

FALL 2018

MEMBERSource

A Newsletter for CareSource Members

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HEALTHY AND ACTIVE FAMILIES

CareSource knows there is more to health and well-being than just great health care. That’s why we offer access to recreational activities that help you be your very best. Starting July 1, CareSource members get free family memberships to the YMCA of Metro Atlanta. Live outside of the metro Atlanta area? Members ages 6–18 can sign up for free memberships to participating Boys & Girls Clubs. For more information, call **1-855-202-0729 (TTY: 1-800-255-0056 or 711)**.

DRUG LIST UPDATES

Which drugs are covered under your plan?
Find out here:

[CareSource.com/find-my-prescriptions](https://www.caresource.com/find-my-prescriptions)

Call Member Services if you don’t have access to the internet. We can help you.


CareSource[®]

ADDICTION: TAKE THE FIRST STEP

Treatment works. Recovery does happen.

With all we hear about drug addiction, it is important to remember that people do recover every day. Treatment works. Like many other chronic diseases, with the proper treatment and support system, you can manage your addiction. You can live a healthy and happy life.

Treatment may include counseling, behavioral therapy, support groups or medication-assisted treatment. Though not required, detoxification is also available to help your body withdraw from drugs and prepare you for treatment.

I am ready for help. How do I get started?

Asking for help is the first step. Call Member Services. We can help you find a provider and schedule an appointment. You can also reach our representatives through the addiction treatment phone number at **1-833-674-6437**.

Talk with your doctor. You can use the Find a Doctor/Provider tool on our website to find doctors who treat addiction in your area. If you have a Care Manager, he/she can also help you.

Smart Study Secrets

Start the school year off right with these studying tips:

1. **Make a plan.** Do homework at the same time each day to establish a routine.
2. **Stay organized.** Work in a clean, quiet area. Gather supplies before you start.
3. **Take care of yourself.** Get enough sleep each night. Take regular study breaks. It will help you focus.

*“You never fail
until you stop trying.”
— Albert Einstein*

TRANSITIONING TO ADULT CARE

Does your teen see a pediatrician?

When children turn 18 years old, they may need to change to a health care partner who focuses on adult care. Talk to your child’s doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don’t, you will need to find a new health partner for your child by age 18. If needed, Member Services can provide information to help with a smooth transition in choosing a new primary care provider for your child.



WHERE TO GO FOR CARE

Deciding where to get health care can be difficult. It depends on the type of care you need.

Doctor's Office	<ul style="list-style-type: none"> • Routine and preventive care • Checkups and shots • Most illnesses and injuries
MYidealDOCTOR	<ul style="list-style-type: none"> • Common illnesses • 24 hour/7 day access • Go to MYidealDOCTOR.com or call 1-855-879-4332
Convenience Care	<ul style="list-style-type: none"> • When your doctor's office is closed • Extended evening and weekend hours • Inside local pharmacies and grocery stores
Urgent Care	<ul style="list-style-type: none"> • When your doctor's office is closed • For more serious or complex illness or injury
Emergency Room	<ul style="list-style-type: none"> • Life-saving care only • When you need treatment right away • Serious accidents or illnesses

Find a provider or clinic using our Find a Doctor/Provider tool at **CareSource.com**. If you don't know what to do, we can help. Just call CareSource24®. The number is on your member ID card. You can also use the CareSource mobile app.



MONEY MATTERS

Spend less than you earn. It's easier said than done, but you can take steps to gain control of your finances.

The first and most important step is to create a budget. A plan will help you stay on track. It is one of the best things you can do to help reduce money worries and stress. For more guidance, go to www.consumer.gov.

Ask Your Doctor

Has your doctor recommended a new medicine for your health condition?

Here are some questions to ask:

- How does it work?
- When and how often should I take it?
- Should I take it with or without food?
- Will it interact with any of my other medicines?
- What are the common side effects?
- What should I do if I miss a dose?
- Are there other treatment options?

Note: If you experience any side effects be sure and call your doctor!

KNOW YOUR BLOOD PRESSURE NUMBERS

Managing your blood pressure is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit. Know your numbers and what they mean. Talk to your health care provider about your goals. He or she may have target blood pressure numbers for you to maintain.

There are usually no signs or symptoms for high blood pressure. If it is not treated, it can cause strokes, heart attacks or even death. Changing your lifestyle can help control it. Your health care provider may ask that you:

- Eat a healthy diet with less salt
- Exercise regularly
- Quit smoking
- Maintain a healthy weight

You may also need to take medicine to lower your blood pressure. Always take it as directed. If you skip doses because you can't afford the medicine, have side effects or forget to take it, talk to your doctor about solutions. Don't change your treatment without your health care provider's guidance.

BLOOD PRESSURE LEVEL	SYSTOLIC (mm Hg) (upper number)		DIASTOLIC (mm Hg) (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH – STAGE 1	130 – 139	or	80 – 89
HIGH – STAGE 2	140 OR HIGHER	or	90 OR HIGHER
CRISIS – SEE A DOCTOR RIGHT AWAY	180 OR HIGHER	and/or	120 OR HIGHER

*Source: www.heart.org

TALK ABOUT DRUG USE

50% Children whose parents talk to them about drugs are up to 50 percent less likely to abuse drugs.*

Start a conversation with your child today. For tips and resources, go to <http://starttalking.ohio.gov>.

*Source: <http://starttalking.ohio.gov>

Earn Rewards with Babies First

Pregnant? Just had a baby? Be sure to sign up for Babies First. You can earn up to \$225 in rewards for getting health care for you and your child.

Visit caresource.com/members/georgia/medicaid-peachcare-p4hb/health/health-rewards-programs to learn more and sign up.



“Sandwiched” Caregiving

Taking care of several loved ones at once can be a time of joy – but you must take care of you, too! Many people are helping their aging parents while raising children. “Sandwiched” between parent and child and multiple other responsibilities like work, house and finances, can be stressful. Taking care of yourself must be a priority so that you can continue to care for those you love. Keep these tips in mind for balance:

1. Ask for help and accept offers of help from others. Have specific things in mind of how others can help you.
2. Set priorities and be as organized as you can. Stay open to re-prioritize as circumstances change.
3. Eat well, drink water and get enough sleep.
4. Take time for yourself. Keep up with your own interests.
5. Take breaks and find ways to recharge your own batteries.



WE’RE HERE WHEN YOU NEED US

CareSource App

Get the CareSource app for your smartphone or tablet. You can get it from the Apple App Store® or Google Play®. Use it to view your ID card, find a doctor and more. You can also use it to access your My CareSource® account.

My CareSource

This is your personal online account. Use it to:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Update your contact information
- And more

Go to [MyCareSource.com](https://www.mycaresource.com) to sign up.

The App Store is a service mark of Apple, Inc.

Google Play is a registered trademark of Google, Inc.

HELP FOR LOW BACK PAIN

Do you have back pain? You may think you need an X-ray or an MRI, but they may not be needed at all. X-rays can be harmful if they are not necessary. Talk to your health care provider first. He or she will examine you and review your health history. Treatment may include heat, rest, physical therapy, over-the-counter or prescription drugs. Opioids generally aren’t a good fix for back pain.

If you don’t get better or there are other problems, then your health care provider may recommend other tests. Always follow your health care provider’s treatment plan.

DO YOU GET ENOUGH SLEEP?

Chronic sleep loss is linked to several health problems including obesity, heart disease and depression. Both adults and children need to get enough sleep. It helps you focus and improves your mood. Here are some tips to help improve sleep for your family:

- Make sure you sleep in a room that is quiet and dark. Avoid screen time right before bed.
- Be consistent. Go to bed and get up at approximately the same time each day. A similar routine at bedtime can help with falling asleep faster and sleeping more soundly.
- Stay active. Exercise during the day can help make you more tired at night.

The amount of sleep you need changes as you age. Children need more sleep than adults. The chart below shows how much sleep is recommended by age. Learn more at www.cdc.gov/features/sleep.

Age	Recommended hours of sleep per day
4-12 months	12-16 hours per 24 hours (including naps)
1-2 years	11-14 hours per 24 hours (including naps)
3-5 years	10-13 hours per 24 hours (including naps)
6-12 years	9-12 hours per 24 hours
13-18 years	8-10 hours per 24 hours
18-60 years	7 or more hours per night



Blood Test for Diabetes

Hemoglobin A1C (HbA1C) is a blood test. It shows your average blood glucose levels over the past 2-3 months. It provides a useful gauge of diabetes control. If you have diabetes, get an A1C test done every 3-6 months. Your result should be less than 7 unless your health care provider sets a different goal for you.

This test can also be used to diagnose type 2 diabetes and prediabetes. Lifestyle changes can help delay or prevent type 2 diabetes. If you have risk factors for diabetes, talk to your health care provider. He or she can help you figure out if you should be tested.

COULD YOU BE PREGNANT?

CareSource members 18 and over can get a pregnancy test **at no cost to you**, from your local Kroger. Go to the pharmacy, show your CareSource ID card and tell the pharmacist you would like a pregnancy test. You will also get a helpful handout with next steps you can take whether the test is positive or negative. You can get one test every 30 days.

Finding out you're pregnant is an exciting time! CareSource has programs in place to help you through your pregnancy. Contact Member Services for more information.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

ARABIC

إذا كان لديك، أو لدى أي شخص تساعدك، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، اتصل على 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

AMHARIC

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BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား စကားပြောဆိုရန် 1-855-202-0729 (TTY: 1-800-255-0056 or 711) ဤတွင် နံပါတ်ဖြည့်သွင်းပါ။ သို့ ခေါ်ဆိုပါ။

CHINESE

如果您或者您在帮助的人对 CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请致电 1-855-202-0729 (TTY: 1-800-255-0056 or 711)。

CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, lakkoofsa bilbilaa 1-855-202-0729 (TTY: 1-800-255-0056 or 711) tiin bilbilaa.

DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk, bel dan naar 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète, veuillez téléphoner au 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, rufen Sie die Nummer 1-855-202-0729 (TTY: 1-800-255-0056 or 711) an.

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તેમ જોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મેહોરતી મેળવવાનો અધિકાર છે. તે અર્થે વિન તમ રી ભ પ મ i પ્ર પ્ત કરી શક ર છે. દ ભ વપરો તિ કરિ મ ટ્રે, આ 1-855-202-0729 (TTY: 1-800-255-0056 or 711) પર કોલ કરો.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete, chiami il 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入力したりすることが出来ます(無償)。通訳をご利用の場合は、1-855-202-0729 (TTY: 1-800-255-0056 or 711) にご連絡ください。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받을 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 주십시오: 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helfscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 1-855-202-0729 (TTY: 1-800-255-0056 or 711) uffrufe.

RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком, позвоните по номеру 1-855-202-0729 (TTY: 1-800-255-0056 or 711).

SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete, llame al 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, зателефонуйте за номером 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, vui lòng gọi số 1-855-202-0729 (TTY: 1-800-255-0056 or 711)



CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please contact CareSource at 1-855-202-0729 (TTY: 1-800-255-0056 or 711)

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401
1-844-539-1732, TTY: 711
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



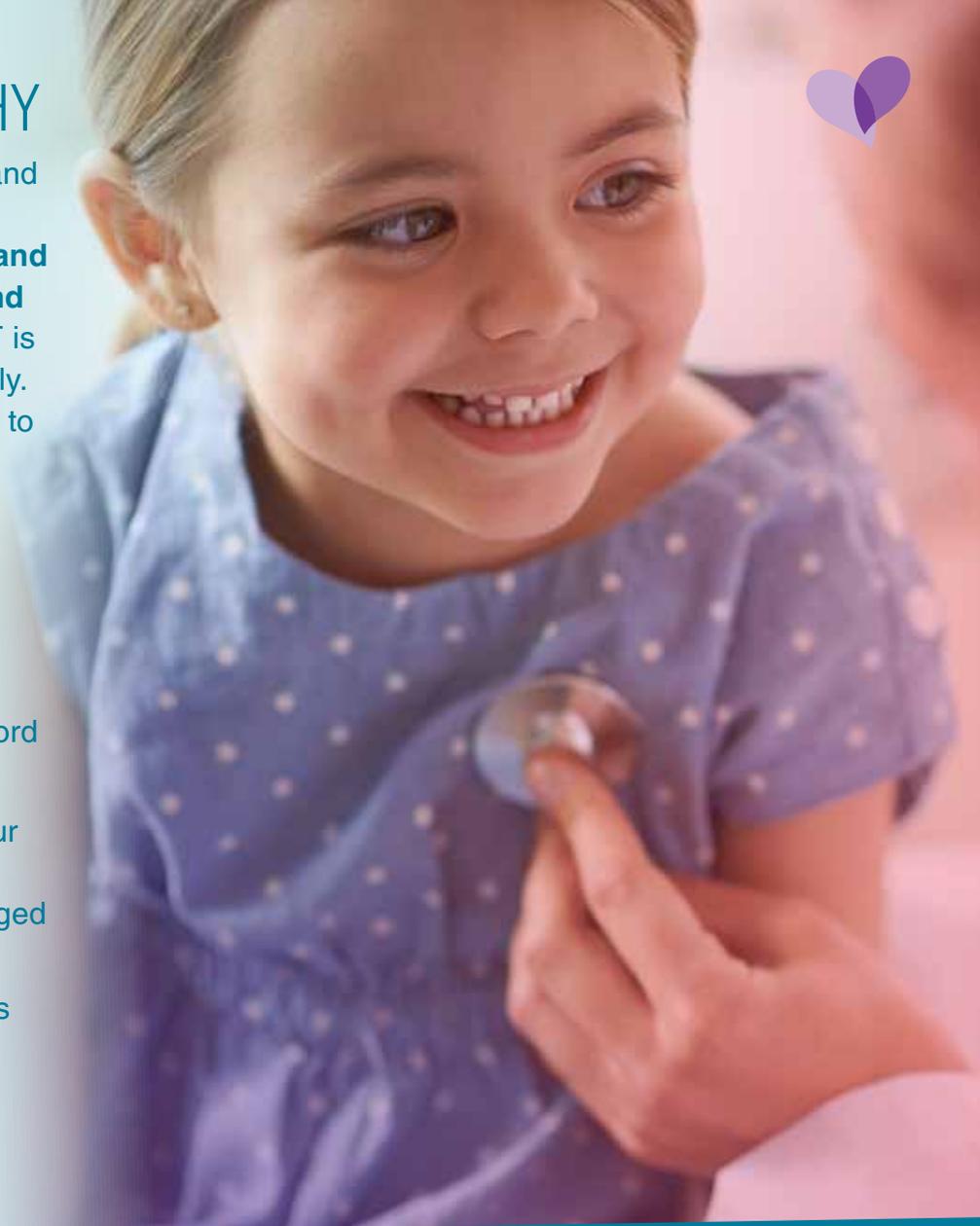
KEEPING KIDS HEALTHY

Make sure your kids get important (and free) screenings as a part of the well child visit offered through the **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** benefit. EPSDT is to find and treat health problems early. Call your child's health care provider to ask if it is time for these services:

- Well child visit (EPSDT exam)
- Dental, vision and/or hearing screening
- Blood lead test if never tested
- A review of your child's shot record

Shots can protect your child from serious diseases. They can save your family time and money. They can prevent serious illnesses and prolonged time away from school and work.

The American Academy of Pediatrics recommends a schedule of shots throughout your child's life. To learn more, go to **CareSource.com** or **www.healthychildren.org**.



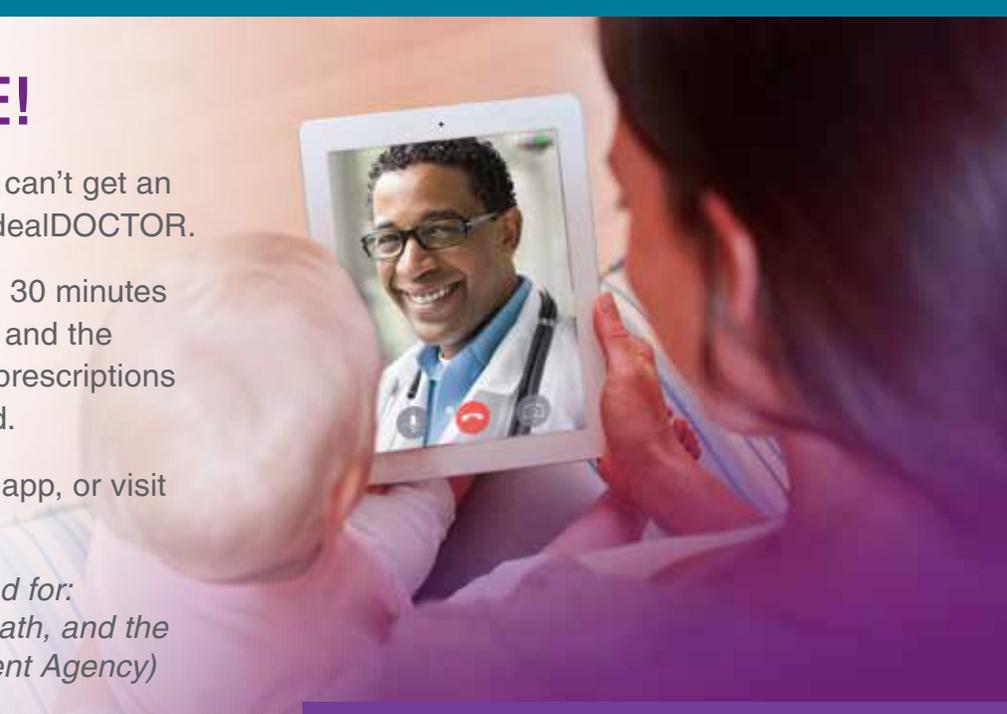
TRY TELEMEDICINE!

Is your doctor's office closed, or you can't get an appointment soon enough? Try MYidealDOCTOR.

Talk to a doctor 24/7, usually in 15 to 30 minutes of your initial call. It is fast and easy, and the doctors are board-certified. Pick up prescriptions at your local pharmacy when needed.

Call **1-855-879-4332**, download the app, or visit **MYidealDOCTOR.com** anytime.

MYidealDOCTOR should not be used for: trauma, chest pain, shortness of breath, and the prescribing of DEA (Drug Enforcement Agency) controlled substances.



EARN REWARDS FOR HEALTHY HABITS

CareSource members can earn rewards for completing healthy activities. Rewards programs include:

- **Babies First** – Pregnant women and babies up to 15 months old can earn up to \$225. Earn rewards for keeping prenatal and well-baby visits and more. (You will need to enroll in this program.)
- **Kids First** – This program is for kids 16 months to 18 years old. You can earn up to \$60 per child. Just get regular checkups and dental care, vaccines and more. (You will need to enroll in this program. Go to <https://secureforms.caresource.com/en/BabiesFirst/GA> to sign-up.)
- **MyHealth Rewards** – Adults 18 years and older can earn up to \$105 (or more). Redeem your rewards for gift cards to leading retailers or the CareSource Online Store. There are rewards for diabetes screenings and other preventive health care. Go to our secure portal, My CareSource and click on the Health tab to find MyHealth.

It all adds up. Find out how you can get started today! Visit **CareSource.com/documents/ga-med-member-rewards/** or call Member Services.



TREATING AUTISM

Autism can take many forms. People with autism may have problems with social, emotional and communication skills. Autism usually begins in early childhood. Early intervention is very important. We are here to help you get the care you need.

If you think your child may have autism, take these steps:

1. Talk to your child's doctor about your concerns. Your child's doctor can help you find a health care provider who can offer assessment or treatment. You can also reach out to us. Call Member Services for help.
2. Schedule an assessment. This is an important step. A confirmed diagnosis is required to get appropriate treatment.
3. The provider who performs the assessment will recommend treatment as needed. Treatment may include Applied Behavior Analysis. This is a therapy program that focuses on behavior modification techniques.

Get Rid of Medicine Safely

What should you do with leftover medicine? Make sure your unused prescription drugs are not used by someone else. Do not share your medicine with others.

Be smart. Get rid of drugs safely. Here are some tips:

- Use a drug take-back program in your area. Contact your local law enforcement agency. You can also call your local government trash and recycling service. They can give you more details.
- Use an authorized prescription drug collector. This could be a local hospital, pharmacy, police department or store. Visit www.dea.gov to find out more.
- Follow the disposal instructions on the drug label or information sheet. Scratch off identifying information from the label.
- If no instructions are provided, take the drug out of the original container. Add an undesirable substance, like dirt, to the drug. This will make it less usable to others. Place the mixture in a sealed container. Then throw it out.

Learn more:

www.fda.gov/forconsumers/consumerupdates/ucm101653.htm

www.deadiversion.usdoj.gov/drug_disposal/index.html

EXPRESS BANKING

We have partnered with Fifth Third Bank to offer our members Fifth Third Express Banking®. This is an account from Fifth Third Bank that offers:

- No monthly service charge
- No overdraft fees
- No balance requirement
- A debit card for purchases

Your financial health is key to your well-being. This account is a simple way to manage your money and reach your financial goals. For more details, go to www.53.com/CareSource.



CALL US

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, GA 31139 0308

CareSource.com

Member Services Dept:
1-855-202-0729
(TTY: 1-800-255-0056 OR 711)

CareSource24®
24 Hour Nurse Advice Line:
1-844-206-5944

JOIN US

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 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

Non-Profit
US Postage
PAID
CareSource

GET ACTIVE. STAY FIT.

The warmer months are the perfect time to step it up and get active.

Exercise can help you:

- Lower stress
- Lose weight
- Reduce your risk of chronic disease
- Feel happier
- Increase your energy level
- Strengthen muscles and improve balance

Talk to your health care provider about the best fitness plan for you.

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HERE'S "2" YOUR TEETH

Dental care habits come in pairs.

Brush your teeth **2** times a day.

Brush for **2** minutes each time
with fluoride toothpaste.

See a dentist **2** times a year.