



FALL 2021

# MEMBER *Source*

A Newsletter for CareSource® Members

## Need Help with Addiction?

### CareSource is Here to Help.

Do you struggle with addiction or love someone who does? The first step is to **EDUCATE YOURSELF**. Addiction is a chronic (long-term) disease. It affects people from all walks of life.

Next, **SEEK SUPPORT**. Treatment works. There is help available. A clinical assessment will find what services are best for you. Services range from individual therapy, group therapy, peer support, residential care, withdrawal management and more. Medication Assisted Treatment (MAT) combines medications with counseling to help treat Opioid Use Disorder, Alcohol Use Disorder and Tobacco Use Disorder. MAT is a covered benefit under CareSource and usually does not require a prior authorization. Talk with your primary care provider (PCP) about which type of MAT is best for you.

Finally, **ASK YOUR PCP OR PHARMACIST ABOUT NALOXONE**. Naloxone is a medication used to reverse an opioid overdose and can save a life. Naloxone is also a covered benefit under your CareSource plan and does not require a prior authorization.

Remember, you are not alone. Reach out today for help.

Additional Treatment Resources

**SAMHSA Online Treatment Finder:**  
[www.samhsa.gov/find-treatment](http://www.samhsa.gov/find-treatment)

**CareSource Addiction Service Line:**  
**1-833-674-6437**

  
**CareSource**®

# THE INVISIBILITY OF MENTAL ILLNESS

Many people are impacted by mental illness. We may not have anxiety, depression, bipolar disorder, or schizophrenia ourselves, but most of us know someone who does.

Mental illness is sometimes thought of as an invisible illness. If someone breaks their arm, they will have a cast put on so that it can heal. Mental illness is not easy to see like a broken bone. Mental health impacts how a person thinks or feels and how they act around others.

**“It’s not real.”** Just because you cannot see mental illness does not mean it is not real.

**“But you seem fine.”** Someone may be holding it together on the outside, but they may still be struggling on the inside.

**“You’ll feel better if you get more sleep.”** While a little bit of rest can do us all good when we are feeling run down, it is not a cure for those with mental illness.

We should be mindful about how we talk about mental health. You never know who may be struggling. If you are seeking help, call the CareSource24® Nurse Advice Line to speak to a registered nurse. You can also call The National Suicide Prevention Lifeline at 1-800-273-8255. Both options are open 24 hours a day, seven days a week.



## 3-STEP GUIDE FOR Meditating



Stress is something that affects everyone. The good news is, there are many ways to manage stress. One way is through meditation. In this newsletter, we’ll give you a simple guide to meditate right at home!

**STEP 1:** Sit or lie down in a quiet area where distractions are limited.

**STEP 2:** Take slow, deep breaths. Pay attention to these breaths. Place your hand on your tummy or chest to help you stay focused.

**STEP 3:** If you start to get distracted, don’t worry – it’s OK! Just notice it and try to focus on your breathing again.

Stress affects all of us. By meditating regularly, you can help manage your stress better. Good luck!

Source: MedlinePlus. [medlineplus.gov/ency/patientinstructions/000874.htm](https://medlineplus.gov/ency/patientinstructions/000874.htm).



# Need Help with Your Mental Health?

## You have Options

### Don't wait to get help!

Talk to your primary care provider (PCP) first. They may be able to refer you to a provider or community mental health center near you. You can also call Member Services, the CareSource24® Nurse Advice Line, or use our **Find A Doctor/Provider** online tool to find a provider.

If you feel you are in crisis, call CareSource24 for immediate help and advice on where to get care. Your mental health provider or community mental health center may also offer telehealth, so you can talk to a counselor by phone or computer. These are usually offered by appointment, but providers may also offer a crisis hotline or emergency calls.

You can also go to an urgent care clinic or hospital emergency room. They have staff to help you.



## Tips for Taking Medications for Depression and Anxiety

It is important to take your medications for anxiety or depression exactly how your primary care provider (PCP) prescribes. Taking too much of a drug may make you feel sleepy or sick. Not taking a drug enough may not work well for you. If you are taking a drug for depression, it may take a few weeks before your mood starts to improve. Here are a few tips to help you stay on track.

- 1 Set an alarm.  
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- 2 Keep your drugs by your toothbrush.  
\_\_\_\_\_
- 3 Use a pillbox.  
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- 4 Make a note for yourself.  
\_\_\_\_\_
- 5 Combine taking your medication with another daily habit.  
\_\_\_\_\_
- 6 Use an app.



# Feeling Lonely?

Humans are social beings. We all need human contact to survive. The COVID-19 pandemic has caused many of us to spend more time alone. Being alone can lead to loneliness and social isolation which can be harmful to your health. It can weaken your immune system. It is also linked to higher rates of depression and anxiety. Here are a few ways to find support:



Reach out to family and neighbors.

Call an old friend or get involved in your local church or spiritual group.



Find a local fitness center.

Many offer programs to stay active or classes where you can learn something new.



Volunteer for a cause you care about.

Meet other people while helping others.



Find an online support group.

There are free groups through Mental Health America at [mhanational.org](http://mhanational.org) or the National Alliance on Mental Illness at [NAMI.org](http://NAMI.org).

You are not alone. Call Member Services if you need help finding support.

# Dual Diagnosis.

## WHAT IS IT?



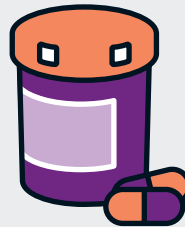
### Mental illness doesn't discriminate.

In the United States, about a quarter of all adults have a mental illness. If you or a loved one has an intellectual or developmental disability (I/DD), there is a chance they

could also have a mental illness. Thirty to 35% of people have both. This is known as a dual diagnosis.

It can be hard to know if a person with an I/DD has a mental illness. People with an I/DD can find it hard to express their feelings. If you feel you or a loved one is struggling with a mental illness, work with a trusted provider to get help.

Source: Johns Hopkins Medicine.



## Get Your OTC Drugs Covered

You can get most over-the-counter (OTC) drugs without a prescription. You can find these drugs at most grocery stores or at your local drugstore. Common OTC drugs are antacids, decongestants, multivitamins, and cough syrup among many others.

Did you know that many OTC drugs are covered by CareSource **at no cost to you**, as long as you get a prescription from your provider? View a list of covered drugs by going to the [Find My Prescriptions](#) link on our website or call Member Services. Always talk to your pharmacist if you have any questions.





# Exercise Your Way to Good Mental Health!

## *The Benefits of Exercise on Mental Health*

Working out, sports and play are great for your physical health. Being active helps support a healthy heart, strengthens your joints and bones, and so much more. Did you know staying active is also key for your mental health and well-being? Below are a few reasons to lace up your shoes:



Reduced stress levels.



Reduced anxiety.



Improved sleep.



Increased energy levels.



Increased confidence.



Reduced depression.



Boost brain power.



Increased mood.



Increased self-esteem.



Increased well-being.



# Is Your Chronic Illness Making You **Depressed**?



It is normal to feel sad while trying to manage a chronic illness. Your daily routines may change. You may have limits on the foods or activities you used to enjoy.

It can also be stressful thinking about treatment and the future.

Feelings of sadness are normal, but if they last longer than a couple of weeks, you may have clinical depression. If you notice any of these signs, you may be clinically depressed:

- Sad, worried or “empty” feeling.
- Loss of interest in things you used to enjoy.
- Feeling hopeless or worthless.
- Trouble focusing or memory issues.
- Changes in sleep habits.
- Pulling away from friends or family.
- Thoughts of death or suicide.

Depression is treatable. If you think you may be depressed, talk to your primary care provider (PCP). Treatment is out there to better manage both depression and chronic illness.

Source: [www.nimh.nih.gov/health/publications/chronic-illness-mental-health/index.shtml](http://www.nimh.nih.gov/health/publications/chronic-illness-mental-health/index.shtml).

## **COVID-19** Vaccine Scams



We want you to know about some COVID-19 vaccine scams so you can protect yourself and report them to CareSource. Some of the latest scams are from people that call, email or come to your door and:

- Talk about waiting lists or costs for the vaccine.
- Offer to sell or ship the vaccine for a fee.
- Say they are from a medical office, insurance company or vaccine center.
- Ask personal or medical questions.
- Say the government says you must have the vaccine.
- Suggest you can’t travel, go to school or be at public events without the vaccine.

**DO NOT** share your private info with anyone but health care providers you know and trust. Talk to your PCP if you have questions about the vaccine.

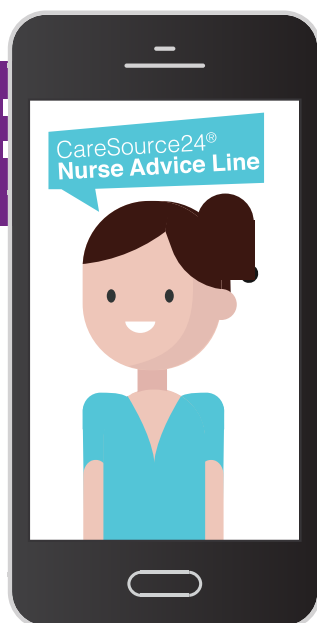
Tell us about these scams or other fraud. Call CareSource Member Services and say you want to report fraud. Your call will be sent to the confidential fraud hotline. The hotline is open 24 hours a day.

Source: <https://oig.hhs.gov/coronavirus/Vaccine-Fraud-PSA.pdf>.



## Where to GET CARE

The CareSource24® Nurse Advice Line is here 24 hours a day, seven days a week to give advice and answer your health questions. Our registered nurses can help you decide when self-care or a visit to your primary care provider (PCP), urgent care or the emergency room is needed. Call now at **1-844-206-5944** to talk with a CareSource24 team member.



## NATIONAL DRUG TAKE BACK DAY

Prescription drugs can be a vital part of your recovery, but it is unsafe to keep unused or expired drugs in your home. Misuse of drugs, or drugs in the wrong hands, can lead to harm or death. They can also be a gateway to addiction in teens.

CareSource wants to remind you to safely get rid of any unused or expired prescription drugs.



National Prescription Drug Take Back Day is on **Saturday, October 23, 2021 from 10 a.m. to 2 p.m.** This is your chance to clear out old prescription drugs. You can get rid of drugs that are expired or that you are no longer taking. To learn more or to find drug collection sites year-round, visit [takebackday.dea.gov](https://takebackday.dea.gov).



## PHARMACY

### UPDATES

CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by going to the **Find My Prescriptions** link under Member Tools & Resources. You'll find the most current changes and updates, too. If you don't have access to the internet, we can help you. Call Member Services to find out more information.

**DON'T DELAY!**

Get Your

**FREE  
FLU SHOT**  
Today!



Last flu season, 22,000 people died of the flu.

The flu is still a big threat to people's lives. That's why it's vital you get your flu shot as early as possible during flu season. It's also important to know that the COVID-19 vaccine doesn't protect you from the flu. The good news is that the flu shot is safe, easy to get and free!

If you need help figuring out where to get the flu shot, visit **CareSource.com/flushot**.

# What Should I Expect at MY TELEHEALTH VISIT?

Many primary care providers (PCPs) now offer telehealth services (a visit by phone or computer). Here's how to get the most out of your telehealth visit.



## BEFORE YOUR VISIT

- Write down any questions.
- Find a quiet place where you can talk openly.



## DURING YOUR VISIT

- Be open and honest with your provider about your health and any symptoms you have.
- Take notes to help you remember what information you received.

## AT THE END OF YOUR VISIT

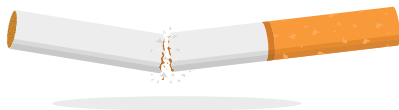
- Talk through any next steps or actions you need to take.
- Do you have a new prescription to fill?
- Do you need to have lab work done?



If your PCP doesn't offer telehealth or has limited hours, you can call MYidealDOCTOR®.

MYidealDOCTOR is ready to connect you with a doctor 24 hours a day, 365 days a year. You can find a link on the CareSource mobile app, call 1-855-879-4332 or visit MYidealDOCTORtelehealth.com. You can use MYidealDOCTOR at no cost to you.

Are You Ready to  
**Quit?**



According to the World Health Organization (WHO), tobacco causes the death of more than half of its users. Cigarette smoking is the most common form of tobacco use, but all forms are harmful. If you would like help quitting, call the Georgia Tobacco Quit Line. The Tobacco Quit Line provides free coaching. Nicotine replacement therapy may be available for free to some members.



Call 1-800-QUIT-NOW (1-800-784-8669)  
to sign up or ask questions.







## Healthy Habits at an Early Age.

Keep your child safe and healthy with Babies First® and Kids First. CareSource rewards babies and kids for completing healthy activities. This includes wellness visits, dental visits, shots and much more. Each child can earn up to \$150 or more!

To get started, simply register your kids for the program(s). Go to:

1

[CareSource.com/Georgia](https://www.caresource.com/Georgia)

2

Select **Explore Rewards**  
under **Incentives and Rewards**.

3

Under each program, you can:

- Learn more about each rewards program.
- Sign-up for the program using the link to register.

Reward points are automatically added to your child's rewards card. The card can be used at many local stores to purchase healthy items for your family. Call Member Services if you have any questions.



## NEED A RIDE TO YOUR COVID-19 Vaccine Visit?

### CareSource Can Help!

Don't wait, vaccinate! You can schedule transportation through CareSource to your COVID-19 vaccine visit. Trips for two vaccine visits will be paid for by CareSource when you use our transportation benefit\*. A driver will take you to your appointment and will pick you up after your visit. Call Member Services today to schedule a ride.

*\*Transportation for drive-thru vaccine clinics are not a part of this service.*

## WHAT IS A REFERRAL?



Your primary care provider (PCP) is your main partner in staying healthy. If you need care that your PCP can't provide, you may need a referral. **A referral is when your PCP gives you an OK before you can get care from a specialist.** This might include services like lab tests or physical therapy. When you get a referral, your PCP will either set up the service for you, give you a written OK, or tell you how to get the service.

A referral is different from a prior authorization (PA). A PA is how we decide if a health service will be covered by CareSource. There are a few services where you'll need both a referral and a PA. To learn more about referrals and PAs, visit our website at [CareSource.com/Georgia](https://www.caresource.com/Georgia).







## Follow Up to Succeed

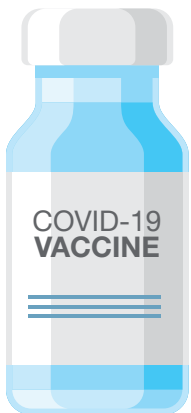
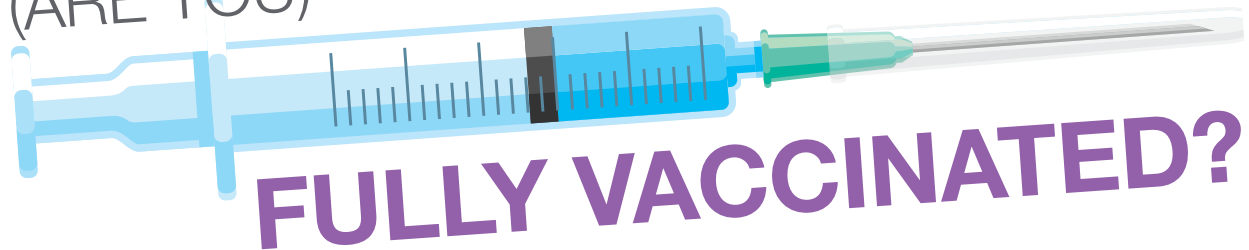
Did you know in 2018 over 20.3 million Americans struggled with Substance Use Disorder (SUD)? Many used the Emergency Department (ED) to get basic care. Many more people with SUD are visiting the ED. Sadly, most struggle to get the treatment needed.

We want our members to get the right care, at the right time. CareSource connects members to a primary care provider (PCP) or behavioral health provider after an ED visit. Our goal is to make that connection within seven days.

Treatment can be a long process, but it works. Recovery from SUD is possible. Our Care Management team can help you in your journey by assisting with follow-up visits, transportation and access to resources in the community. Call Member Services to take the first step.

Sources: [www.samhsa.gov/data](http://www.samhsa.gov/data)

(ARE YOU)



The Centers for Disease Control and Prevention (CDC) states that you are fully vaccinated against COVID-19 two weeks after you've gotten your final vaccine shot. In other words, after the second shot in a two-dose vaccine (Pfizer or Moderna), or two weeks after a single vaccine (Johnson & Johnson/ Janssen). This means you can participate in many activities you did before the pandemic.

This new health recommendation from the CDC brings hope to living more of a normal life once you are fully vaccinated. To learn more visit <https://www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html>. Anyone 12 and older can get a COVID-19 vaccination. At this time, Pfizer is the only authorized vaccine for use in people younger than 18. Talk with your primary care provider (PCP) if you have any questions. Visit [dph.georgia.gov/covid-vaccine](http://dph.georgia.gov/covid-vaccine) to schedule a vaccine.

# CareSource JobConnect™

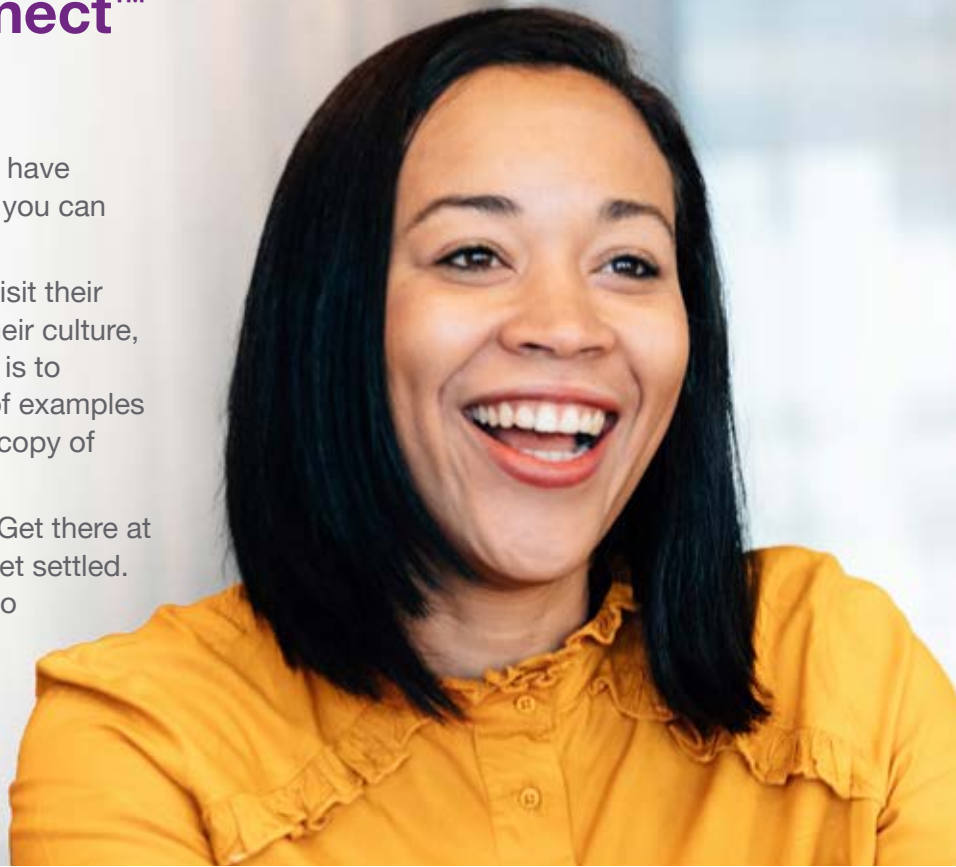
## Interview Tips

Getting a job interview is exciting! Once you have landed the interview, you should prepare so you can put your best foot forward.

Be sure to research the company. You can visit their website and LinkedIn to learn more about their culture, mission and values. Another way to prepare is to practice answering questions and thinking of examples to show your skills. You should also bring a copy of your resume.

Lastly, dress professionally and be on time. Get there at least 15 minutes early so you have time to get settled. After the interview, send a 'thank you' note to show your appreciation!

To connect with CareSource JobConnect, reach out at **1-844-607-2828** or visit **LifeServicesGeorgia@CareSource.com**.



CareSource has teamed up with The University of Georgia to offer FREE online learning programs. You will learn how to shop smarter and make healthier food choices. Plus, we will show you how to cook tasty meals on a budget. Join us at [CareSource.FoodTalk.org](https://www.caresource.org/foodtalk) today!



## NEW Transportation Benefit

As a CareSource member, you get **free rides** to and from health care visits if you need transportation. You can now also get free rides to get food!

### Get rides to and from:

- ✓ Food pantries or food banks.
- ✓ Churches for food distribution pickups.
- ✓ Food distribution pickups through other community organizations.
- ✓ Grocery stores **to pick up** a grocery order (such as curbside pickup).



Just call ModivCare at **855-483-6533**. Tell them you are scheduling a **food trip**. Make sure that you call to schedule your ride two business days **before** your planned trip. For curbside pickup, make sure you give your order number, store location and time slot for pickup when you call.



# What's Covered in Mental Health

Your mental health is key to your overall health. Whether it's depression, anxiety or drug dependence, we are here for you. CareSource covers many mental health services. Go to [CareSource.com/Georgia](https://www.caresource.com/Georgia) or call Member Services to find out what is covered. Here are some of your mental health benefits:

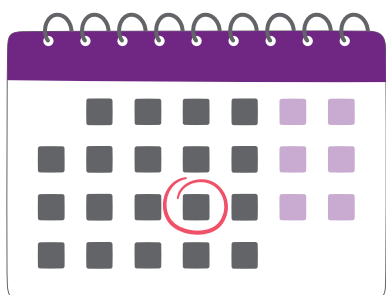
- Assertive Community Treatment (ACT)
- Depression Screening
- Family and Group Therapy
- Intensive Customized Care Coordination (IC3)
- Medication Assisted Treatment (MAT)
- Narcotic Treatment Program (NTP) Services
- Psychological Testing

If you need help right away, call CareSource24®, our Nurse Advice Line. The number is on your CareSource member ID card.



2021

## CareSource Holiday Schedule



CareSource will be **closed** on the following days:



Monday, September 6, 2021  
**Labor Day**



Thursday, November 25, 2021  
**Thanksgiving Day**



Friday, November 26, 2021  
**Day after Thanksgiving**



Thursday, December 23, 2021  
**Day before Christmas Eve**  
(observed)



Friday, December 24, 2021  
**Christmas Eve Day**  
(observed)





## Do You Have Diabetes Distress?

Do you feel overwhelmed about having to manage diabetes? Does it annoy you to check your blood sugar, eat healthy, stay active or take your meds all the time?

If you're hitting a wall trying to manage diabetes or feeling burned out, you may be facing diabetes distress. This is common among those with diabetes.

Some signs of diabetes distress are:

- Feeling angry about managing diabetes.
- Not going to doctor's visits.
- Not checking blood sugar levels.
- Making unhealthy food choices.
- Feeling alone.

Check in with yourself on how you've been feeling lately. If any of this sounds like you, seek out help. Talk to your family, friends, care managers and primary care provider (PCP).

Source: Centers for Disease Control and Prevention (CDC). [www.cdc.gov/diabetes/managing/diabetes-distress/ten-tips-coping-diabetes-distress.html](http://www.cdc.gov/diabetes/managing/diabetes-distress/ten-tips-coping-diabetes-distress.html).





## Redeem

### Your **MyHealth Rewards** Points Before They Expire!

Have you earned rewards points for completing health activities? Cash in for staying healthy this year before it's too late! **All current rewards points must be redeemed by the end of 2021.**

You can use your reward points to purchase gift cards for a variety of stores. Simply login to the **MyHealth** portal to redeem your points.

1. Go to **MyCareSource.com** to login.
2. Select the **Health** tab at the top of the page. Then, select **MyHealth**.
3. The MyHealth page will display the rewards points you can redeem.
  - NOTE: If this is your first time signing into MyHealth for 2021, you will answer a few questions before viewing your points.

Visit the MyHealth portal to find programs, health tools and eligible reward activities at no extra cost to you. Call Member Services if you have any questions.



## 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**



As a CareSource member, you receive all medically necessary services at no cost to you. These include services that prevent, diagnose or treat a medical condition. You will not be billed for these services. If you get a bill, please call Member Services. The number for your plan can be found on the back of this newsletter.

Services covered by CareSource can be found in your member handbook. You can find the handbook on our website at **CareSource.com/Georgia**.



PO Box 8738  
Dayton, OH 45401-8738

**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**

(TTY: 1-800-255-0056 or 711)

### Join Us



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Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

## Important Plan Information



## We Want to Hear From YOU!

We love our members. That's why we want to hear from you! Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes two to three minutes.

**[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)**

Thank you for trusting CareSource with your health care needs.