

WINTER 2018

MEMBERSource

A Newsletter for CareSource Members

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EASY WAYS TO ACCESS CARE

Your Primary Care Provider (PCP) should be your first choice for routine care. Sometimes, you can't get in to see your provider quickly enough, or you need care in the evening or on the weekend when your PCP's office is closed.

Convenience Care Clinics and MYidealDOCTOR offer you the same level of care as your PCP, at the same cost as a PCP visit:

Convenience Care Clinics are located inside your local grocery and drug stores, such as Kroger, Walgreens and CVS. They are normally staffed by Nurse Practitioners and are open in the evenings and on the weekends. You can find Convenience Care Clinics with our Find A Doctor online tool under "Clinics," or call Member Services to find a clinic near you.

MYidealDOCTOR gives you access to board-certified providers day or night, 24/7. Telemedicine may sound intimidating, but it is easy to use, and you can normally talk to a doctor within 15 minutes. With flu season upon us, calling MYidealDOCTOR at 1-855-879-4332 or visiting MYidealDOCTOR.com may be the best way to get treated without exposing others to your illness, or dragging your loved ones to a waiting room full of sick people.

The **CareSource24®** nurse advice line is available 24 hours a day, 7 days a week, 365 days a year. A caring registered nurse will answer your questions. He or she can also help you decide what care you need. The number is on your member ID card.



DON'T RISK LOSING YOUR CARESOURCE HEALTH CARE COVERAGE

CareSource cares about you. Our mission is to help you stay healthy. To remain a CareSource member, you have to renew your Medicaid benefits once each year with your local county Division of Family and Children Services (DFCS) office. You will lose your Medicaid **benefits if you do not renew before the deadline.**

How to Renew Your CareSource Benefits

The Georgia Department of Community Health (DCH) will send you a Medicaid Renewal packet when it is time to renew your Medicaid coverage. It's important to know that if you don't take action, it will result in the loss of your Medicaid eligibility for health care coverage.

Renew your coverage in one of four ways:

- 1) Online.** Go to gateway.ga.gov, sign in and renew your benefits
- 2) By Mail.** Fill out the form and mail it back right away to the Division of Family and

Children Services (DFCS). Find the address at: <https://dfcs.georgia.gov/locations>

3) Over the Phone. Call the DFCS at 1-877-423-4746 (TTY: 1-800-255-0056 or 711),

4) In Person. Visit your local county DFCS office. Find the address at: <https://dfcs.georgia.gov/locations>

Act Now!

We don't want you or your family to lose the extra benefits you have as a CareSource member. It's important that you renew before the deadline to avoid losing your benefits!

Have questions?

Call your local DFCS office. Find the telephone number at: <https://dfcs.georgia.gov/locations>.

Please note that CareSource cannot process your renewal. It must be handled by your local DFCS office.

CARE FOR MOMS AND BABIES

Are you pregnant?

The most important thing you can do for you and your baby is to make an appointment with your doctor. See your doctor early and regularly throughout your pregnancy. This can help identify issues before they become a problem for you or your baby. Call for an appointment as soon as you know you are pregnant.

Just had a baby?

Make an appointment to see your provider as advised shortly after the birth. This postpartum checkup is important because you are at risk of serious health complications in the days and weeks after giving birth. They can even be life threatening.

At this visit, your doctor can:

- Make sure you are healing appropriately.
- Discuss any physical concerns you may have



- Check any conditions you may have had during pregnancy, like high blood pressure or diabetes. They may continue to affect your health.
- Discuss family planning, pregnancy spacing and birth control.
- Talk with you about breastfeeding and baby safety
- Check your emotional and mental health as well as checking for post-partum depression.

You can earn rewards for these visits! Join our Babies First program. Sign up at **caresource.com/ga/plans/medicaid/benefits-services/additional-services/babies-first/**.

Care4Moms App for Expecting Moms

The CareSource Care4Moms app is a tool just for pregnant members. It helps you learn about your pregnancy and improve your health.

With the Care4Moms app you can:

- Track important milestones as your baby grows
- Learn about factors that could increase the risk of a pregnancy complication
- Read articles on topics like nutrition, exercise and birth stories
- Take fun quizzes
- Use checklists to help you prepare for your baby
- Set up appointment reminders

- Sign up for the CareSource Babies First program to earn rewards for timely prenatal, post-partum and well-baby visits. Go to <https://secureforms.caresource.com/en/BabiesFirst/ga>.

This app also connects you to health professionals. You can:

- Use the Find A Doctor tool to find the right doctor
- Connect with CareSource24®, our 24-hour nurse advice line, to talk with a registered nurse

The Care4Moms app is available for both iPhone and Android systems. Get it through the App Store for Apple or Google Play today.

CANCER SCREENINGS CAN SAVE LIVES

Finding cancer early means it's more treatable. It is important you are getting the cancer screenings you need. It could save your life.

Some key screenings are:

- **Colon cancer screening.** There are several tests available. Ask your doctor which one to get.
- **Breast cancer screening.** Ask your doctor about how often to get screened.
- **Prostate cancer screening.** Ask your doctor if and when you should be screened.
- **Lung cancer screening.** If you smoked or do now, talk to your doctor about this screening.
- **Cervical cancer screening.** If you are a woman 21 and older, talk to your doctor about how often you should be screened.

Your doctor can help you choose which screening tests make sense for you and when you should get them.



Get Your Flu Shot

Anyone can get the flu virus, and it can be serious. Protect yourself and your loved ones. Get a flu shot every year.

Experts recommend that everyone older than 6 months should be vaccinated. There are very few exceptions. If left untreated, the flu can cause serious infections like pneumonia. Some infections can be life-threatening.

You can get a flu shot at your health care provider's office. You can also get a flu shot at some pharmacies and supermarkets.

WOMEN'S HEALTH NEEDS

Women have special health needs. Taking care of yourself is important. Be sure to talk with your health care provider about these screenings and services recommended for women:

- Breast cancer screening
- Colorectal cancer screening
- Cervical cancer screening
- Heart disease monitoring
- Chlamydia screening
- Adult vaccines (shots)
- And more

You should also discuss your health history and your family health history with your health care provider.



Manage Your Blood Sugar Through the Holidays

Do you have diabetes? As we enter the holiday season, set a few small goals to manage your blood sugar.

- Maintain your schedule as much as you can
- Check your blood sugar frequently
- Budget your sweets and treats
- Be “party smart” and take healthy dishes with you
- Stay active

Make it your new year’s resolution to minimize complications from diabetes. Make an appointment with your health care provider to discuss important tests and screenings such as:

- Checking blood pressure at every visit
- Getting a blood sugar test at least twice a year
- Discussing tests for kidney function and blood lipids (fats)
- Getting a dilated eye exam once a year with an eye care professional
- Checking your feet at every visit and getting a thorough foot exam at least once a year

Earn rewards for getting your diabetes screenings!

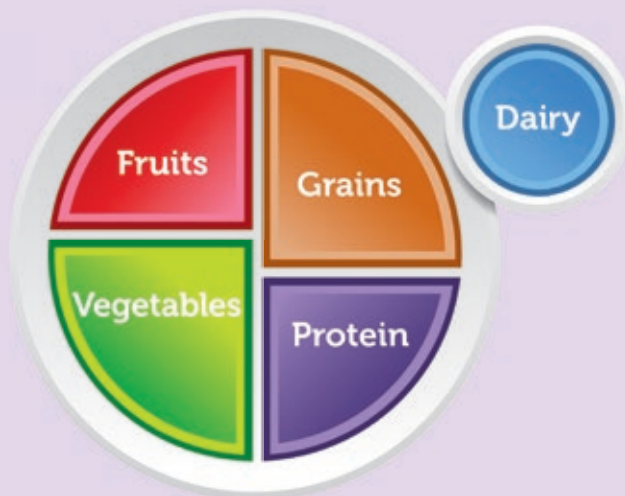
Go to My CareSource and click on MyHealth and then the Rewards tab. After your provider has notified CareSource that the tests are completed, your reward will be added to your account. You can redeem rewards for gift cards at popular retail stores.



Healthy Holiday Eating

The holidays can wreak havoc on a well-balanced diet. Before you eat, think about what goes on your plate.

Use this simple graphic. It can help you estimate how much of each food group you should eat at each meal. Find tips and tools to help you make wise choices at www.choosemyplate.gov.





KNOW THE FACTS: HIV/AIDS AND HEPATITIS C

Millions of people are affected by human immunodeficiency virus (HIV) and Hepatitis C. Learning about these diseases is an important first step in preventing and treating them.

HIV harms your immune system. It kills the white blood cells that fight infection. Acquired immunodeficiency syndrome (AIDS) is the final stage of infection with HIV. Not everyone with HIV ends up with AIDS. Thanks to better treatments, people with HIV/AIDS are now living longer and healthier lives.

Hepatitis C is also caused by a virus. It can range from a mild sickness to a serious, lifelong illness. It can spread through:

- Contact with infected blood
- Sex with an infected person
- Childbirth (from mother to baby)

Talk to your health care provider to learn more.

High Blood Pressure: Are You at Risk?

There are usually no signs or symptoms for high blood pressure. In fact, it is often called the silent killer. That's why it is important to know if you are at risk.

Some risk factors include:

- **Age.** Blood pressure tends to rise as you get older. More than half of adults over 60 have high blood pressure.
- **Physical condition.** Being overweight as well as certain lifestyle habits can increase your risk.
- **Family history.** Your risk for high blood pressure may increase if others in your family have it.

The good news is that you can reduce your risk. Eat a healthy diet, maintain a healthy weight, don't smoke, and be physically active. All of these can help reduce your risk. Be sure to have your blood pressure checked regularly by a health care provider.





EARN REWARDS FOR HEALTHY HABITS

Complete healthy activities to earn rewards with:

- **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. Earn up to 60 per child when they get checkups, dental care, vaccines (shots) and more (You will need to enroll in this program.)
- **MyHealth** – Adults 18 years and older can earn rewards for diabetes screenings and much more. We encourage you redeem any rewards by the end of the year. Find out how you can get started today!

Visit caresource.com/ga/plans/medicaid/benefits-services/additional-services/ or contact Member Services.

Going Green

We have green news and great news!

Soon CareSource will have your Explanation of Benefits (EOB) online for easy and around the clock viewing. All you need to do is log in to your personal and secure My CareSource account. Your EOBs will be stored online for quick reference. No more waiting on the mail and no more piles of paper!

What can you learn from your EOB?

- ✓ Who got the service
- ✓ Who provided and billed for the service
- ✓ Date of the service

- ✓ What the service was
- ✓ The amount CareSource paid
- ✓ How much you owe or already paid, if any

My CareSource is available 24/7. Don't have an account yet? No problem! You can sign up anytime at MyCareSource.com.

If you want to continue to receive paper EOBs through the mail, please call Member Services.

Note: An EOB is not a bill. It's a statement of the services you have received, what CareSource has paid and what you may owe, if anything.



BUILD YOUR PLAN FOR SUCCESS WITH LIFE SERVICES

Our Life Services program can help you get from where you are to where you want to be. You can get your own life coach to help you find a job, maintain a budget, get your GED and more.

Life Services is offered at no cost to you. It is also available to parents or guardians of CareSource members. For more details, contact us:

- Email: LifeServicesGeorgia@caresource.com
- Phone: 1-844-607-2828
- Online: <https://secureforms.caresource.com/en/LSRInfo/ga>

MYSTRENGTH ADDS LGBTQ+ RESOURCES

myStrength is an online wellness tool. It can help you strengthen your mind, body and spirit with self-help tools and wellness resources. myStrength now contains content specific to the needs of the LGBTQ+ community, offering a safe, stigma-free support system.

Access myStrength online or on your mobile device at no cost to you. Visit mystrength.com/r/caresource to get started. Tap in to your strength today!

YOUR PRIVACY IS OUR PRIORITY

At CareSource, we respect your right to privacy. We protect data used to identify you or document your health, your medical care or payment for health care services. We also follow all state and federal laws that apply to your consent to share specific information.

The Member Consent/HIPAA Authorization form tells us if you do or do not want us to share your health information. If you have not completed this form or want to change your preferences, you can fill it out online. Or you can print it and mail it back to us. The form is available at caresource.com/members/tools-resources/forms for your plan. You can also access the form through the My CareSource member portal.



Are You Taking Medicines?

Using medicine can be an important part of your health plan. CareSource has a program, Medication Therapy Management (MTM), to help you learn about your medicines and take them safely. We want you to avoid any problems. You can work with a local pharmacist to review all your medications and help you stick to your treatment plan. The MTM program has pharmacies that reach out to members who could benefit from their services.

Not only will you gain knowledge about the medicines you are taking but MTM offers:

- ✓ Coordination with prescribing doctors and caregivers, if needed
- ✓ Tips to remember when to take your medicines
- ✓ Answers to any questions you have about your medicines

Ask your local pharmacy if they participate in MTM. Call Member Services for more information.



Drug List Updates

Log on to:

caresource.com/members/tools-resources/find-my-prescriptions/

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services if you don't have access to the internet. We can help you.

HOLIDAY SCHEDULE

In observance of major holidays, CareSource is closed on the following days:

- Thanksgiving Day: Thursday, November 22, 2018
- The day after Thanksgiving: Friday, November 23, 2018
- Christmas Eve: Monday, December 24, 2018
- Christmas Day: Tuesday, December 25, 2018
- New Year's Day: Tuesday, January 1, 2019
- Memorial Day: Monday, May 27, 2019
- Independence Day: Thursday, July 4, 2019
- Labor Day: Monday, September 2, 2019

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 تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجانًا 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 သိမဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား စကားပြောဆိုရန် 1-855-202-0729 (TTY: 1-800-255-0056 or 711) ၏တွင် 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 iથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મેં ઉડતી મેળિનીનો અવિકર છ. તે ખચે વિન તમ રી ભે પ મ i પ્ર પત કરી શક ર છ. દ ભ વખરે તિ કરિ મ દે, 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 दूभाषिए 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、情報を入手したりすることができます (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 받으실 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)



Notice of Non-Discrimination



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>.



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

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

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

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

NEW AND IMPROVED CARESOURCE.COM

Redesigned with you in mind

Everything we do starts with you, our valued member! We've been working hard to enhance our website to make it easier for you to find what you need fast.

The redesign of **CareSource.com** offers quick and easy access to important information and resources for CareSource's plans and services. The website includes:

- **Easier navigation** – hover over our Plans or Members headings in the toolbar to get a drop down menu that quickly gets you to the information you need.
- **Simplified content** – information is written in a web friendly format that is clear, direct and easy to understand.
- **New look and feel** – simple and clean site design that lets you quickly and easily find information and resources tailored for your needs.

Check out **CareSource.com** today.

