



SUMMER 2020

# MEMBER *Source*

A Newsletter for CareSource® Medicare Advantage Members

## CareSource Mobile App

Having the CareSource app on your smartphone makes using your benefits a snap!



A **NEW** Message Center helps you see important updates from CareSource. You can also use the Message Center like your email inbox, to let you know when you have a new document to review.



**MYidealDOCTOR®** – our telehealth services provider is also in the CareSource app; there's no need to download a separate app. You can talk to a doctor anytime, 24/7. Just register and answer a couple of questions. A doctor will call you back, usually within 15 minutes!!

  
**CareSource®**

# What Do **COPD** and **High Blood Pressure** Have in Common?

## COPD



Chronic Obstructive Pulmonary Disease (COPD) is a serious disease that makes it hard to breathe. It is important to understand COPD, get treatment and manage it by making lifestyle changes.

## High Blood Pressure



Millions of Americans have high blood pressure (hypertension). Understanding what blood pressure is and knowing the steps that you can take to help manage it are key to your health.



### Your Diet And Activity

Maintain a healthy body weight by eating a well-balanced diet. For high blood pressure, try to focus on heart healthy foods. Try being active at least 30 minutes a day, five days a week.



### Medications

Take medications for high blood pressure and COPD as prescribed. Medication only works when you take it regularly. If you forget to take your medication, create a routine. Try placing a pillbox near an item for an action you do every day. For example, place it next to your toothbrush in the morning.

**Know your medications and their effects.** Always ask your primary care provider (PCP) if you have questions.

## Interpreter Services

If you need help using your CareSource benefits, we are here for you. CareSource offers sign and language interpreters free for CareSource covered doctor visits. Our interpreters can also help over the phone. Call five business days before your provider visit to request a sign language interpreter or four business days before your visit for other languages. Call **1-833-230-2176** (TTY: **1-800-750-0750** or **711**) to have an interpreter at your next health care visit.



# Prostate Cancer

Aside from non-melanoma skin cancer, prostate cancer is the most common cancer among men in the United States. Men who have a family history of prostate cancer, older men, and African-American men have the greatest risk for developing prostate cancer. The goal of screening for prostate cancer is to find cancers that may be at high risk for spreading if not treated.



Men should learn about the possible benefits and drawbacks of screening as well as diagnosis and treatment.



Most prostate cancers grow slowly, and don't cause health problems in men who have the cancer.



Talk to your primary care provider (PCP) about screening.

Source: Centers for Disease Control and Prevention

## Pregnant?

myStrength has Online Tools Just for You!

Pregnancy and the first years of life can often be overwhelming for parents. We are happy to offer myStrength, a FREE web-based tool that helps with mental wellness during these times.

With myStrength you can start your journey to parenthood right away. Learn about the myth of the perfect parent, how to handle the baby blues, and the benefits of play. You will also get support when things don't go as planned. You can access myStrength through your **MyCareSource.com** secure account.



# Review Your EOB Statement

We are always on the lookout for possible fraud, waste, abuse, and medical identity theft. CareSource sends Explanation of Benefits (EOB) statements to some member households. This is not a bill. If you receive an Explanation of Benefits statement, please help us by checking for the following three things:

- 1 Are there any services, supplies or equipment listed that you did not receive?
- 2 Are there any services that were billed more than once?
- 3 Are any of the dates of service shown unfamiliar to you?

By checking your EOB, you will help us be sure providers are not billing us for services you did not receive. If you think there are errors or fraud, please let us know. Contact our Program Integrity and Investigations department:



**Call 1-833-230-2020 (TTY: 1-800-750-0750 or 711)** and select the menu option for reporting fraud; or



**Write** us a letter or complete the Fraud, Waste and Abuse Reporting form located on **CareSource.com** and send it to:

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

You may remain anonymous when you write or call. If you are not concerned about giving your name, you may also contact us by:



**Emailing** [fraud@caresource.com](mailto:fraud@caresource.com);  
or **Faxing** 1-800-418-0248

If you choose to remain anonymous, we will not be able to call you back for more info. Leave as many details as you can, including names and phone numbers. Your report will be kept confidential to the extent allowed by law.

# Know Your Status. Get Tested.

 **Over 1 million** 

people have **HIV** (human immunodeficiency virus) the virus that causes AIDS.

 **Over 3.5 million** 

people have **Hepatitis C**.

Many people may have **no symptoms** or not know they are infected with either condition.

## The Centers for Disease Control and Prevention (CDC) suggests all people:

- Ages of 13 and 64 get tested for HIV at least once as part of routine health care.
- Who were born between 1945 through 1965 be tested at least once in their lifetime for the Hepatitis C.



If you are at continued risk for either condition, get tested more often. Knowing if you have either condition is the first step to keep you and others healthy.

Talk to your primary care provider (PCP) about being tested.

Source: Centers for Disease Control and Prevention



# Colorectal Cancer Screening Saves Lives

**Colorectal cancer** is the second leading cause of cancer-related deaths in the United States for men and women. Screening for colon cancer can find precancerous polyps (abnormal growths). Polyps are benign growths that can be removed before they turn into cancer. If you are 50 years old or older, talk to your primary care provider (PCP) about screening.

## Key Facts:

### One in three

adults (23 million) age 50 to 75 years old are not screened.



Colorectal polyps and colorectal cancer **don't always cause symptoms.**



Colorectal cancer affects **women and men of all racial and ethnic groups.**



Source: Centers for Disease Control and Prevention



## Keep Your Vision Sharp if You Have Diabetes

Over time, high blood sugar can hurt the tiny blood vessels in your eyes. That can lead to a condition called diabetic retinopathy. Anyone with any kind of diabetes can get diabetic retinopathy. Such as people with type 1, type 2, and gestational diabetes (diabetes that can develop during pregnancy). There are care steps to prevent diabetic eye disease:

- 1 Get an eye exam at least once a year by an Optometrist or Eye Doctor
- 2 Control your blood sugar
- 3 Keep healthy blood pressure and cholesterol levels
- 4 Quit smoking
- 5 Stay active

Finding and treating retinopathy early can cut the risk of blindness by 95 percent, often before much vision loss can occur. Talk to your primary care provider (PCP) if you have any of the following symptoms:

- Blurry vision
- Black spots
- Flashes of light
- Any loss of sight in one or both eyes





# KNOW YOUR OPTIONS FOR CARE

How to Make the  
Right Choice in  
Uncertain Times



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

Our staff of caring registered nurses are here 24/7 to talk to you. We offer help 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 ER is needed.

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



## Telehealth: Connecting You to Care

**Talk to a health provider When  
and Where YOU Want**

CareSource offers telehealth services to make sure our members have access to health care at all times. Due to the COVID-19 virus, it is important now more than ever to decrease the risk of infection and spread of disease in the community. Telehealth uses your phone, mobile app, or computer to deliver health care services when and where you want. You can get care for minor injuries, illnesses or common health concerns, without an in-person visit to your doctor.

Your primary care provider (PCP) or behavioral health provider may offer telehealth services. If your PCP is not available for a virtual or non-face-to-face visit, you can also access MYidealDOCTOR. CareSource partners with MYidealDOCTOR to offer members\* access 24/7 to doctors who can assess symptoms or risk of infection, triage next steps and more depending on your health concern. Visit **CareSource.com** for additional details.

Call your PCP to find out the best way to setup a telehealth visit. If you need help or have questions about telehealth services, member services or a care manager can assist you.

*\*MYidealDOCTOR is for members two years old and older and does not offer mental health services.*





## Call CareSource24

A Nurse Can Help You Decide Where to get Care

Primary Care	Telehealth & MYidealDOCTOR	Convenience Clinics	Urgent Care	Emergency Department
Usually open during regular business hours. Appointment needed. For routine care, common illness and advice. Visit your doctor the most often!	Easy access to a doctor by phone or computer. Ask your PCP how to access their telehealth service <b>or</b> Call MYidealDOCTOR® <b>1-855-879-4332</b> or visit <a href="http://myidealdoc.com">myidealdoc.com</a> day or night, 24/7.	Usually open seven days a week with evening hours. When your doctor is not available. For common illness, rashes, etc. Check your local drug store for availability.	Usually open seven days a week with evening hours. When your doctor is not available. Your condition or injury can't wait. If you need x-rays, stitches for deep cuts, etc.	Open 24 Hours a day, 365 days a year. If you are very sick, need immediate help. Life-threatening situations such as chest pain, head injury, etc.

Call the CareSource24® Nurse Advice Line anytime for advice and where to go for care.

1-833-687-7331 (833 NURSE 31) (TTY:711)



## Take Your Medicine!

Your primary care provider (PCP) prescribes medication to help you feel better and avoid more serious issues. Check with your doctor or pharmacy to make sure you take your medicine correctly. Some questions to ask:

- ✓ How often should I take this?
- ✓ Should I take this each day at a certain time or times?
- ✓ How long should I take this medication?
- ✓ What are the side effects?
- ✓ What should I do if I have any side effects?
- ✓ What do I do if I miss a dose?
- ✓ Do I need to take this with or without food?
- ✓ How often do I need tests to check this medicine?

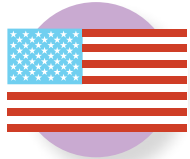


You might be able to take advantage of early refills, 90-day fills, or home delivery. Some network pharmacies can deliver or mail prescriptions. Contact your local pharmacy to see if this service is available.



# Love Your Bones: Understanding Osteoporosis

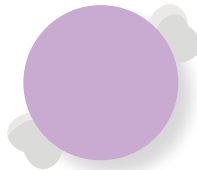
Osteoporosis is a bone disease that takes place when bones become weak and easily broken. This usually happens in the hip, wrist or backbone.



**10 million**  
Americans  
have  
osteoporosis.



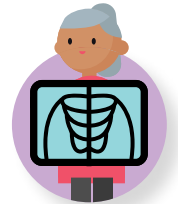
**80%** of  
osteoporosis  
patients are  
women.



**44 million**  
Americans  
have low bone  
density.



**1 in 2** women over  
age 50 will break  
a bone because of  
osteoporosis



**65** is the age women  
should get a bone  
density screening test.

If you are age 65 or older, you should get a bone density test, called a dexascan. This test is covered by Caresource. It is offered every two years or more if needed. To prevent osteoporosis take Calcium and Vitamin D. You should also stop smoking and stay active. Talk with your PCP to see if you need a bone density test.

## SURVEY SAYS...

### Health Needs Assessment is Key Part of Successful Wellness Program

One of our goals is to help you stay as healthy as possible. One way we do this is by asking you questions about your health and lifestyle. We call these questions a Health Needs Assessment or HNA. We use the information you share to create personalized care plans with your primary care provider.

Filling out the HNA is easy. Complete it one of these ways:



Phone.

Call **1-833-230-2020** (TTY: **1-800-750-0750** or **711**) to complete the HNA over the phone. Our hours are 8 a.m. – 8 p.m. Monday through Friday, and from October 1 – March 31 we are open the same hours, seven days a week.



Online.

Log into your secure **MyCareSource.com** member portal account. Click on the **Health** tab. Don't have an account? It's easy to sign up and create one today!



Mail.

Fill out and send back the copy included in your new member kit. Use the envelope given.

Your HNA information is confidential. It will not be shared with anyone except your care team.







# Back To The Basics: **Original Medicare**

A simple look at **Original Medicare Part A and Part B**



## **Part A** partial coverage for:

Inpatient hospital stays  
Skilled nursing stays  
Hospice  
Home health care  
Has a deductible per benefit period and coinsurance. May have a monthly premium.



## **Part B** partial coverage for:

Doctor visits  
Outpatient services  
Preventive services  
Has monthly premium and an annual deductible and coinsurance.

### **What Does Part A & Part B Not Cover?**

Long-term care (custodial care)  
Dental  
Vision  
Cosmetic surgery  
Acupuncture  
Hearing aids and exams for fitting them

Routine foot care  
Prescription drugs  
Fitness benefits  
Vaccinations and immunizations

## What Are Adverse Childhood Experiences (ACEs)?

Adverse childhood experiences (ACEs), are traumatic events and/or surroundings that harm a child's sense of safety and support. ACEs occur in youth (0-17 years).



### Traumatic Events

- facing fighting or abuse
- seeing fighting in the home/city
- having a family member try or die by suicide

### Surroundings

- substance misuse
- mental health problems
- divorce or household members being in jail/prison

### How big is the problem?

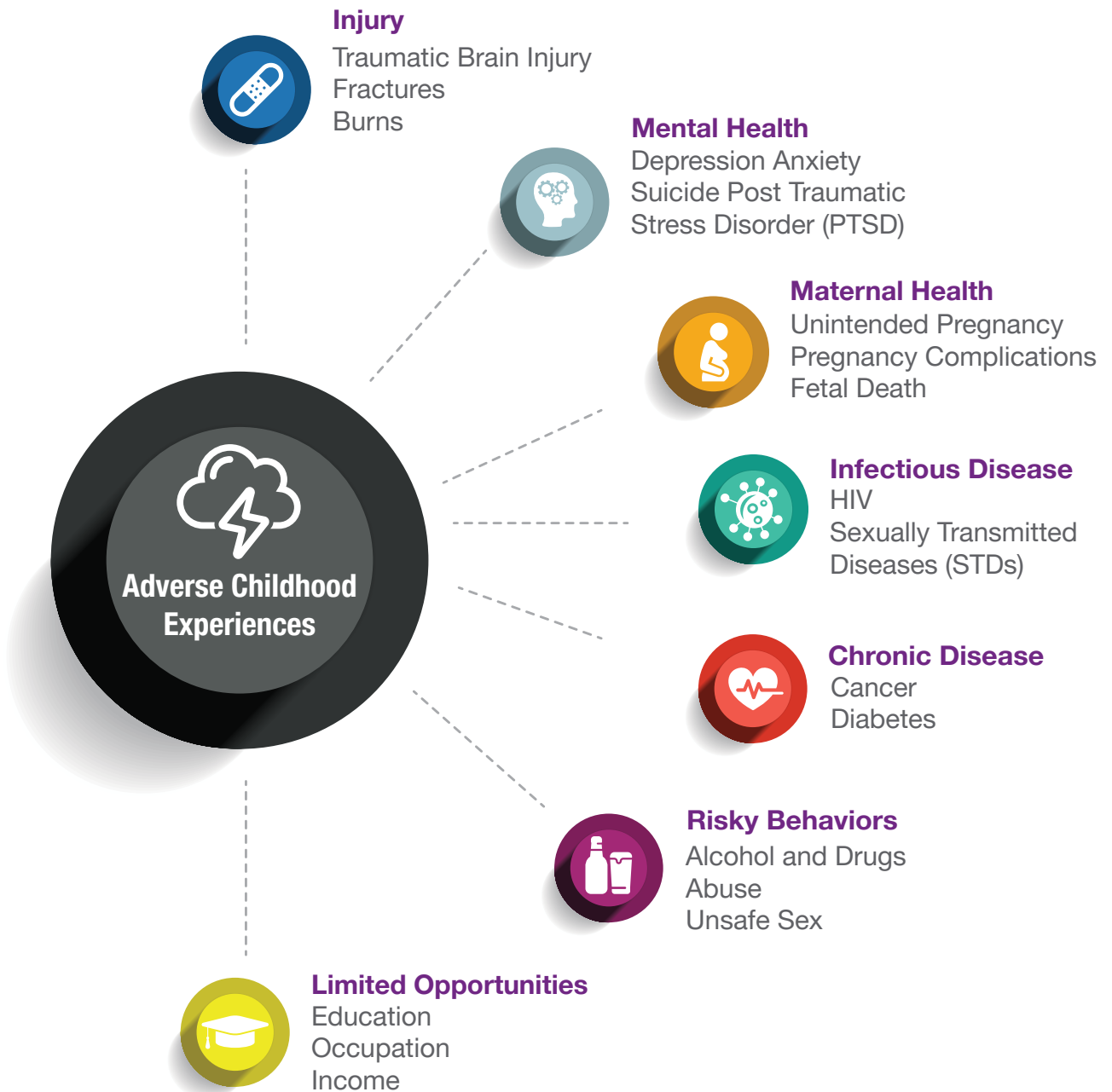
- **ACEs are Common.** 61% of adults surveyed across 25 states said they faced at least one type of ACE. 1 out of 6 said they had four or more types of ACEs.
- **Stopping ACEs could help cut a large number of health conditions.** ACEs are linked to life-long health problems, poor mental health, and drug and alcohol abuse. Up to 1.9 million cases of heart disease and 21 million cases of depression could have been avoided by stopping ACEs.
- **Some children are at greater risk than others.** Women and many racial/ethnic groups are at higher risk. They could face up to four or more types of ACEs.
- **ACEs are costly.** The costs to households and cities totals hundreds of billions of dollars each year.

### What are the concerns?

ACEs and negative outcomes are strongly tied to higher risk for disease, and well-being during a lifespan.



# Early Adversity Has **Lasting Impacts**



## How can we prevent ACEs?

It helps to make safe, nurturing relationships and healthy environments for children. The CDC came up with six tactics for stopping ACEs. Go to [www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html](http://www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html) for more info.

If you or a loved one has suffered from ACEs, talk to your primary care provider (PCP). They can help you with next steps.

# Not Motivated to Exercise?

## Here's Three Simple Steps to Get in the Groove

*—and maybe even look forward to your workouts!*

We all know how exercise is so important. It can help ward off chronic disease, keep your muscles and bones strong, boost happiness, and even help you stay social. But if you still struggle to lace up your sneakers on most days, you're not alone.

Your goal is to get at least 150 minutes of moderate-intensity aerobic activity each week. You can break it up into shorter sessions, and do activities you enjoy. If that seems like a lofty target and you feel your fitness motivation slipping, follow these steps to get back on track—and eventually make exercise a habit:



### Step #1:

#### Change the Way You Set Goals (Hint: Smaller Is Better)

Setting goals that are too big can actually hinder your fitness motivation. Your goals should be realistic, manageable, and incremental which will build confidence little by little. As your confidence grows and you start to enjoy the work you're doing, motivation goes up!



### Step #2:

#### Find an Activity You Truly Enjoy

You've heard this before, but it's worth repeating. Enjoyment is a huge predictor in whether or not you'll continue exercising. Exercise should feel rewarding and should stem from wanting to improve yourself. Break from your comfort zone and try something new, it might be just what you are looking for.



### Step #3:

#### Hold Yourself Accountable—or Find Someone Who Will

Working out with another person can actually be extremely healthy and helpful. Another option: Join a fitness class, ideally with people your own age like the many classes offered by Silver&Fit.

**Ready to get your groove back?** Call FitnessCoach 1-888-369-2746 (TTY: 711) or visit [www.FitnessCoach.com](http://www.FitnessCoach.com) for more information.

Source: [www.silversneakers.com/blog/qa-not-motivated-to-work-out-do-this/](http://www.silversneakers.com/blog/qa-not-motivated-to-work-out-do-this/)



# Preventing Pre-Term Birth

**Healthy pregnancies last about 40 weeks.** Babies born before 37 weeks (called pre-term or “preemies”) can have serious problems. You can help reduce the chances that your baby will be born too soon.



- If you smoke, stop
- Avoid alcohol and drugs
- Visit your doctor at the start and then regularly while pregnant
- Know your risk for preterm birth
- Talk to your doctor about progesterone if you have a short cervix, have miscarried between 16–36 weeks, or have had a preterm birth.

**In about half of pre-term births, the mothers had no warning signs.** You should learn the symptoms of preterm labor:



- Thin watery discharge
- Pressure between your legs or low in your belly
- Low, dull backache
- Cramping like your period is going to start
- Feeling like something is not right
- Leaking fluid or bleeding from your vagina
- Sharp pains, contractions, tightening or balling up of your abdomen

Your doctor can give you progesterone to help reduce the risk of early birth in women who have had it happen before. Progesterone safely helps women deliver their babies closer to full term.



Need Help Getting to a Provider?

## We Can Help!



We offer rides to:

- Any doctor visit or behavioral health appointment
- The local Women, Infants and Children (WIC) office
- CareSource sponsored events

Call us at **1-833-230-2020** (TTY: **1-800-750-0750** or **711**) to arrange a ride at least two business days (48 hours) in advance before your appointment. Same-day urgent care trips are also available. Tell Katie you are a member and then say ‘transportation’. This will get your call to transportation for scheduling. Remember, if you have an emergency, call 911 or go to the nearest ER.

\*Benefit is limited to members with hypertension and diabetes.



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**

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እስኪነጋገሩ በመታወቅያ ካርዱ ላይ ባለው የአገልግሎት ቁጥር ይደውሉ።

**BURMESE**

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ခြွယ်ချကာ ပြုပြင် သတ်မှတ် အသက်ရှု ကြိုကြိုက်ပေးရန် အသက်ရှု ကြို ဝက်ဇ် ငြိမ်မူဝင်ကျိပ်နံက်သို့ ဖေ့စ်ဘွတ်ခ်။

**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 તમારા પાસે મળતી કાર્ડ પર આપેલ સંખ્યા પર કોલ કરીને સહાયતા માટે ના નંબર પર કોલ 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 deinre eegne Schprooch griegie, 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>.



P.O. Box 8738  
Dayton, OH 45401 8738

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**Member Services Dept:**  
**1-833-230-2020**  
(TTY) 1 800 750 0750 or 711)

**CareSource24®**  
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 newsletters. The survey only takes 2-3 minutes.

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



Thank you for trusting CareSource with your health care needs.