

GEORGIA FALL LAUNCH 2017

MEMBERSource

A Newsletter for CareSource Georgia Members

IN THIS ISSUE:

- 3 Pregnant or New Baby?
- 4 Unwanted Medications
- 5 Renew Your Medicaid Coverage!
- 7 Mens Health
- 8 Teen Corner



GEORGIA WELCOME!

Welcome to CareSource and your first issue of MemberSource. This newsletter is just for you. Each issue will bring you news about your health care benefits. You will also find tips to help you live a healthy lifestyle. We are glad to have you as a member.

At CareSource, our goal is to keep you and/or your children, well in body and mind.

CareSource is a nonprofit health plan with its regional headquarters in Atlanta, Georgia. We are one of the largest Medicaid managed care health plans in the country. For more than 28 years, we have worked to further our mission to make a lasting difference in our members' lives by helping them improve their health and well-being.

CareSource does so much more than just pay medical bills. We are here to help you get and stay healthy. We strive to help you overcome hurdles to good health with programs and rewards to make your health better and your life a little easier.

Learn more about these extra services in this newsletter and by going to [CareSource.com/Georgia/Extras](https://www.caresource.com/Georgia/Extras)

JOIN LIFE SERVICES

CareSource Life Services is free to Georgia Families[®] members who need help with challenges you may run into in life, like getting your GED, finding a job or needing help with your household budget. Call 1-844-607-2828 to set a date and time to speak with one of our team members one on one to get the help you need. If the member is a child, the services extend to the child's parent or guardian.



EARN REWARDS FOR HEALTHY ACTIVITIES

We want for you to be healthy. That's why CareSource rewards members each year for following healthy living advice. These rewards can be used to buy items through select stores or online sites. All Georgia Families® and PeachCare for Kids® members can earn rewards through one of these programs:

- Babies First lets pregnant women and babies up to 15 months old earn up to \$225. Pregnant members can also earn rewards through MyHealth or Kids First based on their age. Get started by signing up at <https://secureforms.caresource.com/en/BabiesFirst/ga>
- Kids First lets children 16 months to 18 years of age earn \$60 or more through the Kids First program. Start earning rewards by signing up at <https://secureforms.caresource.com/en/KidsFirst/GA>
- MyHealth lets adults 19 and older earn \$105 or more in rewards. Members can use MyHealth through their My CareSource account and you can get started by taking the Health Risk Assessment (HRA).

Visit [CareSource.com/Georgia/Extras](https://www.caresource.com/Georgia/Extras) to learn more about how you can earn rewards for each program. The website will also tell you how and where to use your rewards.

DO YOU KNOW WHERE TO GO FOR CARE?

Your primary care provider (PCP) is the best place to start when you're sick or hurt. He or she knows your health history and can better treat minor illnesses and injuries. Most times, after your PCP visit, you will be able to care for your minor illness or injury at home.

The emergency room is the right choice when an injury or illness is a danger to your life. Go to an urgent care when you need care right away for something that is not life-threatening. A retail clinic or telehealth visit can care for minor illnesses. This may be a good choice when your PCP can't see you.

Sometimes it's hard to decide but we can help. Just call our 24-hour nurse advice line. It is available 24/7 to help you figure out what to do. Your call goes right to a nurse and you don't need to wait for a call back. You can talk to our CareSource24® nurses by calling **1-844-206-5944** (TTY 1-800-255-0056 or 711). You can also call CareSource24® from the CareSource mobile app.



What is preventive care?

We all deserve preventive care such as screenings, checkups and vaccines. It's always better to prevent a problem than have it occur and need treatment. Preventive care helps avoid illness, disease and other health problems. It can also detect illness at an early stage when treatment is likely to work best.

Recommended preventive care changes with age. Visit www.cdc.gov/prevention. Find the preventive care services that are right for you based on your age and gender. Then, talk with your doctor.

TAKE STOCK OF YOUR HEALTH

Have you ever asked yourself “*How healthy am I?*” or “*Could I be healthier?*”

If you are a member age 18 or up, we can help you find out. Take a FREE online health risk assessment. It's quick and easy to take and it's the first step toward earning rewards through the MyHealth program. Go to CareSource.com and choose the Health Risk Assessment link.

When you finish, you'll get your personal health score and a plan to help you live a healthier life. You can also set up a “My Account” page, build a profile and set goals and preferences. You can try different tools, explore healthy recipes and much more.

Online Wellness Coaching Available Anytime

Try out MyHealth, your online wellness source, available 24/7! You can find MyHealth on MyCareSource.com. MyHealth is a set of online virtual health coaching programs with a personal twist called Journeys® which are made up of small steps that encourage healthy new actions.

Members can focus on a variety of health topics, including:

- Being more active
- Lowering your stress levels
- Eating healthier
- Losing weight
- Being tobacco free
- Controlling chronic diseases
- And more!

Members can keep up with their progress by using Track™, a daily wellness tracker that will sync with your FitBit® and other health apps.

You also may earn rewards for tracking your progress and following the advice from the MyHealth program.



GET CARE WHEN, WHERE YOU NEED IT

Making an appointment with your Primary Care Provider (PCP) may not always fit into your schedule or you may need to see your PCP when the office is closed. When this happens, and you need care for a common health need, we can help. CareSource offers two benefits to help you get basic care when and where you need it.

MYidealDOCTOR

MYidealDOCTOR™ is a telehealth service that gives you access to a board-certified doctor anywhere, anytime. You can conveniently contact a MYidealDOCTOR using your phone or computer. To use telehealth services, go to myidealdactor.com, call 1-855-879-4332 or download the MYidealDOCTOR app to your smart phone. A doctor will call you back for your consultation, usually in 15 minutes or less. MYidealDOCTOR is covered under CareSource benefits and there is no cost for this session. Get more details at CareSource.com/members/myidealdactor.

RETAIL HEALTH CLINIC

If you would rather see a provider in-person, you can use a retail health clinic inside some Wal-Mart or CVS stores. Wal-Mart Care Clinics® and CVS MinuteClinics® are open late and on weekends to make it easier to get care.

Both telehealth and retail health clinics can help with common health issues such as:

- Colds/Cough/Flu
- Congestion/Sinus Infection
- Allergies
- Rashes
- Muscle strains
- Minor infections, like pink eye and more!

When using telehealth or retail health clinics, you will need to have your member ID card handy. Remember to ask the provider to send a record of your visit to your PCP. This helps your PCP stay informed of your health care needs to better guide your care.

Need help deciding if these options are right for your health need? Just call CareSource24® at 1-844-206-5944 and ask our registered nurse. They are available to help you 24/7/365!

TAKE CHARGE OF YOUR MENTAL HEALTH

MEMBERSource | FALL 2017



We are excited to offer a new wellness tool. It is called myStrength. You can access it online or on your mobile device at no cost to you. myStrength's proven tools can help strengthen your mind, body and spirit. Think of it as a health club for your mind.

myStrength offers:

- **Online learning** – Topics include depression, anxiety, drugs and alcohol.
- **Empowering self-help tools** – These include a mood tracker, thought and feeling log, and a fitness log.
- **Wellness resources** – Mindfulness and relaxation exercises as well as physical fitness resources are available. You'll also find help to quit smoking, manage stress and eat a healthy diet.
- **Inspirational quotes and articles** – These can help motivate you to stay healthy.

Ready to start?

1. Visit <https://www.mystrength.com/r/caresource> to get started. Then click "**Sign Up.**"
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile. Download the myStrength app for iOS or Android devices.
Find it at www.mystrength.com/mobile.
Use your login email and password to sign in.

Tap into your strength today! If you have any questions, let us know. **Call Member Services at 1-855-202-0729** (TTY 1-800-255-0056 or 711).

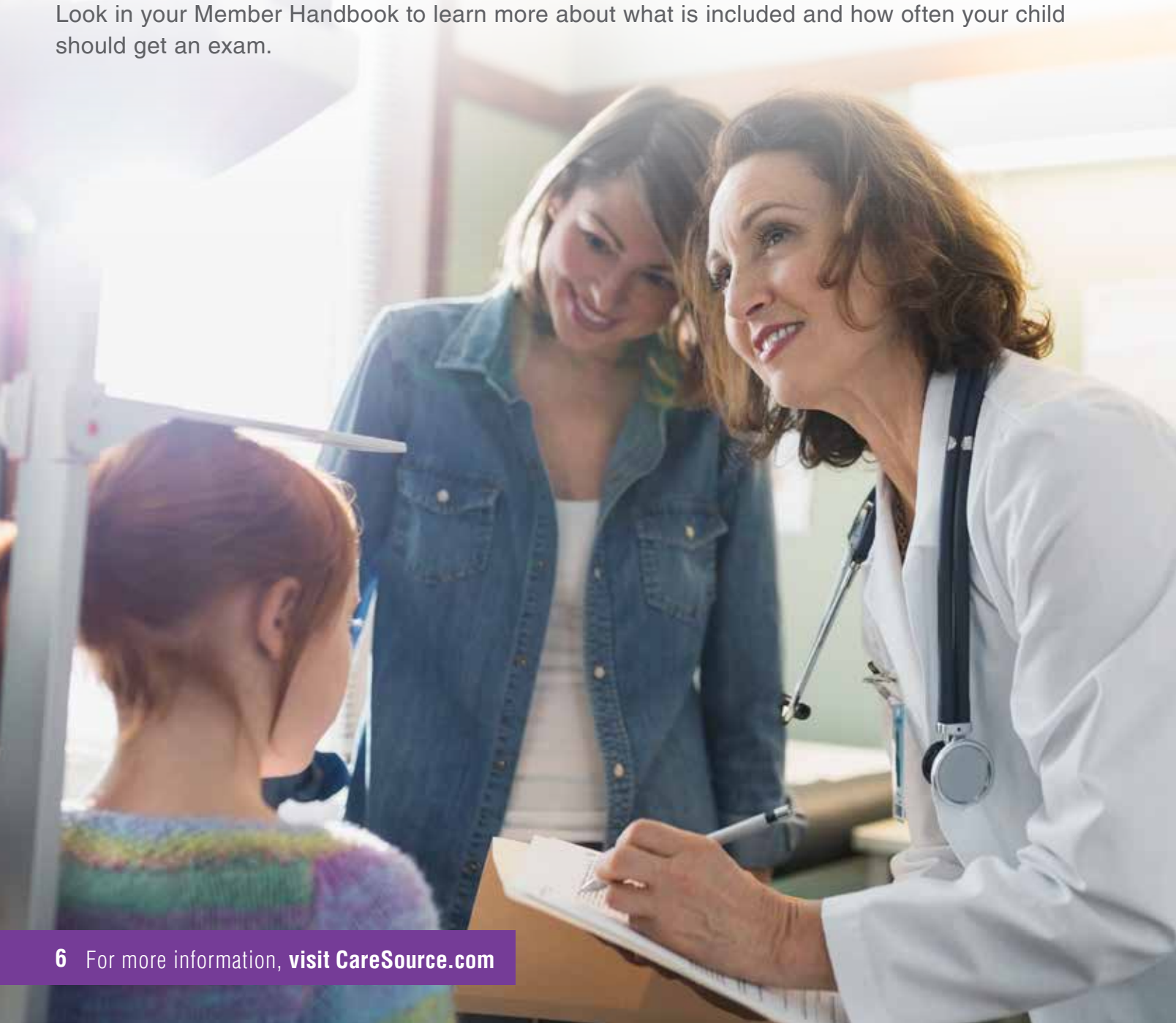
SCHEDULE A WELL-CHILD EXAM TODAY

Children need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. They help make sure your child stays as healthy as possible. CareSource covers the exams at no cost to you.

These exams may include:

- Immunizations
- Height and weight check
- Lead screening
- Referral for preventive dental care, if needed
- Illness and injury prevention
- Developmental Screening (how your child plays, learns, speaks, acts, and moves)
- And more

Look in your Member Handbook to learn more about what is included and how often your child should get an exam.





BREATHE EASIER WITH ASTHMA

Asthma affects almost 24 million Americans. Are you one of them? Follow these steps to manage your asthma.

- Avoid triggers that make your asthma worse. Everyone is different. Some common triggers are pollen, smoke, dust mites or exercise.
- If you smoke, get help to stop. Talk with your doctor or CareSource Care Manager.
- Take your medicine as prescribed. You may take medicine for long-term control to help prevent symptoms. You may also need quick-relief, or rescue, medicine that helps relieve symptoms when they flare up.
- Follow your asthma action plan. Work with your doctor on a plan just for you. It will help you track your asthma control and get the care you need when you need it.
- If you have questions, talk with your doctor or your CareSource Care Manager.

Source: www.cdc.gov/asthma



Schedule A Dental Visit for Your Child

Dental care is a big part of your child's health and CareSource covers dental exams at no cost to you. To make sure your child's teeth and mouth are healthy, he or she should have a dental exam every six months. A dental visit may include the following:

- A complete exam of the teeth and gums
- Updates for you on the latest mouth care
- Tips for healthy meal and snack ideas
- A check for cavities or other mouth health issues
- Well-checks for your child's gum and tooth development

Your primary dental provider (PDP) is printed on your child's member ID card under the "Dental Home" heading. If you have questions or want to choose another dentist, please call Member Services at **1-855-202-0729** (TTY 1-800-255-0056 or 711).

DO YOU HAVE UNUSED OR EXPIRED MEDICATIONS?

Prescription drugs can be an important part of getting better. They can help you with an illness or treat a health emergency. Misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

Do you have old drugs in your cupboards or medicine cabinets? Check the expiration date. Are you still taking the medicines? If not, time to get rid of them. Leftover meds are a big health risk, especially for toddlers, teens and family pets. Get rid of old drugs the safe way. Protect kids, families and the environment.

There are steps you can take right now:

- Not all expired drugs should be thrown out or flushed down the toilet. This can pollute our waters. The safest way to get rid of your old drugs is a community "Take Back" program. To find a location near you to dispose of old meds go to <https://www.deadiversion.usdoj.gov/pubdispsearch/>. For more information on how to dispose of medicines go to www.FDA.gov or www.EPA.gov.
- Get rid of used needles in a safe way, too. For more information go to www.FDA.gov.
- Prevent the spread of disease from needle sharing. To find a needle exchange program near you go to <https://nasen.org/directory>.
- Talk to your local pharmacy about "take back" efforts.



TIPS FOR COLD AND FLU SEASON

Cold and flu season is here. These tips can help keep you and your family stay healthy.

1. **Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one.
2. **Know where to go.** Flu shots are available through doctors' offices, health departments and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go in your area.
3. **Learn the signs of a cold vs. the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold and the flu. Only take an antibiotic if a doctor prescribes it. You may want to ask the doctor if an antibiotic is really needed.
4. **Call if you need help.** You can call our 24-hour nurse advice line any time. The number is **1-844-206-5944** (TTY: 1-800-255-0056 or 711).

DO YOU KNOW ABOUT MY CARESOURCE®?

My CareSource is your private online health account. It can help you get the most out of being a CareSource member and will help you to keep an on eye on your health care.

You can:

- Change your doctor,
- Ask for a new ID card,
- View claims and plan details,
- Change your contact information and more!

Sign up now! It's fast, safe and easy to use. Just get your member ID number and go to **My.CareSource.com** to get started.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.
JUST DIAL 1-855-202-0729 (TTY 1-800-255-0056 OR 711)



P.O. Box 723308
Atlanta, Georgia 31139 0308

CareSource.com

HOW TO REACH US

Member Services:

1 855 202 0729

(TTY: 1 800 255 0056 OR 711)

CareSource24®

24 Hour Nurse Advice Line:

1 844 206 5944

FOLLOW US ON SOCIAL MEDIA

 Facebook.com/CareSourceGA

 Twitter.com/CareSource

 Instagram.com/CareSource

 Pinterest.com/CareSource

Non-Profit
US Postage
PAID
CareSource

THE NEW CARESOURCE APP IS HERE!

If you haven't downloaded the FREE CareSource mobile app yet, do it today! The CareSource app gives you easy access to your health plan information when you need it.

The mobile app lets you:

- View and share your digital member ID card
- Access your secure My CareSource account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services and more!

Creating a My CareSource account helps you get the most out of the app. Set up your My CareSource account through the app or at MyCareSource.com



Download it through the App Store for iPhone and Apple or Google Play for Android today!

