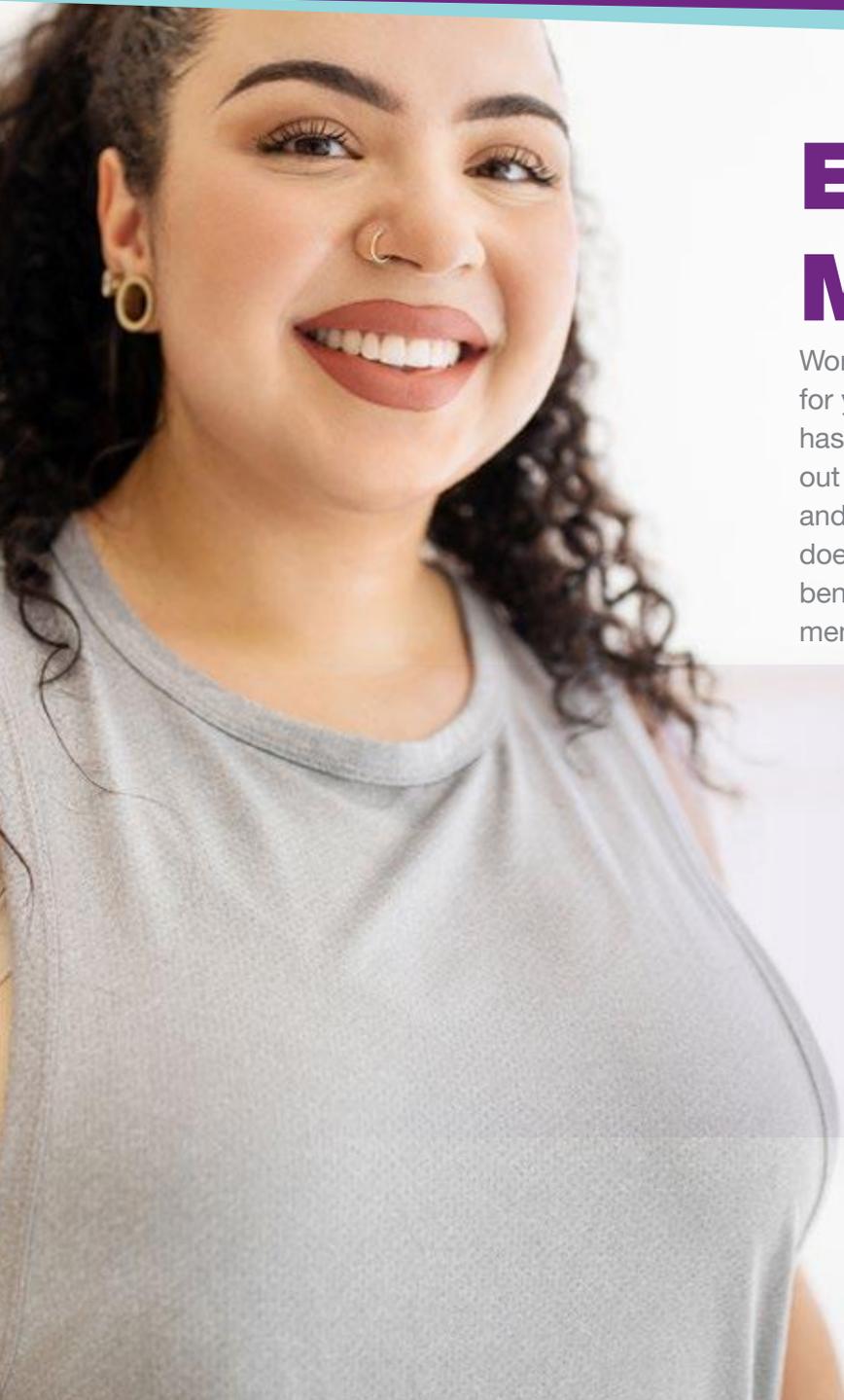




FALL 2022

# MEMBER *Source*

A Newsletter for CareSource Members



## Exercise and Mental Health

Working out is one of the best things you can do for your physical health. But did you know that it has a major impact on your mental health? Working out boosts “feel good” chemicals like endorphins and serotonin that improve your mood. Working out doesn’t have to be hard or take a long time to have benefits. People who work out often have better mental health and lower rates of mental illness.

### Here are five mental health benefits you can enjoy:

- Reduced depression, ADHD and anxiety symptoms
- Reduced stress
- Boosts self-esteem
- Better sleep
- Sharper memory and clearer thinking

Sources:

[www.waldenu.edu/online-bachelors-programs/bs-in-psychology/resource/five-mental-benefits-of-exercise](http://www.waldenu.edu/online-bachelors-programs/bs-in-psychology/resource/five-mental-benefits-of-exercise),

[www.webmd.com/depression/guide/exercise-depression](http://www.webmd.com/depression/guide/exercise-depression).



## Pharmacy Updates

CareSource has a searchable drug list that is updated monthly on the **CareSource.com** website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under **Member Tools & Resources**. The most current updates can be found there also. If you do not have Internet, you can call Member Services. We can help you find out if a medication is covered and how much it will cost.



## Want to Get Information from CareSource by Email or Text?

### Make the change. It's easy!

Your My CareSource® account lets you tell us if you want email or text instead of mail. Cut down on paper and get the info you need faster.

Go to the **Preferences** tab on your **MyCareSource.com** account and tell us that you want email or text when possible.

We can't send you everything digitally, but when we can, we will.



## Services Covered by CareSource

### What to Do if You Get a Bill

As a CareSource member, you can get 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/**.



## Flu Season is Here!

Don't let the flu catch you unprepared. Flu season lasts from early October until May and catching the flu can knock you off your feet. The good news is that yearly vaccination can help you to avoid severe illness from many of the most common strains. Vaccines are available as early as August, so make sure to get your free flu vaccine early.

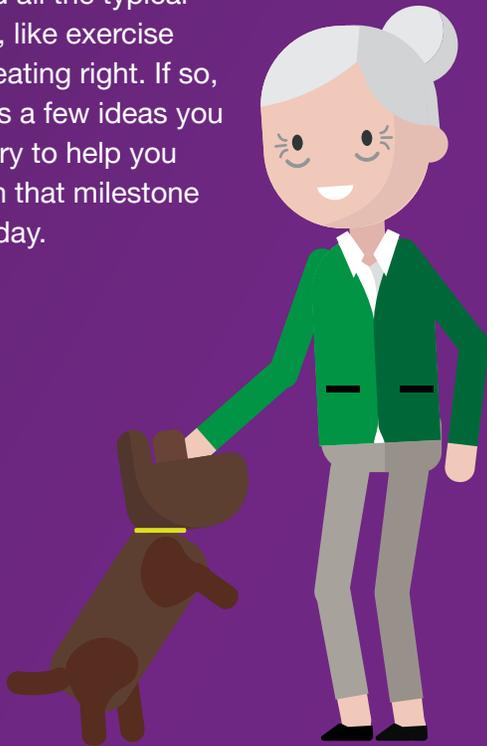
**You could even earn a \$10 reward!**

Source: [www.cdc.gov/flu](http://www.cdc.gov/flu)



## Living a Longer, Healthier Life

It's never too late (or early) to adopt healthy habits. You may have already heard all the typical ones, like exercise and eating right. If so, here's a few ideas you can try to help you reach that milestone birthday.



- 1 Get outside.** Even if it's rainy or snowy. A little time outdoors each day can boost your mood, improve sleep and give you a dose of vitamin D.
- 2 Sip some caffeine.** Drinking coffee or black tea not only gives you energy for the day but it's also linked to longevity.
- 3 Gut health.** Add probiotic-rich foods to your diet. Try kombucha, sauerkraut, pickled vegetables and yogurt loaded with good bacteria for a healthier gut.
- 4 Laugh.** Daily laughter will release endorphins, boost your immune system, relax muscles and increase blood flow to your internal organs. Laughter also benefits your mental well-being, helping you cope with the stresses of everyday life.
- 5 Reward yourself.** Treating yourself to little indulgences like pasta, ice cream or getting a massage can reduce stress and lower your blood pressure.
- 6 Acts of kindness.** Being kind to others feels good and boosts your health. Small gestures help create a personal connection and increases your well-being.

If you're not sure where to begin, start small and stick with it. Over time, add in more changes to feel your best. Who knows? You may need to start buying more birthday candles.

## You Don't Need A Spoonful Of Sugar, Just Take Your Medicine

When your provider gives you medicine, it is important to take it just as you're instructed. Follow-up with your provider or pharmacist if you have any questions or problems.

You can find a list of covered prescriptions (called a Formulary) on [CareSource.com](https://www.caresource.com), under **Members, Find My Prescriptions**. Our Formulary is updated quarterly. If you have questions about your prescription coverage, call Member Services.





### Get all your shots.

Encourage family members to get the COVID-19 vaccine as soon as they are eligible. This includes the flu shot and all other vaccinations too.



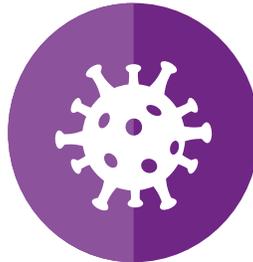
### Know the signs and symptoms of COVID-19.

If you think your child is sick, trust your instinct. Contact your pediatrician for guidance.



### Hand washing.

Kids should wash their hands after using the bathroom, sneezing or coughing, and before meals. Remind children to avoid touching their face.



## Protecting Kids and Family from COVID-19: Reduce the Risk Together



### Keep things clean.

Wipe down toys and surfaces your child touches daily. Make sure to store cleaners in cabinets that are out of reach for children or have childproof locks.



### Cough and sneeze care.

Educate family members to cough and sneeze into their elbow instead of their hands. Make sure they wash their hands each time too. Also, throw away used tissues.



### Wear a mask and get tested.

Mask wearing prevents virus spread and outbreaks. Monitor your community infection rates. If they are high, limit outings with young children. If you are feeling sick, get tested for COVID-19 so you can protect yourself and loved ones.



## Help Is Here When You Need It

Anyone can need a little extra help at times. When you're worried about food or shelter, your health can be affected. That's why CareSource offers MyResources. MyResources is an online tool that can connect you with local resources that can help with food, energy bills, even housing. Find MyResources by logging into your **MyCareSource.com** member portal account. You can also call Member Services to find help near you.



# Thyroid Issues: KNOW THE SIGNS

The thyroid is a butterfly-shaped organ at the front of your throat. It produces hormones to regulate things like your heart rate, breathing, temperature, muscle strength, body weight, nervous system and cholesterol. Since your thyroid is a key player to most organs in your body, if it's not doing its job, you are going to feel unwell.

Most people do not even know they have a thyroid issue. A lot of the symptoms are marked as another cause or missed due to aging and other illnesses. With thyroid cancer on the rise, knowing common symptoms of thyroid issues can help.



## Hypothyroidism (Underactive Thyroid)

Most common thyroid disorder. Hormones in your body start to **slow down**. Symptoms are:

- Depression
- Dry skin or hair and brittle nails
- Fatigue
- Forgetfulness
- Muscle cramps
- Reduced menstrual flow
- Weight gain

## Hyperthyroidism (Overactive Thyroid)

Thyroid is too active. Hormones in your body **speed up**. Symptoms are:

- Anxiety, nervousness and irritability
- Changes in bowel habits and loose stools
- Trouble focusing
- Feeling hot and sweating
- Problems falling asleep
- Racing heart and palpitations
- Weight loss (un-intentional)

## Thyroid Cancer

Symptoms do not often show in early stages. Still, here are common symptoms you can look out for:

- A lump in your throat that you can feel through your skin
- Constant coughing, non-related to a cold
- Trouble swallowing or breathing
- Hoarseness or other changes in your voice
- Pain in your neck or throat
- Swelling in your neck or neck's lymph nodes

**Treatments are available. If you are feeling unwell and having any of the above symptoms, talk to your provider.**

# 3

## Diet Tips for Anemia

Do you always feel sluggish or tired? If so, you could have anemia. Anemia is a health issue where your body doesn't make enough red blood cells, or hemoglobin. Hemoglobin is a protein that contains iron, which helps your cells work the right way. It's also what gives blood its red color.

If you're low on hemoglobin, you can develop symptoms like fatigue and weakness. Other signs are pale skin, irregular heartbeats, shortness of breath and more. The good news is that anemia is treatable. Here's a few food changes you can start doing today:



Eat iron-rich foods, like red meat or dark, leafy greens.



Eat foods with high Vitamin C, like oranges or kiwis.



Limit drinking too much tea or coffee.

Sources: [www.geisinger.org/health-and-wellness/wellness-articles/2017/03/22/14/07/what-is-anemia](http://www.geisinger.org/health-and-wellness/wellness-articles/2017/03/22/14/07/what-is-anemia).  
[www.medicinenet.com/script/main/art.asp?articlekey=117312](http://www.medicinenet.com/script/main/art.asp?articlekey=117312).

## Know When To Go Where



**Primary Care Provider (PCP)**

Visit your PCP most. Appointments are needed. Use for regular care, common illnesses and advice. Your PCP may also offer telehealth visits (visits by phone or video).



**Telehealth and Teladoc**

Your PCP may offer telehealth services. You can use Teladoc® when your provider is not available, or you can't get out to see a provider. Call Teladoc 24/7 at 1-800-TELADOC (835-2362) or visit [www.Teladoc.com/MyCareOhio](http://www.Teladoc.com/MyCareOhio)



**Convenience Care Clinics**

Located inside many local drug and grocery stores. Visit them for common illnesses like coughs, sore throats, infections or immunizations. Usually open 7 days, no appointment needed.



**Urgent Care Clinics**

Use Urgent Care when an illness or injury can't wait. Use for x-rays, deep cuts, sprains, etc. Usually open 7 days a week, into the evening.



**Hospital Emergency Rooms**

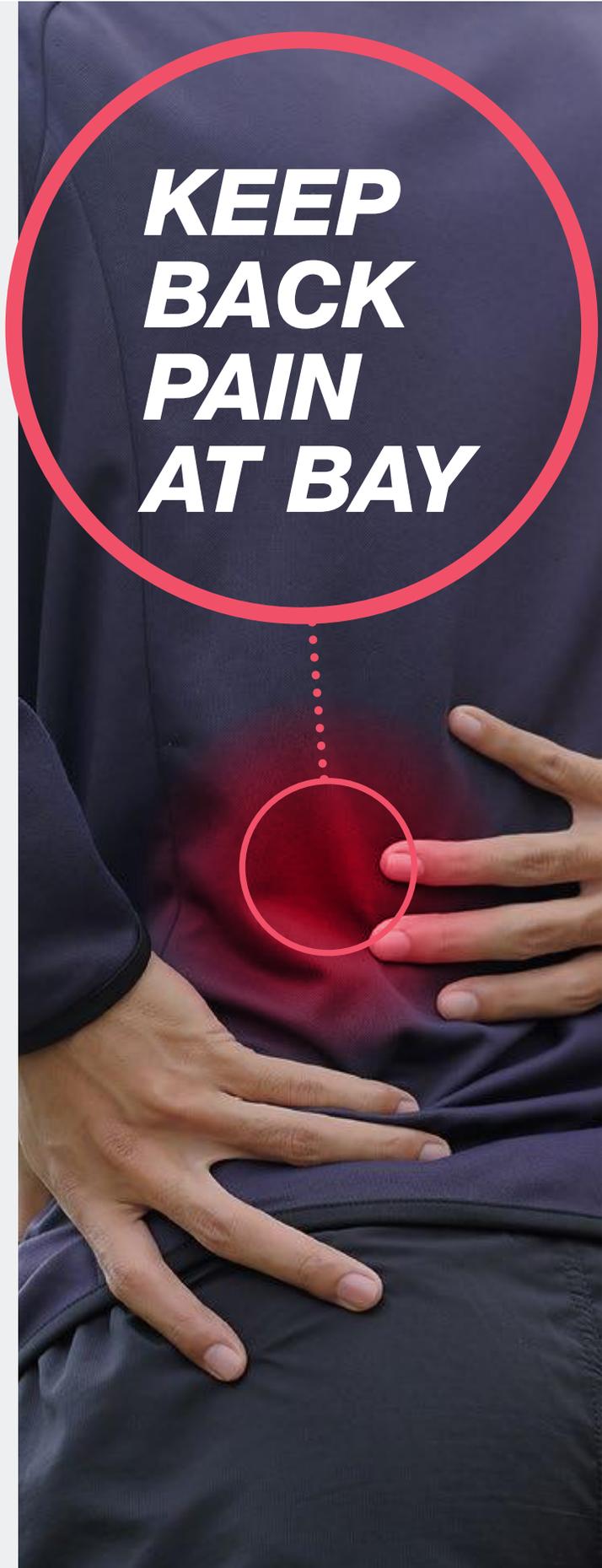
Use for life-threatening emergencies like chest pain, head injury, miscarriage, etc. Emergency Rooms are open 24 hours a day, every day. If you have an emergency, call 911 immediately to get help.



Call the CareSource24® Nurse Advice Line if you have questions about your health, need health care advice, or need help deciding where to go for care.

**1-844-206-5944**





# **KEEP BACK PAIN AT BAY**

Raking leaves or spending the day deep cleaning your house can be hard on your back if you don't do it often enough. Everyone has dealt with back pain at some point in their life. Things like your age, weight, job, family history and fitness level are triggers that can increase your level of pain.

From a dull ache to a sharp pinch, when you have back pain it makes daily tasks harder to do. Below are some tips you can start doing today to improve your nagging back pain:

- 1 Improve your posture.** It's easy to slouch when you aren't aware. Be mindful of how you sit and stand. Roll your shoulders back and keep your spine straight.
- 2 Stretch and strengthen your back.** Add some exercises to boost back mobility. Things like wall sits, crunches and press-up back extensions are a good place to start.
- 3 Keep a healthy weight.** Extra weight can add strain to your joints. Have extra weight around your belly can cause lower back pain.
- 4 Watch how you sleep.** Mixing up your sleep positions or sleeping on an old mattress can cause back pain. Try sleeping on your back with a pillow under your lower legs.
- 5 Learn how to lift correctly.** From lifting groceries to helping a friend move, your daily life could be your cause of pain if you aren't lifting the right way. It's safer to bend your knees and lift than bending at your hips.
- 6 Know when to get help.**



## Four Ways to Report FWA

CareSource has a program to handle cases of fraud, waste and abuse (FWA). You can learn about what fraud, waste and abuse is on our website at [CareSource.com](https://www.caresource.com).

To report anything that does not seem right anonymously (without naming yourself):

1. **Call** the Member Services line and ask to report fraud.
2. **Write** to us. You can fill out the Fraud, Waste and Abuse Reporting Form found on our website or send a letter to:

CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

There are other ways to report that are not anonymous. You can:

3. **Fax** us at **1-800-418-0248**
4. **Email** a message to [fraud@CareSource.com](mailto:fraud@CareSource.com)



## Have You Used Your MyHealth Rewards Dollars? They Expire Soon!

Did you know you can earn reward points for doing healthy activities through MyHealth Rewards?

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**Q: When do my reward points need used by?**

A: December 31, 2022

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**Q: How can I use my reward points?**

A: You can use them to buy gift cards.

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**Q: Where can I check if I have points to use?**

A: Log into the MyHealth portal for more info, to see reward-eligible activities\* and to trade your points for gift cards!

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*\*Rewards subject to change and may vary by age, gender and health needs. If you are no longer a CareSource member, your access to the Rewards Portal will be deactivated and any unused Rewards may be no longer available.*





# Looking for an Easy, Sugar-Free Fall Snack?

Try this delicious, healthy 4-ingredient applesauce recipe!

## Ingredients:



**8** Apples, peeled, cored and cut into small chunks

**1/2** tsp.



Cinnamon



**1/2** Cup Water



**2** Lemon juice

Combine the apples and cinnamon in a pot. Add water and bring to a boil. Reduce heat to low and cover. Cook for 25-30 minutes, until the apples are still chunky but have begun to break down. Remove from heat, add lemon juice and mash with a fork. Serve warm or cold.

CareSource Circle is an online community where you can give feedback on your health plan through surveys and discussion boards, receive health tips and try recipes like this one. If you love to share your opinions and help make improvements, join CareSource Circle at [CareSource.com/CircleOHMyCare](https://www.caresource.com/CircleOHMyCare).

## Teen Moodiness or Depression?

The teen years can be hard, between school, peer pressure and social media. Dealing with a rise in responsibility along with changing hormones can also cause stress. Teens may struggle to cope. How can you tell what is normal and what might be depression?

Here are some signs to look for.



**Mental changes**

Trouble focusing

Lack of motivation

Memory loss



**Physical changes**

Fatigue

Frequent head or body aches

Self-harm or talk of suicide



**Social changes**

Poor school performance

Social isolation

Risky behaviors like drug or alcohol use



If you've noticed ongoing signs of depression and are worried about the health and safety of your teen, talk to their primary care provider (PCP). If your teen is in danger of suicide, seek help right away. Call the CareSource24® Nurse Advice Line hotline at **1-844-206-5944** or the National Suicide Prevention Lifeline at 988 for help.

When  
Disaster  
Strikes,

# Be Prepared.



Disaster can happen anytime. A tornado, hurricane, wildfire or flood can change your life. Make sure you and your family are prepared. With kids going back to school, planning ahead helps everyone be safe and know what to do.



**1. Make a Plan:** Use a checklist or create your own. Know what you and your family are going to do during and after an emergency. Know where you'll shelter and where to meet if you are divided.



**2. Build a Kit:** Include enough food, water and medications for two weeks if possible.



**3. Stay Informed:** Sign up for alerts by phone or text.

Visit [ready.gov](http://ready.gov) to download checklists and find helpful resources. Learn more about alerts here: [www.ready.gov/get-tech-ready](http://www.ready.gov/get-tech-ready).



## Earn Rewards with Babies First and Kids First!

CareSource offers rewards for completing activities that help keep your child safe and healthy. Each of your children can earn rewards in three easy steps:

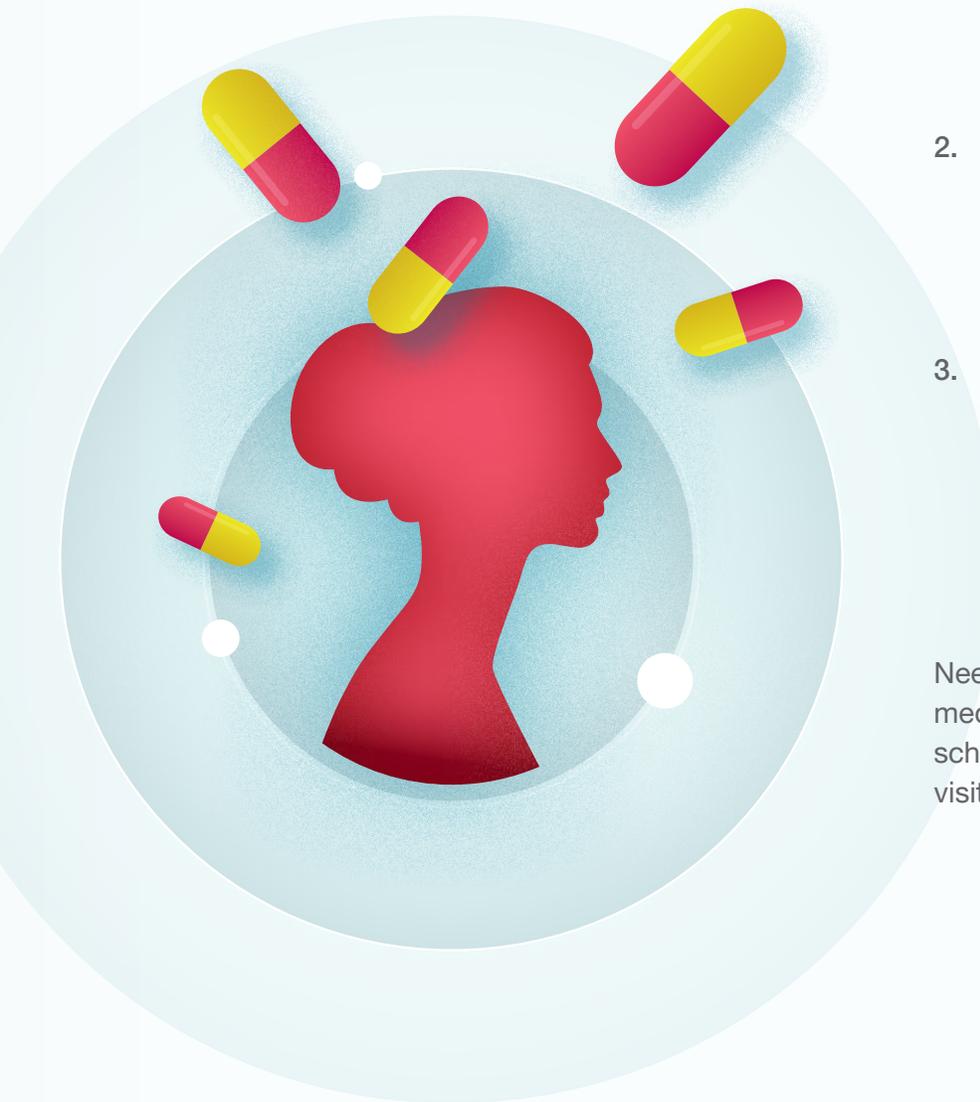
1. **Register** each baby and child.
2. **Earn** rewards points by going to wellness visits, getting vaccinations and more.
3. **Spend** reward points at a variety of retailers.

Learn more about Babies First® and Kids First, along with reward amounts\* by visiting [CareSource.com/documents/ga-med-member-rewards/](http://CareSource.com/documents/ga-med-member-rewards/).

*\*Rewards subject to change and may vary by age, gender and health needs. If you are no longer a CareSource member, your access to the Rewards Portal will be deactivated and any unused Rewards may be no longer available.*



# What You Should Know About Antipsychotics



If you are diagnosed with schizophrenia, schizoaffective disorder, bipolar disorder or depression, your provider might treat you with an antipsychotic medication. Antipsychotics help you feel more in control of your life and treat your symptoms.

## Here are a few things you should know about antipsychotics:

- 1. Take your medications as prescribed.**  
Be patient. It could take days to weeks until you start feeling better.
- 2. Check in with your mental health.**  
Medication in combination with counseling can be a great aid to your healing.
- 3. Report any symptoms or side effects to your provider.**  
Your provider will keep a close watch on your progress and for any side effects. If the medication isn't a good fit for you, talk to your provider about other options.

Need to pick up your antipsychotic medication? Call Member Services to schedule a free ride 48 hours before your visit to the pharmacy!

#### Sources:

[livingwithschizophreniauk.org/information-sheets/coping-with-side-effects-of-medication.](http://livingwithschizophreniauk.org/information-sheets/coping-with-side-effects-of-medication.),  
[www.rethink.org/advice-and-information/living-with-mental-illness/medications/antipsychotics](http://www.rethink.org/advice-and-information/living-with-mental-illness/medications/antipsychotics).



## Need an interpreter? We can help.

If English isn't your first language, having an interpreter with you during health care visits can be a huge help. Your CareSource plan offers interpreter services for health care visits at no cost! This includes dental, vision and telehealth visits.

Ask your primary care provider (PCP) to arrange an interpreter for you. You can also call Member Services and state your preferred language. They can help you or connect you to an interpreter who can.

# COVID-19 Vaccine Lottery

You could win \$500 by getting the COVID-19 vaccine.

### 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 dose from Moderna, Pfizer BioNTech, or Johnson & Johnson's Janssen.
- Had at least one dose from a CareSource network provider or pharmacy\*.

We will email and mail the winners.  
You can only win once.



\* Find a provider at [findadoctor.CareSource.com](https://findadoctor.CareSource.com) or call Member Services.



# Extra Benefits for Moms

New moms can get a breast pump. Ask your primary care provider (PCP).

If you are in care management, have asthma or high blood pressure, you will get:

- A *Healthy Baby, Healthy You* book.
- A set of allergy-free sheets.
- Free blood pressure monitor.

If you are in care management, and finished your prenatal and postpartum visits, you will get a New Baby Welcome Gift.

## Can you be in Care Management?

Fill out your HNA at:

[CareSource.com/ga/members/my-caresource-account/health-assessment-screening/medicaid/](https://www.caresource.com/ga/members/my-caresource-account/health-assessment-screening/medicaid/).

There's more Extra Benefits! Visit [CareSource.com/Georgia](https://www.caresource.com/Georgia).





## 2022 Member Advisory Councils

Sharing your feedback about CareSource's benefits and services helps us improve how we serve you and others.

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Member Advisory Councils (MAC) lets you do this. We have a "Mom & Baby Beginnings" and "Hypertension, Diabetes and Asthma" MACs. We meet virtually, and you can still join.

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### Hypertension MAC

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November 15, 2022  
at 5 p.m. to 6:30 p.m.

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### Mom & Babies MAC

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November 16, 2022  
at 5 p.m. to 6:30 p.m.

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### Want to know more or sign up?

Email [gaombudsman@CareSource.com](mailto:gaombudsman@CareSource.com) or call 1-678-217-7553.



# Want To Get Healthier?



## Try Our Programs and Learn!

CareSource and The University of Georgia SNAP-Ed have teamed up to help you. There are two online learning programs:

- **Food eTalk**
- **Food eTalk: Better U**

These programs will help you live a more active lifestyle, shop smarter, make healthier food choices and cook delicious meals on a budget.

Sign up at [CareSource.foodtalk.org](https://www.caresource.org/foodtalk). Get a free bag of kitchen and fitness items. You just need to finish one of the short, easy and fun programs.

# Don't Lose Your CareSource Health Care Coverage

To stay a CareSource member, you may need to renew your Medicaid benefits with your local Georgia Division of Family and Children Services (DFCS) office. If you don't take action, it could result in the loss of your Medicaid eligibility for health care coverage.

## You can renew through one of the below ways:

- Go to [www.gateway.ga.gov/access](http://www.gateway.ga.gov/access). Sign in and renew your benefits.
- **By Phone:** Call **1-888-GA-Enroll** (1-888-423-6765), 7 a.m. - 7 p.m., Monday – Friday.
- **By Mail:** Fill out the form and send it back to DFCS. To find your local county DFCS office, visit [dfcs.georgia.gov/locations](http://dfcs.georgia.gov/locations).
- **In Person:** Visit your local DFCS office. Find the address to your local county office at [dfcs.georgia.gov/locations](http://dfcs.georgia.gov/locations).



CareSource cannot process your renewal. Call your local DFCS office if you have questions. Please make sure DFCS has your **current** address and phone number.



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

## HOW TO REACH US

Member Services Dept:  
**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/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://www.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**

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