call 1-833-687-7331 (833 NURSE 31).

Sources:

Centers for Disease Control and Prevention www.cdc.gov/bloodpressure/facts.htm,

MedLine Plus www.medlineplus.gov/ency/article/007490.htm, www.medlineplus.gov/ency/article/007465.htm

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-833-230-2020**. Someone who speaks your language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-230-2020. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-230-2020。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-230-2020。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasalang-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasalang-wika, tawagan lamang kami sa 1-833-230-2020. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-230-2020. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-230-2020 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-230-2020. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-230-2020 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

TTY: 1-833-711-4711 or 711

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-230-2020. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-230-2020. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-833-230-2020 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-230-2020. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-230-2020. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-230-2020. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-230-2020. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-230-2020にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

CareSource complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status. CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille or audio at no charge. Please call Member Services at the number on your CareSource ID card if you need any of these services. If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, Ohio 45401

Email: CivilRightsCoordinator@CareSource.com
Phone: 1-800-488-0134 (TTY: 711)
Fax: 1-844-417-6254

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

Mail: U.S. Dept of Health and Human Services
200 Independence Ave, SW Room 509F HHH Building
Washington, D.C. 20201

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

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



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

HOW TO REACH US

Member Services:
1-833-230-2020 (1-833-711-4711 or 711)

CareSource24®
24-Hour Nurse Advice Line:
1-833-687-7331 (833 NURSE 31)

Join Us

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [X.com/CareSource](https://www.x.com/CareSource)

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

Important Plan Information

“
**Tell Us
What You
Think!**
”

We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

[CareSource.com/NewsletterSurvey](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.