



FALL 2019

# MEMBER *Source*

A Newsletter for CareSource Members

## STAY COVERED:

### Renew Your CareSource Health Care Benefits

CareSource cares about you. Our mission is to help you stay healthy. To remain a CareSource member, you have to renew your Medicaid benefits 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 <https://gateway.ga.gov/access/> and click on "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: 1-800-255-0556 or 711),
- 4 **By Phone.**  
Visit your local county DFCS office. Find the address at: <https://dfcs.georgia.gov/locations>

Learn more at:

**CareSource.com/ga/members/tools-resources/renew-benefits/medicaid/**

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

### Have Questions?

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



# *Thank you*

## **FOR BEING A CARESOURCE MEMBER**

We want to remind you that you can find the most up-to-date information about your benefits and services on our website at [CareSource.com](https://www.caresource.com). You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.
- How you can get information about our health partners, including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of CareSource's service area.

- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a “routine consent” is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the “routine consent;” how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource’s commitment to protect your privacy in all settings and CareSource’s policy on sharing personal health information with plan sponsors and employers.
- There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Risk Assessment (HRA) on our website. Go to **[caresource.com/members/my-caresource-account](https://caresource.com/members/my-caresource-account)** and click on “Health Assessment & Screening.” When you complete the HRA, you will get tips that may help you improve your health. You can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711).

**Thank you,**  
CareSource





# Does Your Child's School Offer Telehealth Services?

Health care is important for your child's growth and development, to reach their full potential. Healthy children are more likely to be successful in school. Having a good relationship with your child's primary care provider (PCP) is vital for their well-being. If your child is in school, it can be hard to visit their PCP.

Can you take time off from work?

Can your child miss school?

Is your child's PCP available?

CareSource works with many schools across the state to offer telemedicine for your child's health care needs. If you OK it, your child can go to the nurse's office for an exam and have a telehealth visit. The health care provider will examine and treat them remotely by using telehealth equipment run by the school nurse. With the equipment, the health care provider can listen to the child's heart and lungs, look into their mouth and ears. Also, if your child needs a behavioral health care provider, that service may be available.

## Schools interested in offering Telehealth services

The school and provider will be paid for the service. CareSource is happy to work with any school to set up a payment for our members to reach the care they need.

## Changing to Adult Care

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care provider 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 care provider for your child by age 18. If needed, Member Services can help with a smooth transition in choosing a new primary care provider for your child.



# Transportation Assistance



If you need help getting to health care services or JobConnect events, transportation may be available. Here are ways CareSource can help:

## Transportation for CareSource Georgia Families Members

- Unlimited rides to and from your medical health care appointments, behavioral health appointments, and pharmacy medication pick-up.
- You must request a ride at least two business days prior to your appointment.
- To schedule transportation, members must contact the NEMT broker who services their region, Monday through Friday from 7 a.m. to 6 p.m.
  - LogistiCare: 1-888-224-7981 (Central), 1-888-224-7985 (Southwest), 1-888-224-7988 (East)
  - Southeastrans: 1-866-388-9844 (North) and 404-209-4000 (Atlanta)

## PeachCare for Kids members

- Provide rides to medical health care appointments, behavioral health appointments and pharmacy medication pick-up.
- Schedule your ride at least two business days before your visit.
- Call LogistiCare toll-free at 1-855-483-6533.

## Transportation for JobConnect Members

- Through our Life Services program, members can get rides to job interviews, job fairs, GED classes or other education/employment related needs.
- All of these trips must be scheduled via a CareSource Life Coach.

Please refer to your Member Handbook or contact Member Services for more information. Benefit limits apply.

To learn more call Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). We are open Monday through Friday, from 7 a.m. to 7 p.m.

# Need Care? You Have Choices!

Emergency Rooms (ERs) are for emergencies. If you've ever been to one for a minor injury or illness, you know waiting to see a doctor can take a LONG time.

If you need care on the weekend, or at night, you may think the ER is your only option. We want you to know it isn't. You have choices for where to get the best care for your situation.



**CareSource24® is our Nurse Advice Line** and they are available 24 hours a day 365 days a year. Talk to a nurse anytime for advice on how to treat minor injuries and illnesses at home. Our nurses can advise if you can wait for an appointment with your PCP, or if you should go to the ER, get care at a clinic or use telemedicine. The CareSource24 telephone number can be found on the back of your CareSource Member ID card.



**MYidealDOCTOR®** is another great option for conditions that might get worse without quick attention. You can call from anywhere, 24 hours a day, 7 days a week, for things like infections, rashes, allergies, coughs and more. You can usually talk with a provider in about 15 minutes! Call **1-855-879-4332** or visit **myidealdoc.com**.



**Walk-in convenience clinics** are great for quick care when your PCP is closed or you can't get in soon enough. These are clinics you find in your local pharmacy or grocery, like CVS Minute Clinics. They are normally open evenings and weekends, with no appointment needed.



**Urgent care clinics** are for injuries or illnesses, where you may need a shot or x-ray. They can handle many of the reasons people go to an ER including treatment for minor broken bones and wound care. Urgent care clinics are normally open evenings and weekends.



**Emergency Rooms** are for true emergencies... things like heart attacks, stroke, trouble breathing, and serious injuries.



**The CareSource mobile app** can assist in helping you find the nearest in-network provider and can also link you directly to MYidealDOCTOR. You can download the CareSource mobile app from the app store.

**You can get quick care when you need it if you choose the best place for your care.**





## Our **Mobile App** is Easy to Use

See what's new with the CareSource mobile app.

- View and share your digital CareSource member ID card.
- Find-A-Doctor, hospital, clinic, urgent care or pharmacy near you.
- Call CareSource24, our Nurse Advice Line, and speak with a registered nurse 24 hours a day, 365 days a year.
- Access your secure My CareSource® account.
- Connect with MYidealDOCTOR, our telemedicine provider.
- View your claims.
- Check your copayments, deductibles, balances and even make a payment (if applicable\*)
- And more!

Download the app and check it out now.



*iPhone® is a registered trademark of Apple, Inc. The App Store® is a service mark of Apple, Inc. Google Play and Android® are registered trademarks of Google, Inc.*



## Communicating With **Care**

If there is a CareSource member in your family whose primary language is not English, call us. We offer language interpreters for members who need assistance communicating with CareSource.

By calling the Member Services department at **1-855-202-0729** (TTY for the hearing impaired: 1-800-255-0056 or 711), you can speak with an interpreter over the phone.

We can also provide some printed materials in other languages or formats, such as large print, or we can explain materials orally, if needed. This is a free service to you. We make it easy to stay in touch with CareSource. Let us know when you have questions. We are here to help.

# Fast and Easy Health Care

Can't get in to see your PCP? Feel You Need an Urgent Care or Emergency Room (ER)?

***Try MYidealDOCTOR™ instead!***

**Use your smart phone or computer to connect with a doctor—anywhere, anytime.**

Telemedicine uses your computer or smart phone to deliver health care services without an in-person visit to your doctor. MYidealDOCTOR is your 24/7/365 telemedicine provider.

**Many medical issues can be treated quickly from home or work!**

Of course, a doctor can't set a broken bone through your phone screen, but many common conditions can be treated through telemedicine, such as:

- Asthma, respiratory and sinus infections
- Bladder infections and UTIs
- Colds and flu
- Diarrhea or constipation
- Fever
- Headaches
- Insect bites
- Skin rashes, infections, or inflammation
- Vomiting, heartburn and nausea
- And more

Nearly any service you can get at an urgent care clinic, you can get through MYidealDOCTOR. It is a great choice, and may save you a trip to the doctor's office or ER.



**Call 1-855-879-4332**



**Visit [myidealdactor.com](https://myidealdactor.com)**

*MYidealDOCTOR does not prescribe DEA controlled substances and should not be used for any medical condition where an in-person exam is needed because of severe symptoms. In the case of a medical emergency, patients should go to the Emergency Room (ER) or call 911.*







**If you don't have internet access**, don't worry.

We can still help you. Call Member Services with your questions. Dial Member Services at **1-855-202-0729** (TTY: 1-800-255-0056 or 711). We are open 7 a.m. to 7 p.m.



## New Pharmacy Innovation Partner

Beginning January 1, 2020, medication claims will be processed by our new pharmacy innovation partner, Express Scripts®. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for you.

### How will these changes affect you?

- You will receive a new insurance card in the mail. Remember to bring your new card with you to health care appointments and to your pharmacy.
- CareSource is working hard to ensure that changes to your pharmacy benefits are limited. If you ever have questions about which medications are covered, you can see the CareSource preferred drug list on **CareSource.com**. You can also find a local pharmacy on **CareSource.com**.

You will get more information about this change over the next couple of months. Please read any letters you receive and contact CareSource if you have any questions.

## Drug List Updates

CareSource has a searchable drug list on our website.

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 at **1-855-202-0729** if you don't have access to the internet. We can help you.







## Get Active!

**Body Mass Index (BMI)** is a calculation that uses your height and weight to help find out if you are at a healthy weight. BMI estimates how much body fat you have. Having too much body fat can be a problem because it may lead to sickness and other health problems.

Doing plenty of physical activity is one way to help keep your BMI in check. Staying active is one of the best things you can do for your health overall. There are many benefits of staying active, including:

- Improved sleep
- Reduced risk of falling
- Improved balance
- Greater joint mobility
- Prevents weak bones and muscle loss
- Extended years of active life
- Healthy aging
- Reduced chronic disease
- Maintaining healthy BMI

The best way to come up with a plan to stay active or find out your BMI is to talk with your health care provider. When you have your health care provider calculate your BMI, you will know the results are right. Your health care provider can also answer any questions you have. If you are told that your BMI is high or that you need to be more active, try not to let it get you down. Instead, talk about what you should do to lower your BMI and increase your physical activity.

*Sources: Centers for Disease Control and Prevention and KidsHealth.*



# Have Diabetes?

## Take Steps to Protect Yourself From Kidney Disease



If you have diabetes, your blood glucose (sugar) levels are often too high. Over time, this can damage your kidneys. Your kidneys clean your blood. If your kidneys are damaged, waste and fluids build up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It usually occurs slowly, over many years. Most people with diabetic kidney disease do not have symptoms. You can take steps to protect your kidneys and to prevent or delay kidney damage.

The only way to know if you have diabetic kidney disease is to get regular screenings. These screenings include a urine test to detect protein in your urine and a blood test to show how well your kidneys are working.

You should get tested every year for kidney disease if you have type 2 diabetes or have had type 1 diabetes for more than five years.

CareSource offers a Disease Management Program that can help you learn about your health and how you can better manage your specific health conditions. Our goal is to make sure you have the right tools to stay as healthy as possible. This program is available to you at no cost. If you would like more information about these conditions, please call **1-844-438-9498**.

# Has Your Child Been Screened for Lead Poisoning?

Did you know, children under six years old have a higher risk of lead poisoning? Lead poisoning hurts the brain and nervous system and can slow down the growth and development of your child. Some of the effects of lead may never go away.

Most children who have lead poisoning do not look or act sick. Talk to your child's health care provider about getting a lead screen. This screening is a covered benefit under the early and periodic screening, diagnostic and treatment (EPSDT) services. Look in your Member Handbook to learn more about EPSDT and how often your child should get an exam.

*Reference: Centers for Disease Control and Prevention*



## Personal Support for **You!**

We all have our struggles. Finding support to focus on your emotional health is important. Whether you are expecting a new child, looking to manage depression, anxiety, or chronic pain, or dealing with the overwhelming tasks of daily life, CareSource is here to support you. There are resources and tools available in myStrength<sup>SM</sup> that you can use.

myStrength is a free personalized resource to improve your mood and help you overcome the challenges you face. myStrength is safe and secure, just for you. It has proven tools that can help strengthen your mind, body and spirit.

Log into myStrength through your My CareSource<sup>®</sup> account and click the myStrength link to activate this resource today. Having issues logging in? Just call Member Services at **1-855-202-0729** if you need help.



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 እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

## BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြုပြင် ညွှန်ကြားမှု အသံဖြင့် ကြိုကြိုကြားရပါမည်။ အသံဖြင့် ကြို ဝက်ဝေ ငြိမ်မူဝတ်ပြုနိုင်သည့် အခွင့်အလမ်းရှိပါသည်။

## 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 [ત] કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની મેળિનિનો અવિકર છે. તે ખર્ચ વિન તમ રી ભ મ i પ્ર ખત કરી શક ર છે. દ ભ વપરૂ નિ કરિ મ દે,કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરી.

## 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出来ます(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 griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft 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)

### CareSource24®

24-Hour Nurse Advice Line:

**1-844-206-5944**

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

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## Tips for Cold and Flu Season

Cold and flu season is coming. Keep you and your family healthy by following these simple tips.

- 1. Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one. CareSource members can get a yearly flu shot at no charge.
- 2. Know where to go for a shot.** Flu shots are available from doctors' offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area.
- 3. Is it a cold or the flu?** Know the signs. A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask your health care provider if an antibiotic is really needed.
- 4. Call if you need help.** You can call CareSource24, our 24-hour nurse advice line, any time. The number can be found on your CareSource member ID card.