



SUMMER 2024

MEMBER *Source*

A Newsletter for CareSource Members

Have Medicaid Coverage?

Read On!

You may have heard a lot about Medicaid in the news lately. The government issued a Public Health Emergency (PHE) during the COVID-19 pandemic. You did not have to renew your Medicaid coverage under the PHE. Now that the PHE has ended, you will need to renew. **CareSource cannot renew for you.** You need to renew through your county Department of Job and Family Services.



Learn about Medicaid renewal at [CareSource.com/RenewOHMed](https://www.caresource.com/RenewOHMed) or scan the QR code using your phone's camera.

We love that you are a member of CareSource! We do not want you to have a gap in your health coverage. Take action as soon it is your time to renew!


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
दुभाषयिा सेवाएँउ



We have free interpreter services to answer any questions you may have about your health or drug plan. To get an interpreter, just call us at **1-800-488-0134** (TTY: 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 **1-800-488-0134** (TTY: 711). Alguien que hable español le podrá ayudar.



हमारेस्वास्थ्य या दवा की योजना केबारेमेंआपकेकसी भी प्रश्न केजवाब देनेकेलिए हमारेपास मुफ्त दुभाषयिा सेवाएँउपलब्ध हैं. एक दुभाषयिा प्राप्त करनेकेलिए, बस हमें **1-800-488-0134** (TTY: 711) पर फोन करें. कोई व्यक्तिजो हन्दिी बोलता हैआपकी 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 9.

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.

Having a Baby?

CareSource has special programs to help when you are pregnant

Please see your doctor soon after you know you are pregnant and call to let us know. We cover prenatal care like doctor visits, tests and ultrasounds. If you are pregnant, you need to see the doctor often. We have a network of OB-GYNs, midwives and other specialists. We want you to get the support you need.

Get healthy meals delivered to your door with Mom's Meals®. Choose your meals to fit your diet. After you have given birth, meals delivered to your home. Talk to your Care Manager or call Member Services to see if you qualify. Don't forget to sign up for Dolly Parton's Imagination Library at www.imaginationlibrary.com/check-availability. Kids from birth to age five who sign up get a free book delivered each month.

You may also be eligible to get a free breast pump and supplies! It can be ordered within 90 days of your due date. Visit:

- Aeroflowbreastpumps.com 1-844-867-9890
- Insured.amedadirect.com 1-877-791-0064
- Pumpsformom.com 1-888-411-7231



You and your baby may be able to earn rewards. Learn more at CareSource.com/oh/plans/medicaid/benefits-services/rewards/. To see more resources, visit CareSource.com/members/education/pregnancy/. You can also call Member Services at **1-800-488-0134** (TTY: 711).

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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.



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

Sources: Centers for Disease Control and Prevention, www.cdc.gov/healthequity/whatis/index.html

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.





Dental Care to Keep You Smiling

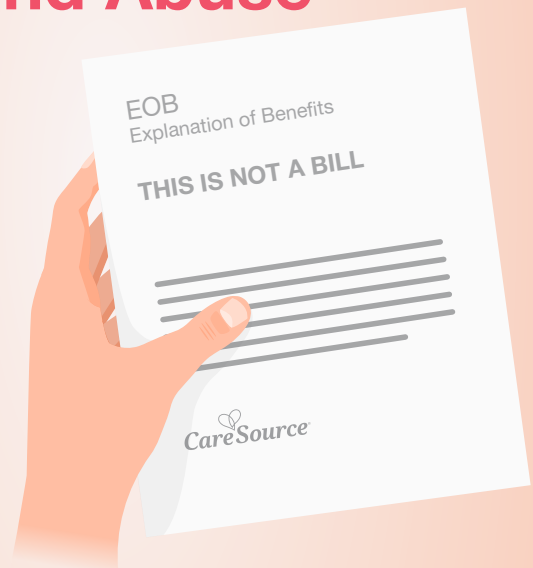
Routine dental visits are key for you and your child's overall health. You have dental benefits like exams, cleanings, x-rays and more!* We work with DentaQuest to manage your dental care.

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 tool to find a dentist at [FindADoctor.CareSource.com](https://www.caresource.com/FindADoctor). Call DentaQuest at 1-855-388-6252 if you need more help finding a dentist who is seeing new patients.

Preventing Fraud, Waste, and Abuse



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.

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 invoices or other 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.

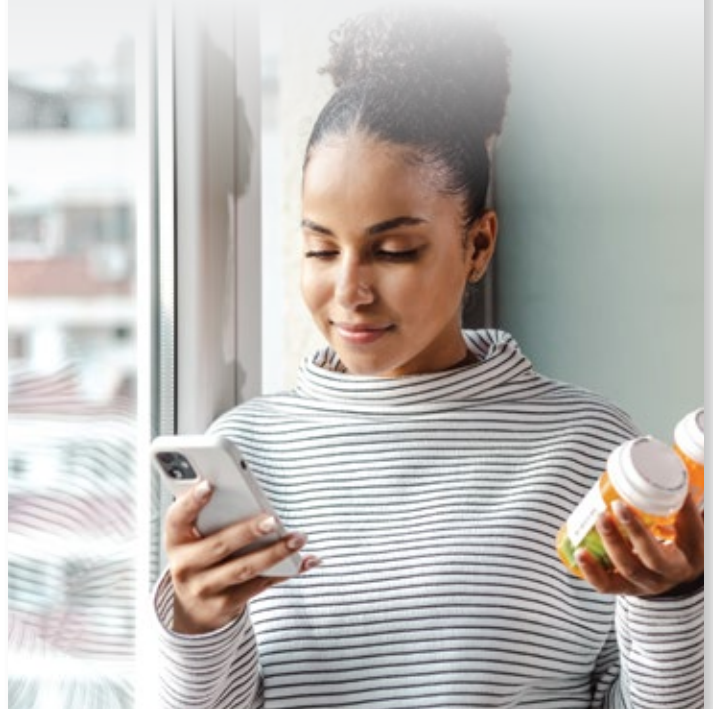
Click the **Update** button and you're all set!



Ask Your CareSource Prescriptions?

Do you have questions about your medications? Talk to a CareSource pharmacist. They can look over your medications with you and answer questions. You do not need an appointment! Call **1-833-230-2073** to speak with a pharmacist today. We are open Monday through Friday, 8 a.m. to 5 p.m.

As a reminder, your pharmacy benefits are provided by Gainwell. Gainwell manages the pharmacy benefits for all Ohio Medicaid members. Find a pharmacy at spbm.medicare.ohio.gov. You can also call Gainwell Member Services at 1-833-491-0344 (TTY: 1-833-655-2437) if you have any questions.





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>

High Blood Pressure

Affects Half of Adult Men



Fifty percent of adult men in the 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 Nurse Advice Line. We are here to help you 24/7/365. Call **1-866-206-0554 (TTY: 711)**.

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 - Language assistance services, free of charge, are available to you. Call **1-800-488-0134** (TTY: 711).



SPANISH - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al 1-800-488-0134 (TTY: 711).

NEPALI - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । 1.800.488.0134 तथा बहिरा, कम सुन्ने वा गम्भीर वाचन दुर्बल प्रयोगकर्ता (TTY) ले 711 मा फोन गर्नुहोस् ।

UKRAINIAN - Вам доступні безкоштовні послуги мовної допомоги. Телефонуйте за номером 1-800-488-0134 (телетайп: 711).

FRENCH - Services d'aide linguistique offerts sans frais. Composez le 1-800-488-0134 (ATS: 711).

HAITIAN - Sèvis Asistans Lang yo, gratis, disponib pou ou. Rele nan 1-800-488-0134 (TTY: 711).

PASHTO - د ژبې په برخه کې د مرستې خدمات، ستاسو لپاره - په وړیا ډول د لاسرسۍ وړ دي. 1-800-488-0134 (د کڼو یا په اورېدو کې د ستونزو لرونکو لپاره: 711) شمېرې ته زنگ ووهئ.

TURKISH - Ücretsiz dil destek hizmetleri mevcuttur. 1-800-488-0134 no'lu numarayı arayın (TTY: 711).

ARABIC - نوفر لك خدمات المساعدة اللغوية بالمجان - اتصل بالرقم 1-800-488-0134 (الهاتف النصي: 711).

SOMALI - Adeegyada kaalmada luuqadda, oo bilaa lacag ah, ayaad heli kartaa. Wac 1-800-488-0134 (TTY: 711).

SWAHILI - Huduma za usaidizi wa Lugha, bila malipo, zinapatikana kwako. Piga simu kwa 1-800-488-0134 (TTY: 711).

RUSSIAN - Услуги языковой помощи доступны для вас бесплатно. Звоните по номеру 1-800-488-0134 (телетайп: 711).

DARI - خدمات مساعدت زبان، بطور رایگان برای - شما قابل دسترس می باشد. زنگ بزنید به 1-800-488-0134 (TTY: 711).

VIETNAMESE - Ngôn ngữ miễn phí, có sẵn cho bạn. Gọi số 1-800-488-0134 (TTY: 711).

UZBEK - Til masalasida yordam beradigan bepul xizmatlar mavjud. 1-800-488-0134 telefon raqamiga qo'ng'iroq qiling (TTY: 711).

KINYARWANDA - Tubafitiye serivisi z'ubufasha bujyanye n'indimi ku buntu. Hamagara kuri 1-800-488-0134 (TTY: 711).

NOTICE OF NON-DISCRIMINATION

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

CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille or audio at no charge. Please call Member Services at the number on your CareSource ID card if you need any of these services.

If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

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

Email: CivilRightsCoordinator@CareSource.com

Phone: 1-800-488-0134 (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

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

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

Complaint forms are found at:

www.hhs.gov/ocr/office/file/index.html.



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

HOW TO REACH US

Member Services:
1-800-488-0134 (TTY: 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-0554 (TTY: 711)

Join Us

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

 [Twitter.com/CareSource](https://twitter.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.