



SUMMER 2022

MEMBER *Source*

A Newsletter for CareSource® Members

Thank You for Being Our Member!

CareSource is more than just quality health insurance. **We care about you.** That's why our benefits go beyond basic care. With CareSource, your coverage includes:

- ✓ **Rewards Programs** – Make healthy choices and earn rewards **up to \$265, \$185, and \$240** each year.
- ✓ **Kids Health and Fitness** – Kids can get free memberships to Boys and Girls Clubs, YMCAs, and Girl Scouts®. *Participating clubs only.*
- ✓ **Free Rides** – Get a free ride to a health care visit, get food from a food pantry or to pick up food through curbside pickup. You can also get free rides to trainings and interviews through CareSource JobConnect™.
- ✓ **Life Coaching** – Get your own Life Coach through CareSource Life Services®. They can help you find a job, finish your degree or link you to support for food or housing. CareSource will also pay **up to \$200** if you need to take the test to earn your GED.
- ✓ **Extra Dental and Vision Care** like **\$75** towards glasses or contacts and **up to \$700** in dental care for adults.

And so much more!



Please visit **CareSource.com** to see a full list of benefits and services. You can also call Member Services to learn more.

Do you need to change your address, email or phone number?

Call Member Services or make changes in your **MyCareSource.com** account. You can also let us know how you would like to hear from us. You can get printed materials in the mail or can go digital with an email or text.

 **CareSource®**



Summer Allergies and Asthma

It can feel good to see nature blooming after a long winter. For those with asthma, spring can cause flare-ups.

Your provider can help you find a medication to control your asthma. Two types of medications are used:

- **Quick-relief** treat the symptoms of an asthma flare-up (coughing, shortness of breath, wheezing or chest tightness). They make it easier to breathe right away.
- **Long-term controllers** are used every day, even when you feel well. They work “behind the scenes” so you have fewer asthma symptoms. Do not stop taking them even if you feel like they are not working. Make sure that you:
 - Follow your Asthma Action Plan.
 - Take asthma medication(s) exactly as prescribed.
 - Make sure you are using your inhaler the right way.
 - Refill your prescriptions on time and before you run out.



Questions? The CareSource24® Nurse Advice Line is here for you 24 hours a day, seven days a week. Our registered nurses can help you decide when self-care or a visit to your provider, urgent care or the emergency room (ER) is needed. Call **1-844-206-5944** (TTY: 1-800-255-0056 or 711) to talk with a CareSource24 team member.

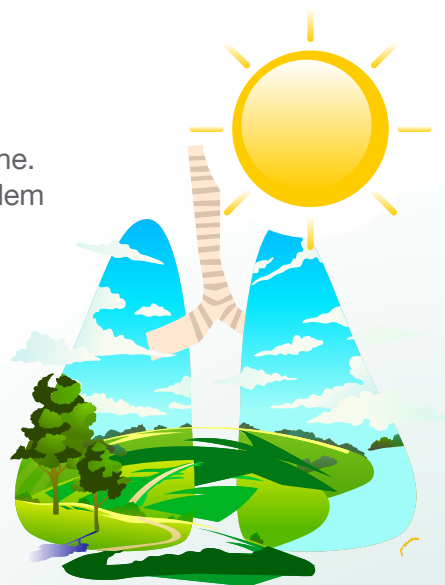
Source: National Heart, Lung, and Blood Institute; National Institutes of Health. www.nhlbi.nih.gov/health-topics/asthma

How to Beat the Heat and Keep Your Lungs Healthy This Summer

When the humidity outside is so thick you can feel it, it can be hard to breathe. Heat-related breathing problems can affect anyone, but it can be a big problem for people with chronic conditions like asthma. Breathing hot air during the summer can trigger your symptoms. This is due to greater air pollution from smog and higher pollen counts which are common irritants to the lungs. As the body tries to cool itself, it uses more oxygen making the lungs work harder.

Follow these tips to breathe easier this summer:

- Give your body time to adjust to the heat by slowly increasing your exposure.
- Workout indoors with air conditioning when the summer heat is at its peak.
- Avoid your triggers.
- Take your medications. Try not to miss a dose. Also, don't forget your rescue inhaler the next time you head outdoors.
- Visit your primary care provider (PCP). Ask them how to keep your lungs healthy during the summer, especially if you have asthma or another lung condition.



Prepare for Summer Weather

Emergencies can happen at any time, and mother nature can be hard to predict. Summer brings extreme heat, storms, tornadoes, hurricanes and more. We want you to stay safe. The best way to do this is to be prepared and know what actions to take to protect yourself when weather emergencies strike.

Heat



- Slow down: reduce your physical activity.
- Dress in light, loose-fitting clothing.
- Limit the amount time spent in the sun.
- Drink plenty of water and eat cool foods.
- Use air conditioners or spend time in air-conditioned places.
- Take cool showers or baths.
- Look out for young children and older adults who are at high risk for heat-related illness and death.

Floods



- Make a plan and emergency kit with critical supplies and medicine.
- Sign up for weather notifications at www.weather.gov.
- Listen to evacuation orders and stay informed.
- Get to the highest ground possible.
- Do not walk or drive in flood waters, which can be strong and full of debris and toxins.

Hurricanes



- Make a plan and emergency kit with critical supplies and medicine.
- Know your evacuation zone.
- Protect your home with storm shutters or boards.
- Stay informed and leave if needed.
- Return home **ONLY** when it has been cleared by authorities.

Tornadoes



- Sign up for weather notifications at www.weather.gov. Check the forecast often if you live in at-risk zones.
- Go to the lowest level of your home, and stay away from windows and large, open rooms.
- Find the closest shelter if you are in a car or outside; if needed, find a low-lying ditch.
- Cover your head to protect yourself from wind-blown objects.
- Continue to stay informed; tornadoes often occur with severe thunderstorms.

For more safety tips or help, visit ready.gov.

Source: National Weather Service. www.weather.gov/wrn/summer-safety.



Get a **FREE** Smartphone!

The Georgia Department of Community Health is giving a free smartphone to all Georgia Medicaid members*. That means you can get a smartphone with unlimited talk and text, plus 25GB of data each month for FREE! Here's how to get started:

1. Visit www.checklifeline.org/lifeline and fill out the Lifeline National Verifier form. An email will be sent to verify if you qualify for the program.
2. Next, visit <https://galifeline.com/>. Complete the Georgia Lifeline form to enroll.

Your phone will ship to your home in three to seven days after you sign up. Signing up is easy and only takes a few minutes. Call Member Services to learn more and sign up.

*Limit one for each household.



Interpreter Services for Your Next **Telehealth Visit**

Telehealth is one of the easiest ways to get the care you need. CareSource has interpreter services to remove language barriers between you and your providers. We have over 200 languages plus American Sign Language (ASL). We want you to have the highest quality of care. Having someone who can speak your preferred language or knows ASL helps us do this.

CareSource can meet in-person, by phone, or video. Call Member Services to arrange an interpreter for your next health care visit.

Earn Rewards with **CareSource!**

You can earn rewards for taking a proactive role in your health. Go to your **MyCareSource.com** account to choose your PCP and how you want to hear from us to get started!



Babies First®

Pregnant women and babies earn up to **\$265**.



Kids First

Children ages 16 months through 17 years earn up to **\$185**.



MyHealth

Adults 18 and older earn up to **\$240**.

To learn more and sign up go to **CareSource.com/Georgia** and click **Rewards**.

Rewards are subject to change and may vary by age, gender and your health care needs.



STRESSED? Try These Instead of Smoking.

When we're stressed, we turn to certain things to help us cope. If you're a smoker, you might deal with stress by lighting up a cigarette. But there are other things you can turn to instead of smoking. **Here are three simple things you can try next time you're stressed:**



1. Exercise.

Being active releases "feel-good" chemicals in your brain. These chemicals will lift your mood and help you de-stress. Try going for a short walk or run in your neighborhood. You could also try a free workout video online.



2. Be Out in Nature.

Being outside helps you be present in the moment and de-stress. In fact, spending just 20 minutes in nature lowers stress hormone levels. Check out a metro park in your area and go on a hike.



3. Reach out to someone.

Dealing with stress alone is hard. Share your feelings with friends, family or someone else you trust. This will help ease the burden of stress.

If you're still struggling to quit, the Georgia Tobacco Quit Line can help. They offer free quit coaching and more. Call 1-877-270-STOP (1-877-270-7867) to enroll or ask questions.

Sources: American Heart Association (AHA). www.heart.org/en/healthy-living/healthy-lifestyle/stress-management/spend-time-in-nature-to-reduce-stress-and-anxiety. National Cancer Institute (NCI). smokefree.gov/challenges-when-quitting/stress/coping-with-stress. Harvard Health Publishing. www.health.harvard.edu/mind-and-mood/a-20-minute-nature-break-relieves-stress.

Services Covered by CareSource

What to Do if You Get a Bill

As a CareSource member, you will keep getting all medically necessary Medicaid-covered services. These are at no cost to you. *Medically necessary* means you need the services to prevent, diagnose or treat a medical condition. You should not be billed for these services. If you get a bill, please call Member Services. Services covered by CareSource can be found in your member handbook. You can find the handbook on our website. Just go to CareSource.com/plans/medicaid/plan-documents/.



What is

PRIOR AUTHORIZATION?

Prior Authorization (PA) is how we decide if a health service and some prescription drugs will be covered by CareSource. Most of the care you get does not need PA. If a service does need PA, we will review and approve it before you get the care. Your provider will ask for this approval from CareSource for you. **Emergency care does not need PA.**

Talk with your provider or call Member Services if you have any questions. You can find the most up-to-date PA list at CareSource.com or in your MyCareSource.com account.

**COMING
SOON:**

Telehealth Care through **Teladoc**[®]

As of July 1, 2022, your telehealth service has a new face! Teladoc[®] is a health care service that offers easy, secure 24/7 access to board-certified providers. You can talk to a provider anytime by phone or video.

YOUR TELADOC SERVICES

General Medical	Mental Health
<p>Talk to a provider 24/7. Use for non-emergency health care needs like:</p> <ul style="list-style-type: none">• Cold and flu• Sore throat• Sinuses• Allergies• Pink eye• Ear infections• Urinary tract infections• Rash• Skin conditions• And more	<p>Talk to a therapist or prescriber seven days a week, 7 a.m. to 9 p.m.</p> <ul style="list-style-type: none">• Anxiety• Depression• Stress• Substance use• Trauma• Relationship issues• And more



How to get started:

1. Create an account and complete your medical history.
 - Call 1-800-TELADOC (835-2362).
 - Visit www.Teladoc.com/CareSource.
 - Download the Teladoc app.
2. Talk to a provider. Request a time and a Teladoc provider will contact you.
3. Feel better. The doctor will diagnose symptoms and send a prescription as needed.



COVID-19

At-Home OTC Tests

As of January 15, 2022 COVID-19 over-the-counter (OTC) at-home tests are covered at no cost to CareSource members. No pre-approval or prescription is needed. You can get up to four (4) tests per member every thirty (30) days*.

*Limited to no more than two (2) tests every seven (7) days.



Where Can I Get a Free Home Test?

1. Get free at-home COVID-19 tests through the Federal Government.

Go to www.covidtests.gov to get four free at-home tests mailed to you. This is a one-time offer to supply each household with home COVID-19 tests.

2. Visit your local pharmacy.

Use the **Find a Pharmacy** tool on **CareSource.com** to find a pharmacy near you, or call your local pharmacy or grocery store to ask if they have free at-home COVID-19 tests. Show your CareSource member ID card when you check out.

To learn more about COVID-19 at-home tests at your local pharmacy or grocery store, visit our pharmacy benefits partner, Express Scripts at my.express-scripts.com.

3. Use the Express Scripts Pharmacy to order tests by mail. Log in at express-scripts.com. Click **Order At-Home COVID-19 Tests** and submit your order. Tests will be shipped to you.

For more info and limitations on home COVID-19 tests, visit our COVID-19 resource web page at CareSource.com/members/tools-resources/covid19/.



Pharmacy Updates

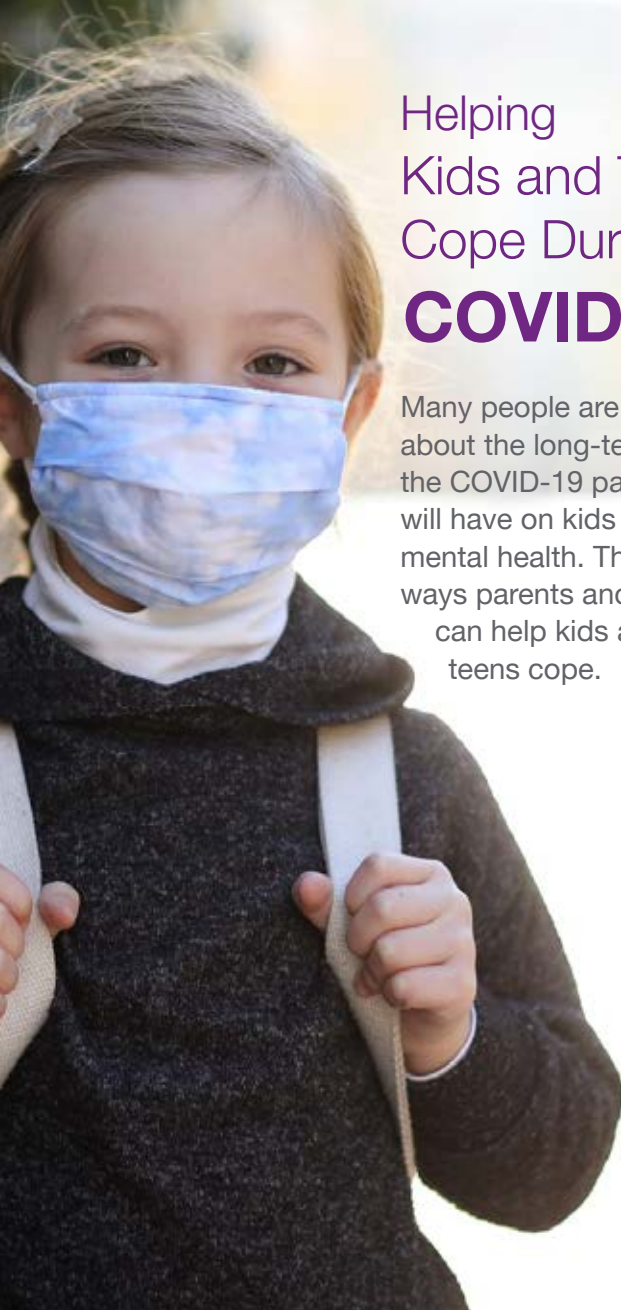
CareSource has a searchable drug list on **CareSource.com**. Go to **Find My Prescriptions** under **Member Tools & Resources** to find out which drugs are covered. The most current updates to the drug list can also be found there. Call Member Services if you do not have access to the internet. We can help you find out if a medication is covered and how much it will cost.

Learn More About Your Plan

with Your Member Handbook



Your member handbook is the best place to learn more about your health plan. You can find your 2022 member handbook at **CareSource.com**. There are many topics covered. Some include plan benefits, services and rewards. You can also learn about where to go for care, pharmacy and prescription drugs and more! Call Member Services to get a printed copy of the handbook at no cost to you.



Helping Kids and Teens Cope During COVID-19

Many people are concerned about the long-term effects the COVID-19 pandemic will have on kids and teens' mental health. There are ways parents and caregivers can help kids and teens cope.



Stick to a routine.

Schedules and routines give kids and teens a sense of safety and stability. With COVID-19 outbreaks, school closures and remote learning, finding a routine can be hard. Create structure where you can. Set deadlines to finish chores or set a basic daily schedule.



Be realistic about learning.

No one learns in the same way. Some kids and teens learn well at home and some need to be in the classroom. Find ways for learning in daily life. Practice measurements and timing by cooking together. Take up gardening. Read to younger children and make sure that older kids and teens find time for books.



It is okay to not feel okay.

Coping with uncertainty is hard for all of us. Let kids and teens know that you are here for them. Remind them that they can talk to you about their thoughts and feelings. Get professional help if you or your child needs it. You can use the **Find a Doctor/Provider** tool on **CareSource.com** or call Member Services to get help. You can also visit myStrengthSM to use online tools that can improve your outlook and mood. Visit **bh.myStrength.com/CareSource**.

Source: Centers for Disease Control and Prevention (CDC).
www.cdc.gov/mentalhealth/stress-coping/

NEW
Advisory Councils for
2022

We are launching two brand-new groups in 2022. One is called Mom and Baby BeginningsTM for members who are pregnant or new moms, and the other group is for members diagnosed with hypertension, diabetes or asthma. Sharing your feedback about CareSource's benefits and services will help us improve how we serve you and other members. **Members who participate will also earn a \$10 gift card.**

Member feedback makes a difference—and we want to know what you think!

Signing up is easy. Email gaombudsman@CareSource.com or call **1-678-217-7553** to sign up and learn more. We look forward to hearing from you.





More Than the Baby Blues

Your body and mind go through lots of changes after you give birth. Many people feel the “baby blues” after their baby is born. This can include mild mood changes and feeling exhausted, worried or overwhelmed. The baby blues can last a few days to a couple of weeks. Postpartum depression (PPD) can be mistaken for the baby blues at first. The symptoms of PPD are more intense than the baby blues. PPD can last for many months or longer if it is not treated.

Nearly one in eight new moms suffer from PPD. Signs of PPD can include feelings of hopelessness or helplessness, severe mood swings, withdrawing from family and friends, fear that you are not a good parent, or thoughts of harming yourself or your baby.

Your mental health matters. Call your provider right away if you notice any signs or symptoms of PPD. You can also call the CareSource24® Nurse Advice Line for help 24 hours a day, 7 days a week. Learn more about PPD at picklesandicecreamga.org.



What is Substance Use Disorder?

A Substance Use Disorder (SUD) affects a person’s brain and behavior. Those who have SUD are often not able to control their use of alcohol or legal and illegal drugs.

Those who struggle with SUD are not bad people. Having SUD does not mean a lack of strength or willpower. Many people who struggle with SUD also suffer from some type of mental illness. The most common mental illnesses that exist with SUD are anxiety, depression and bipolar disorder.

Most people diagnosed with SUD can get better through treatment and support. Treatment for SUD is not one-size-fits-all. It will vary from person to person. Talk to your primary care provider (PCP) about SUD. You can also call the CareSource Substance Use Hotline at **1-833-674-6437** if you or someone you love is struggling with SUD. Recovery is possible! We can help.

Sources: National Institute of Mental Health (NIH). www.nimh.nih.gov/health/topics.



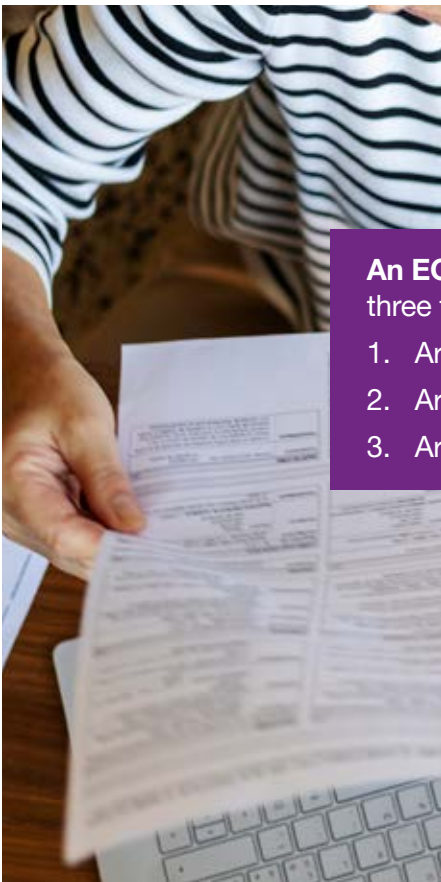
COVID-19

VACCINE LOTTERY

As a community, we rely on each other to stay healthy. That's why we all need to get vaccinated against COVID-19. It is the best way to protect yourself and others. **You could even win \$500 for getting vaccinated through our COVID-19 vaccine lottery!** The lottery will be held each quarter. If you win, we'll let you know through email and a letter. You can only win the \$500 once. To win, you must:

- Be a Georgia Families® or PeachCare for Kids® member (Planning 4 Healthy Babies®, members are not eligible)
- Had at least one vaccine dose from Moderna, Pfizer BioNTech, or Johnson & Johnson.
- Had at least one shot/dose/vaccine from a CareSource network provider or pharmacy*.

*Find a provider at **findadoctor.CareSource.com** or call Member Services. Learn more about COVID-19 at **CareSource.com/ga/members/tools-resources/covid19/medicaid**



Look Out for Fraud, Waste and Abuse

To check for fraud, waste or abuse, CareSource sends Explanation of Benefits (EOB) statements to some households.

An EOB is not a bill. If you get an EOB, please help us by checking for these three things:

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

If the EOB does not seem right, call Program Integrity at **1-844-415-1272** or Member Services and 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:

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 allowed by law.



Caring for the *Caregiver*

If you are a caregiver for a spouse, parent, child or other loved one, you know that it takes a lot of time, effort and energy. Below are a few strategies to help ensure that you can find time to care for yourself.

Take care of your own health. See a provider each year to stay up-to-date on routine exams and screenings. Make sure that you get enough sleep and add plenty of fruits, veggies and whole grains to your diet.

Give yourself grace. Take a break from caregiving when you can. Join a fitness class, read a book, or meet up with a friend for lunch. Do something for yourself that is not related to caregiving.

Learn as much as you can about your loved one's condition. Research the issues they are facing now and what may happen in the future. The more you educate yourself, the better you can plan for what is to come.

You are not alone in this. Find a support group with people who are in similar situations. Caregiver.org and caregiveraction.org have free online support groups you can join. Remember that caring for yourself is not selfish. You cannot give your best to someone else if you are not caring for yourself first.



Questions to Ask Before Taking Opioids

You should always talk to your provider or pharmacist when you get a new prescription. They can answer any questions you may have. It is even more important to ask questions if you are prescribed opioids so that you can stay safe. Below is a list of questions to help you get started:

1. What are opioids?
2. What are the risks and benefits?
3. How long do I need to take opioids?
4. Do opioids have any side effects?
5. What if I have a history of substance use disorder?
6. How should I store opioids?
7. Is it safe to take opioids with other medications?
8. What do I do with extra opioids?
9. What do I do if I feel like I need to take more?
10. Can I have naloxone (NARCAN®) if there is an emergency?

CareSource has free packets to help you safely dispose of drugs. Get your free packet at **secureforms.CareSource.com/DisposeRx**. CareSource also covers naloxone (NARCAN). It can help reverse an opioid overdose. Ask your provider or pharmacist for a naloxone kit.



How to Earn *Rewards*

Complete healthy
activities.



Process claim.*



Get rewarded!



It's simple. Each time you complete a healthy activity, rewards are added to your MyHealth Rewards account. You can buy gift cards for retailers like TJ Maxx®, Old Navy®, the CareSource Online Store and many more. Check out your account today and see if you have already earned rewards this year!

To view your account, visit **MyCareSource.com**. Select the **Health** tab, then scroll to the **MyHealth** link.

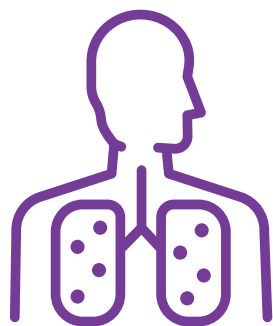
Your Children Can Earn Rewards Too!

Have you enrolled your children in the Babies First® and Kids First rewards programs? Once your child has completed a healthy activity, reward dollars are added to their rewards card. For more information, visit **CareSource.com**. Select your **state**, then Reward **Programs**.

** Please allow 45 days from the date of the healthy activity completion for your reward to appear in your account.*



Asthma Triggers at Home



Asthma medications help with quick relief for flare-ups and work as long-term controllers for everyday use. You can also help your asthma by fixing issues in your home.

Some of the things you can do are:

Reduce common triggers if you can.



- Use air conditioning to keep pollen from getting into the home during peak pollen times.
- Change furnace filters as needed.
- Sleep with the windows closed.
- Do not smoke or be around others that smoke.
- Limit the use of cleaners and products with strong odors.



Clean your furniture.

- Clean dusty areas often.
- Reduce carpet and fabrics in your home if you can.



Prevent mold.

- Reduce humidity levels.
- Dry damp areas.



Reduce pet triggers.

- Avoid close contact with pets if you can.
- Keep pets out of the bedroom.
- Clean furniture and the floor regularly.

Stay healthy by having an asthma-friendly home!



Should You Keep Naloxone in Your Home?



Naloxone (NARCAN®) can reverse an opioid overdose. Naloxone cannot be used by the person overdosing. It is vital that you have naloxone on hand if a loved one is at risk of overdosing. These three things can increase the risk of an overdose:

1. Mixing prescribed opioids with alcohol.

Even if prescription opioids are used just as prescribed, they can be dangerous when mixed with alcohol.

2. Prescription opioids are in your community.

This increases the risk of overdose in your community

3. A loved one has substance use disorder.

If a loved one already uses other drugs, like cocaine or meth, they are at a higher risk of overdosing if used with opioids.

CareSource covers naloxone as a pharmacy benefit at no cost to you. Call your primary care provider (PCP) to ask for a prescription.

Housing Assistance During the Pandemic

Good health goes beyond having quality health care. Access to safe, affordable housing is a vital part of your overall health. The COVID-19 pandemic has brought many hardships. It made finding housing harder than ever.

The U.S. Department of Housing and Urban Development (HUD) offers help for many housing needs. They have resources to help pay your rent and find safe rental housing. Go to [hud.gov](https://www.hud.gov) and click **Find Housing Assistance** to learn more.

There is also help if you are experiencing or are at risk of homelessness. Go to [hudexchange.info](https://www.hudexchange.info) and click **Need Housing Assistance** in the top right corner to find local help.

You can also talk to your Care Manager for help.



Should I Get Tested?

Hepatitis C is a disease caused by a virus that makes the liver swell. It can cause major health problems or even death if it is not treated.

People used to think that hepatitis C only affected people aged 50 to 70, or those with risk factors like past or current injection drug use. New data shows that it can affect people of **all** ages. Many people may not even know that they have it!

Who should get screened for hepatitis C?

- All adults 18 years and older should get a one-time screening.
- Women should be screened during each pregnancy.
- People with risk factors should have continuous testing for ongoing risks.

Testing can help people get the care they need to stay healthy. Treatment can cure hepatitis C and keep it from spreading to others. Talk to your provider about being tested for hepatitis C.

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/nchhstp/newsroom/2020/hepatitis-c-impacting-multiple-generations-press-release.html



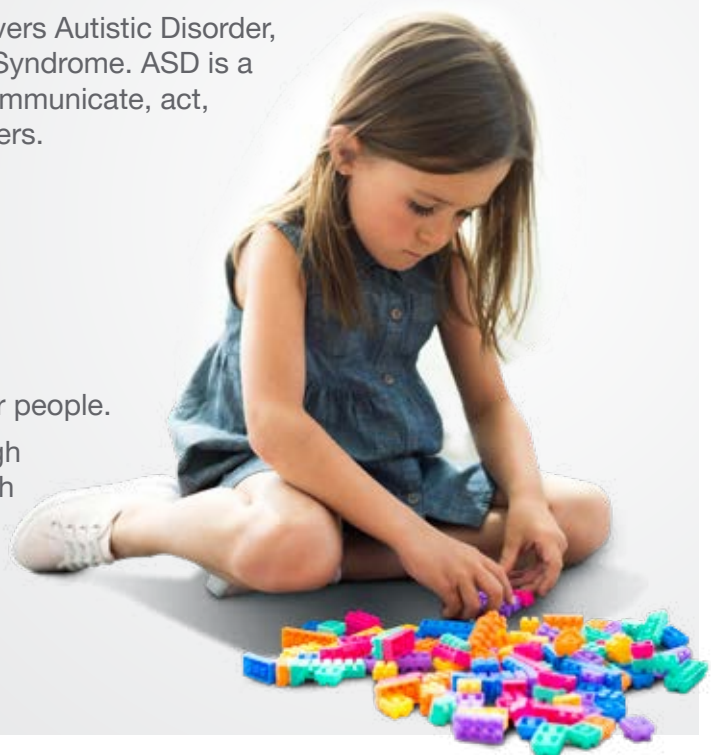
Signs and Symptoms of Autism Spectrum Disorder

Autism Spectrum Disorder (ASD) is a term that covers Autistic Disorder, Pervasive Developmental Disorder, and Asperger Syndrome. ASD is a developmental disability. People with ASD may communicate, act, engage or learn in ways that are different from others. Some signs of ASD are:

- Repeating behaviors or actions.
- Avoiding eye contact.
- Having trouble with change in their daily lives.
- Wanting to be alone.
- Not knowing how to talk, play or relate to other people.

People with ASD often live typical lives even though ASD is a lifelong condition. How well someone with ASD functions in daily life depends on their symptoms. Some people with ASD need lots of help and support while others need very little.

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/ncbddd/autism/index.html





P.O. Box 8738
Dayton, OH 45401 8738

CareSource.com

Member Services

1 855 202 0729

(TTY: 1 800 255 0056 OR 711)

CareSource24®

24 Hour Nurse Advice Line:

1-844-206-5944

(TTY: 1 800 255 0056 OR 711)

Join Us



Facebook.com/**CareSourceGA**



Twitter.com/**CareSource**



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

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.