



SUMMER 2024

MEMBER *Source*

A Newsletter for West Virginia Marketplace Members

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.

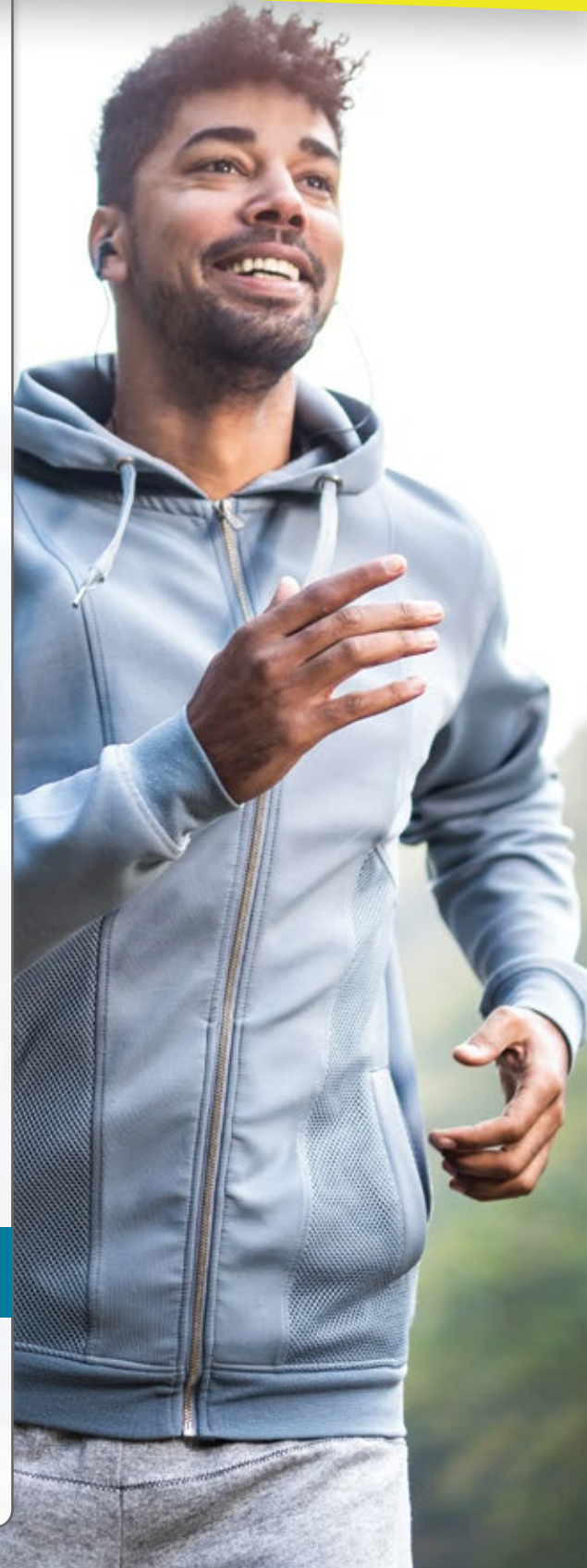
Use your CareSource benefits! If you have an optional Dental, Vision and Fitness plan, you have access to fitness centers and select YMCAs with Active&Fit®. Call 1-877-771-2746 or visit ActiveandFit.com.

NEW! Members without Dental, Vision and Fitness plans can now choose Active&Fit Direct® for only \$28 per month with no contract! Use their network of over 12,000 fitness centers, online videos and personal, one-on-one counseling about nutrition, fitness or other wellness topics! All for just \$28 per month. You can quit any time!

Learn more at:

CareSource.com/plans/marketplace/benefits-services/fitness/


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 **1-833-230-2099 (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 **1-833-230-2099 (TTY: 711)**. Alguien que hable español le podrá ayudar.



हमारेस्वास्थ्य या दवा की योजना के बारेमेंआपकेकसी भी प्रश्न केजवाब देनेकेलिए हमारेपास मुफ्त दुभाषया सेवाएँउपलब्ध हैं. एक दुभाषया प्राप्त करनेकेलिए, बस हमें **1-833-230-2099 (TTY: 711)** पर फोन करें. कोई व्यक्ति जो हन्दी 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.

Easy Ways to Pay Your Bill



You can easily pay your bill online by going to **CareSource.com/MPpay**. Enter your CareSource Member ID and your birthday and you'll be taken directly to our payment portal to make your payment.

You can also log in to your **MyCareSource.com** member portal account and click **Pay My Bill** on the My Help menu to be taken to the payment portal.



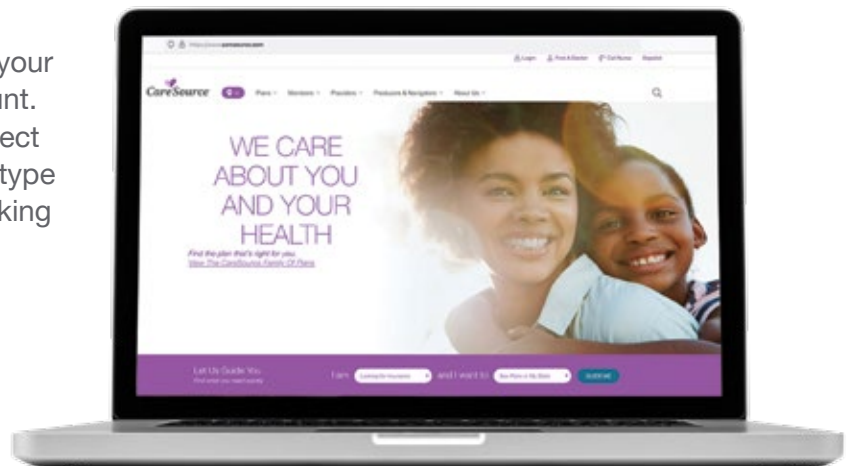
If you need help or want to pay your bill by phone, call Member Services at **1-833-230-2099**. If you want to pay your bill, tell our automated attendant, "Pay My Bill." If you have questions, wait for a team member to answer your call.

Where Can I Find My Plan Documents?



If you're looking for your Evidence of Coverage, Member Handbook, Schedule of Benefits or Summary of Benefits and Coverage, but can't find where you put them, don't worry! They are posted online and in your My CareSource member portal. You can find them on the **CareSource.com** website under **Plans**. Select **Marketplace**, then **Plan Documents**.

You can also find these documents in your My CareSource® member portal account. Login at **MyCareSource.com**, and select **Documents** from the top menu. Then type the name of the document you are looking for into the search bar.



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](https://www.caregiver.org) and [CareGiverAction.org](https://www.CareGiverAction.org) have free online support groups you can join.





Dental Care to Keep You Smiling

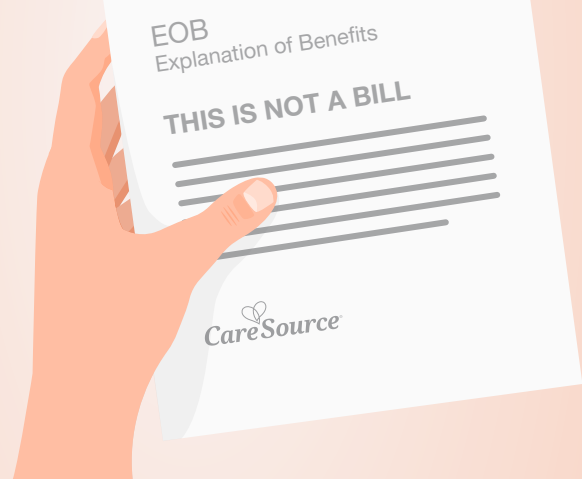
Routine dental visits are key for you and your child's overall health. Your dependent children and adults with an optional Dental, Vision and Fitness plan have dental benefits like exams, cleanings, x-rays, and more!* We work with DentaQuest to manage your dental care.

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**. 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!



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 **State** and **Plan Name** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.





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>

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 **1-866-206-0701**.

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: **1-833-230-2099** (TTY: 711).

SPANISH - Servicios gratuitos de asistencia lingüística, sin cargo, disponibles para usted. Llame al: 1-833-230-2099 (TTY: 711).

NEPALI - तपाईंका निम्ति निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । फोन गर्नुहोस्: 1-833-230-2099 (TTY: 711).

KOREAN - 언어 지원 서비스가 무료로 제공됩니다. 전화: 1-833-230-2099 (TTY: 711).

FRENCH - Services d'aide linguistique offerts sans frais. Composez le 1-833-230-2099 (TTY: 711).

GERMAN - Es stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Anrufen unter: 1-833-230-2099 (TTY: 711).

SIMPLIFIED CHINESE - 可为您提供免费的语言协助服务。请致电: 1-833-230-2099 (TTY: 711).

TELUGU - భాషా సాయం సర్వీసులు, మీకు ఉచితంగా లభ్యమవుతాయి. కాల్ చేయండి: 1-833-230-2099 (TTY: 711).

BURMESE - ဘာသာစကားဆိုင်ရာအကူအညီဝန်ဆောင်မှုများအား သင့်အတွက် အခမဲ့ ရရှိနိုင်ပါသည်။ ဖုန်းခေါ်ရန်: 1-833-230-2099 (TTY: 711).

ARABIC - تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم: 1-833-230-2099 (هاتف نصي: 711).

URDU - زبان کی معاونتی ترجمانی خدمات، آپ کے لیے بالکل مفت یا فری آف چارج دستیاب ہیں۔ کال کریں: 1-833-230-2099 (TTY: 711)

PENNSYLVANIA DUTCH - Mir kenne dich Hilf griege mit Deutsch, unni as es dich ennich eppes koschte zellt. Ruf 1-833-230-2099 (TTY: 711) uff.

RUSSIAN - Вам доступны бесплатно услуги языкового сопровождения. Позвоните по номеру: 1-833-230-2099 (TTY: 711).

TAGALOG - May mga serbisyong tulong sa wika, na walang bayad, na magagamit mo. Tumawag sa: 1-833-230-2099 (TTY: 711).

VIETNAMESE - Dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi: 1-833-230-2099 (TTY: 711).

GUJARATI - ભાષા સહાય સેવાઓ તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. 1-833-230-2099 (TTY: 711) પર કોલ કરો.

PORTUGUESE - Serviços linguísticos gratuitos disponíveis para você. Ligue para: 1-833-230-2099 (TTY: 711).

MARSHALLESE - Jerbal in jibañ ikijen kajin, ejelok onean, ej bellok ñan eok. Kurlok: 1-833-230-2099 (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: 1-844-539-1732

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 Dept:
1-833-230-2099 (TTY: 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-0701

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.