



SPRING 2022

MEMBER *Source*

A Newsletter for CareSource PASSE™ Members

Welcome to CareSource PASSE

CareSource PASSE is the newest Provider-Led Arkansas Shared Savings Entity (PASSE). We are excited to serve the needs of Arkansans with behavioral health, developmental and intellectual disabilities. We know that there is more to health and well-being than just great health care. At CareSource PASSE, we care about you.

You will get this free MemberSource newsletter each quarter as a CareSource PASSE member. These newsletters have lots of great health and wellness tips. Use it to learn more about your benefits and find out what's new with your CareSource PASSE plan.







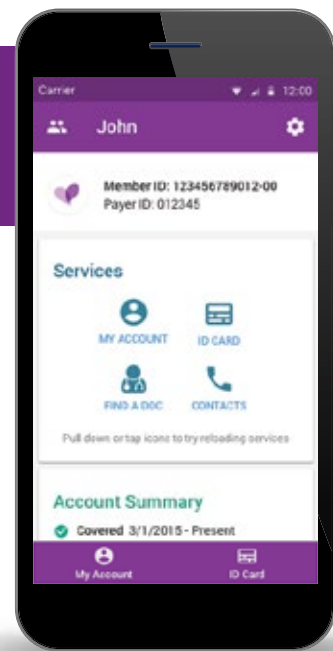
Reach out to your Care Coordinator or call Member Services at **1-833-230-2005** (TDD/TTY: 711) if you have any questions. We are here Monday through Friday, 8 a.m. to 5 p.m. Central Time. You can also reach us 24 hours a day, 7 days a week by calling CareSource24® at **1-833-687-7305** (TDD/ TTY: 711). We are here for you!


CareSource™
PASSE

Get the CareSource PASSE Mobile App

Our free mobile app lets you manage your CareSource PASSE plan on-the-go. If you have not downloaded the mobile app yet, you are missing out! With the mobile app, you can:

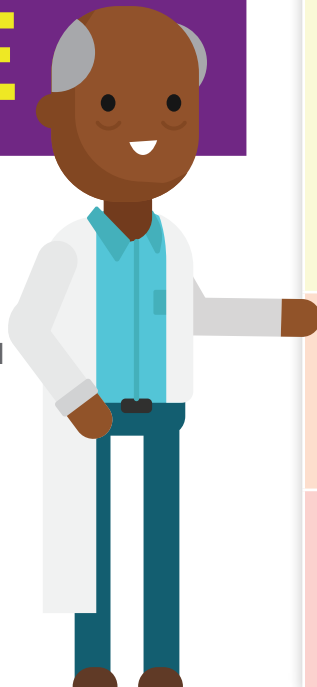
-  Access your secure My CareSource® account.
-  View your digital CareSource PASSE member ID card.
-  Find a doctor, hospital, clinic or urgent care near you.
-  Call and speak with Member Services and more!



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

Where to GO FOR CARE

We want you to get the care you need, when you need it. If you are not sure what to ask or where to go for care, call your Care Coordinator. You can also call our CareSource24® Nurse Advice Line at **1-833-687-7305** (TDD/TTY: 711) for help 24 hours a day, seven days a week.



| | |
|------------------------------------|---|
| Primary Care Provider (PCP) | Used for common illnesses and advice. You will get most of your preventive care from your PCP. You should see your PCP the most often! |
| Telehealth | Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth. If your provider is not available, call RelyMD® at 1-855-879-4332 or visit RelyMD.com/patients to speak with a doctor 24/7. |
| Urgent Care | Used when you cannot see your provider and your condition or injury cannot wait. Used to treat non-life-threatening issues |
| Emergency Services | Only used for life-threatening issues or emergencies. Call 911 or go to the nearest ER. |



Follow
CareSource PASSE
on Social Media!
Connect with us!

Follow CareSource PASSE on social media to learn more about your member benefits, health communications and more. Follow, like, comment and engage. We want to hear from you.

You can find us on:
[Facebook.com/
CareSourcePASSE](https://www.facebook.com/CareSourcePASSE)

Sharing Your Health Data

It's always easier to help someone when you know more about them. This is true for your health care, too. You can help CareSource PASSE have more complete information in our records by sharing your clinical health data from your former health plans with us. This helps us connect you to the care you need.

Log into **MyCareSource.com** and fill out the form to submit a request to share your information. We will work with your former plan to get your data. Some plans may not be able to share data with us at this time.

Talk with your Care Coordinator or call Member Services if you have any questions.

+ Information

Five Steps

to Start the Year Off on the Right Foot

New Year's resolutions can get broken quickly when you do too much too fast. Here are some simple changes to ease yourself into this year and make it a little better than the one before.

1

Check in with your body. Before jumping into a new workout routine, make sure you are healthy enough for physical activity. This could mean a quick trip to your provider's office for an exam.

2

Walk every day. Walking gives you more energy while lowering anxiety and lifting spirits.

3

Set a realistic goal and start small. Tying your goal to a milestone is a great way to stay focused. Listen to your body and give yourself plenty of time to recover as you go.

4

Lose the diet; commit to healthy habits. Did you know it takes your brain up to 20 minutes to realize you are full? Eat meals without focusing on your smartphone or watching TV. Choose healthier foods, focus on the actual act of eating, slow down and listen to what your body needs.

5

Mix it up. Keep your workout interesting! By adding variety, you can increase your progress and lower your risk for injury.



Care Coordination

With CareSource PASSE, **YOU** are at the center of all decisions. Your **Care Coordinator** is your main point of contact for all of your health care needs. They will lead you through the person-centered planning process and will help you:

- Learn about your health and your medications.
- Get the medical, home and community-based services, behavioral health and social services that you need.
- Get the support you need to live and work in your community.

Your **person-centered care** team is built around your goals and choices. You choose who will be part of your team. You are in the driver's seat, working with your team to create your person-centered service plan (PCSP). Your PCSP says what kinds of services you need, who you get them from, and how often you get them. Your Care Coordinator will make sure you have the support you need to meet your goals. Talk with your Care Coordinator or call Member Services if you have any questions.

Medication Adherence Made Easier

Sometimes, managing your medications can seem like another chore on your to-do list. Taking your medications correctly is a big part of your health. This means taking the right dose at the right time. It also means getting your medications from the pharmacy on time.

Many pharmacies offer ways to make it easy to get your medicine:

- They may fill all your medications on the same day.
- They might be able to deliver your medications right to your door with mail-order delivery.



Ask your pharmacy if they offer these helpful services that could save you time and money.





Growing Food Security: The Benefits of Gardening

Millions of Americans face food insecurity each year. Food insecurity means that at some point during the month, a person does not know where their next meal is coming from. Even if they take part in programs like the Supplemental Food and Nutrition Program (SNAP) or Women, Infant and Children (WIC) benefits, they could run out before the end of the month.

The good news is that gardening can bring fresh, healthy, organic and low-cost food to you and your family and community. Here are some tips to get started with your own garden:



1. Think low upkeep, high yield. Cherry tomatoes, salad greens, cucumbers and beans are high producing, low-cost staples.



2. Plant seeds, not seedlings. Seed packets keep your cost low. The easiest plants to start from seeds are beets, carrots, cucumbers, green beans, lettuces, squashes, radishes, tomatoes and zucchini. Make sure you select seeds that match your climate zone.



3. Grow organic. It's cheaper and doesn't harm anyone or anything. Organic plants have been shown to have higher vitamin and mineral content.



4. Herb it up. Mint, rosemary and basil taste great and keep pests away.



5. The more the merrier. Get your neighbors and family involved. With more gardens, you'll have more food to share!

You do not need a lot of space or even a yard or garden to grow your own food. Many plants do well in pots and can live inside with the natural light from a window. Overall, keep it simple. You can expand your garden year after year, providing a bounty of nutritious food security.



Safely Dispose of Drugs

Do you have expired prescription drugs or medications you no longer use? These drugs can be a health risk for toddlers, teens or family pets if they are within reach. They can also be misused. Most people who misuse drugs get them from friends or family. These drugs should be safely disposed so that they do not cause harm.

CareSource PASSE has free DisposeRx® packets to help you safely get rid of these drugs at home. These packets are easy to use, safe for the environment and will help reduce drug misuse. Get your free packet at secureforms.CareSource.com/DisposeRx or call Member Services.

Find even more ways to safely dispose of drugs in your community. Learn more at FDA.gov/DrugDisposal.





Lifestyle Tips for High Cholesterol

High cholesterol is linked to heart disease and stroke. Having your cholesterol checked is key. If yours is high, make these changes to your lifestyle:

- Be active at least 30 minutes a day for most days.
- Limit foods high in saturated fat, like cheese, fatty meats, dairy desserts and oils like palm oil.
- Avoid trans fats, which are often found in store-bought cookies, crackers and cakes.

In addition to lifestyle changes, your provider may prescribe medication to help lower your cholesterol. Sometimes Statins are used. Statins block the body from making cholesterol. They can help improve your cholesterol, so the risk for heart attacks and strokes is lower.

Work with your Care Coordinator to keep your cholesterol in a healthy range.

Source: Centers for Disease Control and Prevention (CDC). <https://www.cdc.gov/cholesterol/prevention.htm>.



Create Your Caregiver Action Plan

Being a caregiver is a challenging role. While you're caring for your loved one, you also need to be sure to care for yourself. Checking in on your needs regularly is vital. The 5-step Caregiver Action Plan tool created by **Caregiver Support Services** can walk you through steps to ensure your needs are met, so you don't burn out. Here are the steps:

Step 1:

Assess Your Situation—Gauge your own needs and those of your loved one.

Step 2:

Develop a Plan—Organize and document your plan.

Steps 3 and 4:

Implement and Evaluate—Review tips to get your plan rolling and ways you can celebrate successes.

Step 5:

Take care of yourself!



To learn more and create a plan that works for you, go to www.caregiversupportservices.com/caregiver-support/.



Understanding Social Determinants of Health

Social determinants of health (SDOH) impact your health, well-being and quality of life.

SDOH are broken down into five focus areas:

-  **1. Economic Stability**
(job openings, stable income)
-  **2. Education Access and Quality**
(reading and writing skills, good schools)
-  **3. Health Care Access and Quality**
(access to healthy foods, and exercise)
-  **4. Neighborhood and Built Environment**
(safe housing, public transit)
-  **5. Social and Community**
(racial equity, equal opportunities)

SDOH also play a big role in certain health issues. For example, if you do not have a grocery store in your area with healthy foods, you are less likely to have good nutrition. This can raise your risk of developing health conditions like heart disease, diabetes and obesity. It may even lower your life expectancy compared to people who do have healthy foods in their grocery stores.

Healthy choices alone will not get rid of health issues. Your Care Coordinator can help. They can link you to resources for education, transportation and housing, so you can have the best quality of life.





MAKE THIS
THE YEAR
YOU QUIT!

Did you know that people who smoke have a 30 to 40 percent higher risk of diabetes than those who do not smoke? The more you smoke, the higher your risk. Smoking increases inflammation in the body. This is a sign that your cells have been damaged. Smoking may also make your body more resistant to insulin. When you stop smoking, the health benefits begin right away.

Quit today and start enjoying a new, healthier life. Healthy changes can lower your chance of getting diabetes. These changes could include a healthy diet, weight loss or exercise.

Call the Arkansas Tobacco Quit Line if you need help quitting smoking or tobacco use. The Tobacco Quit Line provides free coaching to help you quit. Nicotine Replacement Therapy may be available at no charge.

Call **1-800-QUIT-NOW** (1-800-784-8669) to get started.

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/tobacco/data_statistics/sgr/50th-anniversary/pdfs/fs_smoking_diabetes_508.pdf.



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Members ▾

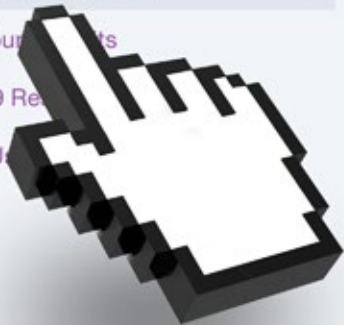
Members Overview

Find A Doctor/Provider

Renew Your Benefits

COVID-19 Resources

Contact Us



What You Can Do on CareSourcePASSE.com

The CareSource PASSE website has many tools to help you improve your health. You can also access our website to get benefit information about your CareSource PASSE plan. You can:

- Review your **Member Rights and Responsibilities** (also found in your **Member Handbook**).
- Find in-network provider information with the **Find a Doctor/Provider tool**. You can also get information about their professional qualifications, specialty, where they went to medical school, their residency completion or any board certification statuses.



National Developmental Disabilities Awareness Month

March is National Developmental Disabilities Awareness Month.

Developmental disabilities are a group of conditions due to an impairment in physical, learning, language or behavior areas. These disabilities usually last throughout a person's life. They can start before birth or can happen after birth due to an injury or infection.

Some examples are:

- Vision loss
- Autism spectrum disorder (ASD)
- Cerebral palsy
- Hearing loss
- Down syndrome

CareSource PASSE is committed to supporting people living with developmental disabilities. Our lives are better when we live, work, and gather with those with different abilities or life experiences.

Help us celebrate the talents and contributions of friends, neighbors, co-workers and loved ones living with a developmental disability. Visit <https://www.cdc.gov/ncbddd/developmentaldisabilities/> to learn more.

Sources:

Centers for Disease Control and Prevention (CDC).

<https://www.cdc.gov/ncbddd/developmentaldisabilities/index.html>

MedlinePlus. <https://medlineplus.gov/developmentaldisabilities.html>



Protect Your Privacy

Health plan fraud is serious. One way you can help fight fraud is to protect your private information.

1. Be careful when giving out your CareSource PASSE member ID card or social security number.
2. Do not let another person use your ID card to get service. It's not legal, and it puts you at risk for identity theft.
3. Report any suspected fraud. If you think someone has used your card to get services, tell us right away.

Call Member Services and follow the prompts for reporting fraud. You don't have to give us your name when you report. Your report always stays private to the extent permitted by law in any case.



Finish Strong with Your Flu Shot

It's not too late to get your flu shot! End the winter strong, and head into spring healthy.

**The flu shot
is free!**



Keep yourself and those around you healthy - almost everyone six months of age and older needs a flu shot every year. It's vital for:

- People 65 years of age or older
- People who live in nursing homes
- Pregnant women
- Anyone with a chronic condition like asthma or diabetes

Note: The flu shot and the COVID-19 vaccine are not the same; you need both!



Need Help with Winter Utility Bills?

You may be able to get help for those high heat and electric bills this winter. Arkansas has programs to help. Ask your Care Coordinator for help contacting your local program.

You can also reach the Arkansas Low Income Home Energy Assistance Program at <https://www.benefits.gov/benefit/1542> or call 1-501-682-8726.





COVID-19: Tools Against the Variant

The <Omicron variant> has changed the course of the pandemic. The Omicron variant may cause more mild symptoms than the original virus. You may have worse symptoms if you are not vaccinated.

The Centers for Disease Control and Prevention (CDC) states Omicron spreads more easily than the original virus. Vaccination is the best tool to protect you from COVID-19 and can help reduce the start of new variants. Wearing masks and testing for COVID-19 are other tools to help fight Omicron.



Get Vaccinated and Boosted

- CDC advises that those 5 years and older get fully vaccinated to protect themselves from COVID-19.
- CDC also says if you are ages 16 years and older get a booster shot after you finish the first COVID-19 vaccination series. You can get a booster at:
 - five months after the Pfizer-BioNTech primary series,
 - six months after the Moderna primary series,
 - two months after the first J&J/Janssen vaccine.



Wear a Mask

- Masks offer protection against all variants.
- Even if you are fully vaccinated, the CDC advises mask wearing in the below settings:
 - You are indoors where crowds may gather.
 - You take part in activities where you are in close contact to others.
- Make sure your mask fits snugly and covers your nose and mouth.



Get Tested

- Testing can give you information about your risk of spreading COVID-19.
- COVID-19 self-tests (also called home tests or over-the-counter (OTC) tests) are one of many ways to detect COVID-19. Self-tests can be taken at home and give you quick results. *
- If you have COVID-19 or have symptoms, isolate for at least 5 days.
- Questions about your self-test result or need help getting tested? Talk to your provider or call your local health department.

*Go to [Vaccine.gov](https://www.vaccine.gov) to find a vaccine or booster site near you. CareSource PASSE is here for you if you need help scheduling a vaccine appointment or getting a ride. Call your Care Coordinator or Member Services today.



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

HOW TO REACH US:

Member Services:
1-833-230-2005 (TDD/TTY: 711)

CareSource24®
24-Hour Nurse Advice Line:
1-833-687-7305 (TDD/TTY: 711)

Join Us

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

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. This survey only takes two to three minutes.

[CareSourcePASSE.com/NewsletterSurvey](https://www.CareSourcePASSE.com/NewsletterSurvey)

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