



SUMMER 2019

MEMBER *Source*

A Newsletter for CareSource® Members

Thank You for Being Our Member!

We are happy to serve you. We care about your health and well-being. But there is more to health and well-being than just great health care. With CareSource, you get extra help and benefits like:

-  **Rewards Programs** – Complete healthy activities and get gift cards for personal care items, school supplies and more. We have rewards programs for all ages, such as Babies First, Kids First and MyHealth.
-  **Dental and Vision Benefits** – Adults and children get extra dental and vision care.
-  **Job Help** – You can get personal life coaching, help finding a job and support after you start a new job. CareSource JobConnect also gives free GED testing and study help.
-  **Kids Health and Fitness** – Through partnerships with local organizations, your kids can take part in health and fitness activities **at no cost to you.**
-  **Help for Mom and Babies** – Free breast pump, free pregnancy tests through a pharmacist, baby showers and help with child care.
-  **Easy Access to Care** – We have a large network of health care providers to meet your needs. Call CareSource24®, our 24-hour Nurse Advice Line, for help when you need it. Talk to a doctor 24/7 by phone or web video with MYidealDOCTOR™.
-  **CareSource Mobile App** – View your member ID card, watch helpful videos and search for doctors.
-  **Disease Management Programs** – Help with asthma, diabetes, behavioral health, chronic kidney disease and more.

STAY WITH CARESOURCE

In May, you should have got a notice from Georgia Families® about your Medicaid plan choices. If you want to stay with CareSource, you do not need to do anything. You will keep your CareSource plan automatically. We hope you will let us keep serving you and giving you health care with heart.


CareSource®

Medication Synchronization: Fewer Trips to the Pharmacy

Medication synchronization is a service some pharmacies offer to line up refill dates for your long-term medications. Taking part in this program may result in fewer trips to the pharmacy. This saves you time and money spent on transportation. It may also help you remember to refill your medications on time by letting you pick up most of them on the same day each month.

Here are a few important things to know about medication synchronization:

- Medication synchronization is for chronic, long-term medications.
- Antibiotics, controlled substances, compounded products, and pre-packaged drugs are usually not included.
- If your plan requires a copay for prescriptions, the cost will be based on the number of days being filled early (Note: not all CareSource plans or medications require a copay).

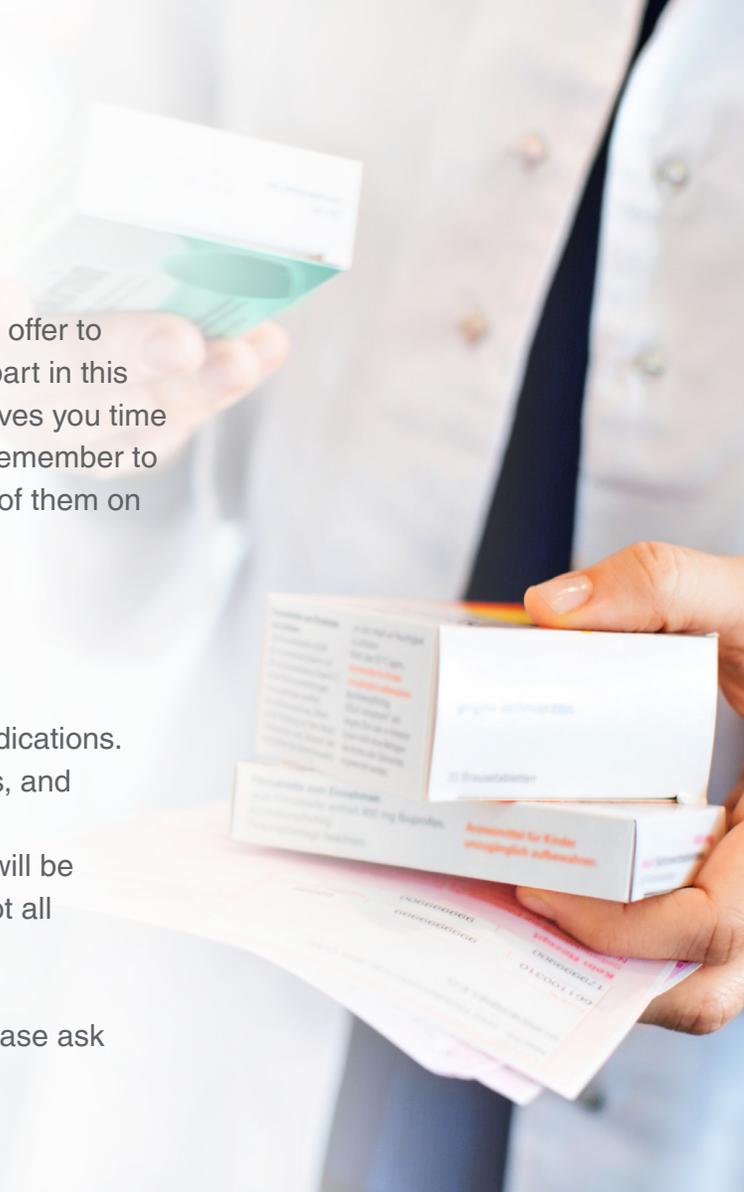
If you think medication synchronization is right for you, please ask your pharmacy if they offer this service.

CareSource24[®] Nurse Advice Line

We care about your health and want to help!

- Should you go to urgent care or the emergency room?
- Should you use ice or heat on an injury?
- Can your head cold be treated at home, or is it something more?

Our registered nurses are available 24 hours a day, 7 days a week. They can answer your health related questions. Call the CareSource24 Nurse Advice Line number on the back of your member ID card any time.



Going Green

We have green news and great news!

Did you know your Explanation of Benefits (EOB) is online for easy and around the clock viewing? Log in to your personal and secure MyCareSource account, available 24/7. Your EOBs are 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, what it was, and when it was received
- Who provided and billed for the service
- The amount CareSource paid
- How much you owe or already paid, if any

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 is a statement of the services you have received, what CareSource has paid and what you may owe, if anything.



Get Rewarded

 As a CareSource member, you can earn rewards for completing healthy activities.

OUR REWARDS PROGRAMS ARE:



Babies First

Pregnant women and babies up to 15 months can earn up to \$225. Earn rewards for keeping prenatal visits, 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 for getting regular checkups and dental care, vaccines and more. (You will need to enroll in this program.)



MyHealth

Adults 19 years and older can earn up to \$50. There are rewards for yearly exams, screenings, vaccines, quitting smoking and more.

Find out how you can get started today! Visit CareSource.com/GA/Plans/Medicaid or contact Member Services.

Club Memberships With Care

We want you to get the most out of your membership. That's why CareSource partners with local clubs across the state. We want to help you stay healthy and make your life a little easier. CareSource offers member discounts up to full coverage towards a club membership.

- **YMCA:** Sign up your family for a membership at locations throughout the metro Atlanta area. CareSource will pay up to \$120 to cover your family. Visit www.ymcaatlanta.org/locations/ to learn more about the locations closest to you.
- **Boys & Girls Club:** CareSource works with Boys and Girls Clubs in parts of Georgia to give CareSource members (ages 6-18 years) a paid membership (up to \$65). To learn more, visit your local club and give your name and date of birth. To find a location near you, go to www.bgca.org/get-involved/find-a-club.
- **Girl Scouts:** CareSource will pay up to \$55 to cover a Girl Scout membership for a child and adult. This includes your yearly membership and a uniform for girls in grades K-8. Visit your local club's website to sign up. Visit www.girlscouts.org/ to find a club near you.

Need help finding a club location near you? Just call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711).

Diabetes and Eye Care

People with diabetes have a higher risk of getting eye problems than those without diabetes. Follow these steps to help keep you and your eyes healthy.

- Keep blood sugar levels under tight control.
- Keep high blood pressure under control. High blood pressure can make eye problems worse.
- Quit smoking.
- See an eye care professional at least once a year for a dilated eye exam. Having your regular doctor look at your eyes is not enough. Nor is having your eyeglass prescription tested by an optician. Only optometrists and ophthalmologists can detect the signs of retinopathy. Only ophthalmologists can treat retinopathy.
- See your eye care professional if:
 - Your vision becomes blurry
 - You have trouble reading signs or books
 - You see double
 - One or both of your eyes hurt
 - Your eyes get red and stay that way
 - You feel pressure in your eye
 - You see spots or floaters
 - Straight lines do not look straight
 - You can't see things at the side as well as you used to

Source: American Diabetes Association



Happiness Starts With a Smile

CareSource offers dental care with extra services for your family. There is so much to smile about!

CareSource covers BRACES!

CareSource covers orthodontic treatments, including braces. This is for **children 20 and under** in the Georgia Families® and PeachCare for Kids® programs. The orthodontic treatment must be “medically necessary” to be covered. A full exam and diagnosis by an orthodontist will help decide if your child’s braces might be medically necessary.

Full Braces (standard aid):

 Mainly for a child’s adult teeth only

Medical need examples:

- Cleft palate, major face and head deformities.
- Major underbites, crossbites and overbites.
- Extreme tooth and jaw problems causing speech issues.
- Eating or chewing issues or soft tissue damage.
- Extreme crowding of teeth or teeth blocked from moving through the gums.

Half Braces (added aid):

 Mainly for a child’s adult teeth only and “mixed” baby and adult teeth

Medical need examples:

- Major spots causing any of the above

For Kids

Did you know children should have their first dental visit by age 1? Learning how to care for your child’s dental health needs helps avoid early cavities.

Children in a Medicaid plan can get Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services when they visit a dentist. These include:

- Cleanings and checkups
- Pain and infection relief
- Teeth restorations

For Adults

Did you know adult CareSource members can get over 100 extra dental services with no copays and no deductibles? These include:

- Dental X-rays
- Deep cleaning and periodontal services (gum treatment)
- Routine dental cleanings
- Oral surgery (extractions)
- Fillings (silver and white)
- Dentures and partials (including denture repairs)
- Stainless steel and resin crowns
- Endodontic treatment (root canal therapy)
- And more

To learn more about your dental benefits, call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). We are here to help!



Medications and High Blood Pressure

Lifestyle changes, like eating a heart-healthy diet and being physically active every day, may be enough to reach your blood pressure target. However, sometimes taking medications may be needed. Always take your medication the way your health care provider tells you. That way, your blood pressure will go down where it belongs!

Medication Checkup

At least once a year, you should review and talk about all of the medications with your health care provider or pharmacist. This includes prescription and over-the-counter medications, like cold and flu remedies, herbal products, natural supplements and vitamins. Take a list of your medications to each health care provider's appointment.

Your health care provider will help tell you why you take the medication, the desired effect of the medication and possible side effects. They will also explain how to take the medication, what you can expect while you're taking it, and any warnings about the medication.

Your health care provider and your pharmacist are your best sources of information. Ask them questions about your medications or express any concerns about side effects you may be having. Don't stop your prescribed medication without first talking with your health care professional.

Always be sure you get a written summary of what you talked about. It should include an action plan that tells you what you can do to manage your medications.

If you are prescribed blood pressure medications, you should have regular tests to make sure the medications are working properly. Talk to your health care provider about any needed tests.

Source: American Heart Association



Review Your Explanation of Benefits Statement

CareSource sends Explanation of Benefits (EOB) statements to some member households. An EOB shows the claims we have received for you or your family. This helps us watch for potential fraud, waste or abuse. **This statement is not a bill.** If you get an EOB, please help us out. You can check for these three things:

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

Checking these things will help ensure providers are not billing for services you did not get. If you suspect errors or fraud, please let us know. You can:

Call 1-855-202-0729 (TTY: 1-800-255-0056 or 711). Choose the menu option to report fraud

- **Write** us a letter or fill out our confidential reporting form. You can find the form on **CareSource.com**.

Mail it to:

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

- **You do not have to give us your name when you write or call.** If you do not mind giving us your name, you can:

Send an email to fraud@caresource.com

- **Send a fax** to 1-800-418-0248

If you do not give us your name, we will not be able to call you back for more information. Please give us as many details as you can. **Your report will be kept confidential to the extent allowed by law.**





The Zika Virus and Pregnancy

Warmer weather is just around the corner and mosquito season is on the way. Most mosquitos are just pests, but some mosquitos can spread viruses that cause disease, like the Zika virus. Therefore, pregnant women need to be extra careful in preventing mosquito bites. The Zika virus can be passed from a pregnant woman to her fetus and can cause serious birth defects. Zika can also be spread by having sex with someone who is infected, even when they do not show symptoms. There is no vaccine to prevent Zika infections, but there are actions you can take to protect yourself and your family from mosquito bites:

- Use EPA-registered insect repellent* (www.epa.gov/insect-repellents/find-repellent-right-you)
- Stay inside during peak mosquito times with air conditioning or window and door screens
- Wear a long sleeved shirt and long pants when outside
- Use screens on open windows or turn on air conditioning if available
- Get rid of standing water around your home
- Talk about international travel plans with your doctor. Pregnant women should not travel to areas with Zika outbreaks unless absolutely necessary.

To avoid spreading the virus during sex with a partner who has recently traveled to a risk area, use a new condom every time you have vaginal, oral or anal sex.

For more information about Zika during pregnancy, visit:

www.cdc.gov/zika/pregnancy/index.html, wwwnc.cdc.gov/travel/page/world-map-areas-with-zika
or kidshealth.org/CareSource/en/parents/5-zika.html.

**Over the counter insect repellants like Cutter and OFF!® are covered by CareSource if you have a prescription from your health care provider.*

Women's Health

Taking care of yourself is important. Preventive care can find problems early when they are easier to treat. Be sure to talk to your health care provider about breast cancer screenings and services. Breast cancer screenings include:

Clinical Breast Exam - This is an exam by a health care provider who uses his/her hands to feel for lumps or other breast changes.

Breast Self-Exam - This is done by a person on his/her own breast so that he/she is familiar with how the breast looks and feels. This can help one notice symptoms that may be of concern such as lumps, pain or changes in size.

Mammogram - This is an X-ray of the breast that can detect breast cancer early, when it is easier to treat and before it's large enough to feel or cause symptoms. A mammogram is the best way to find breast cancer for most women.

Breast Magnetic Resonance Imaging (MRI) - A breast MRI uses radio waves and magnets to take pictures of the breast. It's used with the mammogram to screen women who are at high risk for getting breast cancer.

As a CareSource member, you may be eligible to earn reward dollars for getting a mammogram. To see if you're eligible, log in to your **MyCareSource.com** account. Click on "Health," then click on "MyHealth." From there, click on "Rewards" to see all eligible rewards.

Source: Centers for Disease Control and Prevention



Take Your Medicine

Taking medicine as prescribed by your doctor is a key part of staying healthy. Keep these tips in mind to help you stay on track.



Problem	Solution
<i>I forget to take my medicine.</i>	Take it at the same time each day. You are more likely to form a habit of it. Write yourself a note or set an alarm on your cell phone to remind you.
<i>I have to take too many pills.</i>	Ask your doctor about alternative drugs you could take less often. There may be a combination drug you could take that would require fewer pills.
<i>I don't like how my medicine makes me feel.</i>	Talk to your doctor or pharmacist. Ask if there is anything you can do to prevent a side effect. Ask about alternatives that may not cause the same problems.

Once you start taking a medication, always keep your follow-up appointments with your health care provider. If you can't, call them right away to reschedule. A Care Manager can help you stick to your medication plan, remind you of doctor visits, and more. Just call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711) if you need help.

Call and Make a Well-Child Visit Today

Children and youth need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. The Medicaid program calls these preventive well-child visits Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services. These physical exams and health screenings are available to our Medicaid members from birth up to the end of their 21st birth month. Children and youth need more checkups than adults. Anytime is a good time to be sure your child is as healthy as possible. You may want to schedule around their birthday or back to school as a reminder that it's time to make an appointment. **CareSource covers the exams at no cost to you.**

Well-child exams are an important part of growing up and staying healthy all year long!

These exams may include:

- Health and development history
- Complete physical exam
- Immunizations (shots)
- Height and weight check
- Lead screening
- Developmental screening (how your child plays, learns, speaks, acts and moves)
- Dental, vision and hearing screenings
- Health education and guidance
- Referrals for further diagnosis (testing) and treatment when needed
- And more

Look in your member handbook to learn more. It tells you what is included and how often your child should get an exam.

CareSource rewards you for keeping these routine exams as your child grows! Sign up for the Kids First program at <https://secureforms.caresource.com/en/KidsFirst/GA> to start earning rewards today.

Drug List Updates

Did you know you can visit our website to 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.

Log on to: [CareSource.com/members/tools-resources/find-my-prescriptions](https://www.caresource.com/members/tools-resources/find-my-prescriptions)

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. Please call the member services number on your member ID card.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር አባክዎን በመታወቁያ ካርዱ ላይ ባለው የአገልግሎት ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြုပြင် သင်္ကြန် အသံဖြင့် ကြိုကြိုကြားရပါမည့် အသံဖြင့် ကြို ဝက်ဇ် ငြိမ်မှတ်တမ်းကို သို့မဟုတ် ဖုန်းဖြင့် ဆက်သွယ်နိုင်ပါသည်။

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，请拨打您的会员 ID 卡上的会员服务电话号码。

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, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif 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 naar het nummer voor ledendiensten op uw lidkaart

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 communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

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, Bitte rufen Sie die Mitglieder-Service Nummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે [થી] કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અધિકાર છે. તે ખર્ચ વિન તમને તમામ મિત્રોને કહી શકો છો. દા.લ. વધુ માહિતી કરવા માટે, કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન 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, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

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. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

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可能です (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

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 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, 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, Bel alstubleift met het Ledenservice nummer op uw lid ID -kaart.

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. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

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. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

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 обслуговування учасників, який вказано на вашому посвідченні учасника

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 dịch vụ thành viên trên thẻ ID thành viên của bạn.

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 call the member services number on your member ID card.

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

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Member Services Dept:

1-855-202-0729

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

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24-Hour Nurse Advice Line:

1-844-206-5944

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

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Ten Small Ways to Get Big Stress Relief

We all have stress. It is just a part of life. Too much stress, however, is bad for your health. The trick is to learn how to manage it in healthy ways.

There are good and bad ways to deal with stress. Bad ways are things like smoking, overeating, and using drugs or alcohol. They may reduce stress for awhile, but they cause more damage in the long run. Try some of these good ways until you find the ones that work best for you.

1. Breathe deeply.
2. Exercise.
3. Get enough sleep.
4. Go for a walk.
5. Write in a journal.
6. Call a good friend.
7. Pare down your to-do list.
8. Take a long bath.
9. Listen to music.
10. Play with a pet.

