



WINTER 2019

# MEMBER *Source*

A Newsletter for CareSource Members

## Where Do I Go For Care?

Sometimes, you may be unsure where to go or who to call for a health need. The guide below will help you to decide what type of care provider to choose for your health situation.



### CareSource24®

If you are not sure you need to see a doctor, go to a clinic or go to the ER, you can call CareSource24 first at 1-844-206-5944 (TTY: 1-800-255-0056 or 711). The CareSource24 Nurse Advice Line can help you decide what is path is best for your symptoms.



### Primary Care Provider (PCP)

PCPs take appointments during regular business hours. Your PCP knows you and your health. This is the best place to go for routine care, common illness and advice.



### Convenience Care Clinic

Convenience care clinics such as those found inside CVS® and Kroger®. This is best when you can't see your PCP and need to be seen quickly. These clinics are for cough, sinus, colds and sore throats or shots. They are usually open 7 days a week with evening and weekend hours.



### Telemedicine

Telemedicine lets you contact a provider by phone, a mobile app or computer. You can have a consultation with a board certified physician anywhere, anytime. MYidealDOCTOR® is available for you to call and talk to a doctor. This is an option for things like infections, rashes, allergies, coughs and more. You can call 24 hours a day, 7 days a week. You can access MYidealDOCTOR through the CareSource mobile app. Also, you can call 1-855-879-4332 or visit MYidealDOCTORtelehealth.com and register, or download the MYidealDOCTOR app.



### Urgent Care

Most urgent care providers are open 7 days a week with evening and weekend hours. Use an urgent care center when your doctor is not available and your condition or injury can't wait. Members use urgent care for x-rays, deep cuts or minor infections.



### Hospital Emergency Room (ER)

Open 24 hours a day, 365 days a year. Go to the ER when you are very sick and need immediate help. Go to the ER when you have chest pain, a head injury or trauma.

# Are E-cigarettes Really a Healthier Option?

E-cigarettes also known as “vaping” are electronic smoking systems. They have units filled with a fluid that contains nicotine and flavorings, and can contain tetrahydrocannabinol (THC), and cannabinoid (CBD) oils. The fluid is heated into a vapor, which the person breathes in. That’s why using e-cigarettes is called “vaping.”

Because vaping is new, we don’t yet know how it affects the body over time. The Centers for Disease Control (CDC), U.S. Food and Drug Administration (FDA), state and local health departments, and other clinical and public health partners are investigating a multistate outbreak of lung injury linked with e-cigarette product use, or vaping.

## Symptoms of Lung Injury Reported by Some Patients in This Outbreak

- ✔ cough, shortness of breath, or chest pain.
- ✔ nausea, vomiting, or diarrhea.
- ✔ fatigue, fever, or abdominal pain.

Patients said that their symptoms showed over a few days to weeks. A lung infection does not appear to be causing the symptoms.



## What We Know

- 805\* lung injury cases from 46 states and 1 U.S. territory.
- 12 deaths have been confirmed in 10 states.

CDC has received sex and age data on 771 patients.

- About 69% are male.
- 62% are 18 to 34 years old.
- 22% are between 18-21.
- 16% are under 18 years.

Findings show that products with THC play a role in the outbreak. Among 514 patients:

- 77% are using THC-containing products; 36% are only using THC products.
- About 57% are using nicotine-containing products; 16% are only using nicotine products.

\*The increase in lung injury cases represents both new patients and recent reporting of previously-identified patients to CDC.

## What We Don't Know

- The specific chemical exposure(s) causing lung injuries from e-cigarette product use, or vaping, still is unknown at this time.
- No single product or substance has been linked to all lung injury cases.
- More information is needed to know whether one or more e-cigarette or vaping products, substances, or brand is responsible for the outbreak.

## Recommendations:

- You should refrain from using e-cigarette, or vaping products, especially THC-containing.
- If you are an adult who used e-cigarettes containing nicotine to quit cigarette smoking, do not return to smoking cigarettes.
- If you use e-cigarette, or vaping products, do not buy these products (e.g., e-cigarette or vaping products with THC or CBD oils) off the street. Do not modify or add any substances to these products that are not created by the manufacturer.
- If you have recently used an e-cigarette, or vaping product and have symptoms like those reported above, see your primary care provider.

The CDC continues to work closely with FDA, states, public health partners and clinicians on this outbreak. If you have any questions or would like more information, please call Member Services at **1-855-202-0729**, (TTY, 1-800-255-0056 or 711).

Source: Centers for Disease Control and Prevention

# 5 Steps

## to Wash Your Hands the RIGHT Way

**WET** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

**LATHER** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

**SCRUB** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

**RINSE** your hands well under clean, running water.

**DRY** your hands using a clean towel or air dry them.



## Go Green!

Great news! If you have opted to receive email or text from CareSource, you now receive your Explanation of Benefits (EOBs) exclusively through your **MyCareSource.com** secure account. While EOBs are already available in your account, we now send you a text or email (by your preference) to let you know when a new EOB is ready for you to review.

If you would like to start getting communication from us by email or text when possible, tell us in the **Preferences** section of your **MyCareSource.com** account. Enter your email address and/or phone number. Be sure to check the box to allow CareSource to send email and text you.

If you don't have an account, setting one up is easy! Visit **MyCareSource.com** and click **Sign Up** today!







## Express Scripts Pharmacy Innovation Partnership: January 1, 2020

CareSource wants to remind you about our new pharmacy innovation partner, Express Scripts. Beginning January 1, 2020, all medication claims will be processed by Express Scripts.

### Reminders:

- You should get a new CareSource member ID card in the mail. Bring your new card with you to doctors' appointments and to your pharmacy.
- For questions about which medications are covered, you can find the CareSource preferred drug list on **CareSource.com**. CareSource updates the drug list regularly. You can find the most recent list and the Find My Prescription tool on **CareSource.com** to look up the medications you take.
- You can also find a local pharmacy on **CareSource.com**. We have many pharmacies that accept CareSource. The list of participating pharmacies may change. If you need help finding a pharmacy, please visit **CareSource.com** or call Member Services.

Please read any letters you get in the mail and call CareSource if you have any questions.

## Is it SAD?

Did you know that the cold, dark winter months can trigger depression? Seasonal Affective Disorder (SAD) is a type of depression. It comes and goes with the seasons. It usually occurs in the winter when the days are shorter.

Do you think you might have SAD? Talk to your doctor. Together, you can figure out if your blues are just a passing mood or something more serious.

If you do have SAD, you are not alone. Treatment is available, and we are here to help. We offer resources on myStrength, our online wellness tool. It can help you strengthen your mind, body and spirit. You can find self-help tools and wellness resources that fit your needs.

Access myStrength online or on your mobile device at no cost to you. Visit <https://www.mystrength.com/r/caresource> to get started.



# The Time is Now – Know the Facts. Get Tested.

Being tested for certain diseases is an important part of your health care. Learn about Hepatitis C and HIV, to find out if you should be tested.



## 4 MILLION

Americans are living with **Hepatitis C**



**Contracted through blood products-**  
sharing needles, injecting drugs,  
received a blood transfusion between  
the 1970's or 1980's



**Most show no  
symptoms-**  
or mistake  
symptoms for the flu

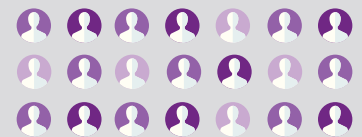


**Three quarters of Americans born between 1945-1965 have Hepatitis C.**  
Talk to your health care provider about a blood test for Hepatitis C.



According to CDC,  
Americans are infected with **HIV** each year.

## 50,000



**HIV is a virus that  
weakens your immune  
system** and makes it easier  
for you to get infections.

### IMMUNE SYSTEM



**It is treatable  
through  
medication.**



**If you are between the ages of 15 – 65 and are sexually active,**  
it is recommended that you are tested for HIV.



If you would like to learn more about HIV or Hepatitis C, please call CareSource at **1-844-438-9498**.



# Diabetes and Nerve Damage

## – Keep Your Feet Healthy

If you have diabetes, you are likely to also have neuropathy or nerve damage. This can happen to any part of your body, but the nerves in your feet are most often affected. If you have nerve damage, your symptoms might include numbness, tingling or pain, or you might show no symptoms at all. You may also find that your ability to feel pain, heat, or cold is lower than before.

You can keep your feet healthy by checking them every day. If you notice any changes in the shape or color of your feet, or how they feel (for example, become numb or hurts) you should let your health care provider know.

Make sure your health care provider checks your feet at least once a year. Because people with diabetes are more prone to foot problems, a foot care specialist (podiatrist) may be on your health care team. CareSource may also cover you to have a pair of diabetic shoes - talk to your health care provider.

If you would like to learn about proper foot care, please call us at **1-844-438-9498** (TTY, 1-800-255-0056 or 711).

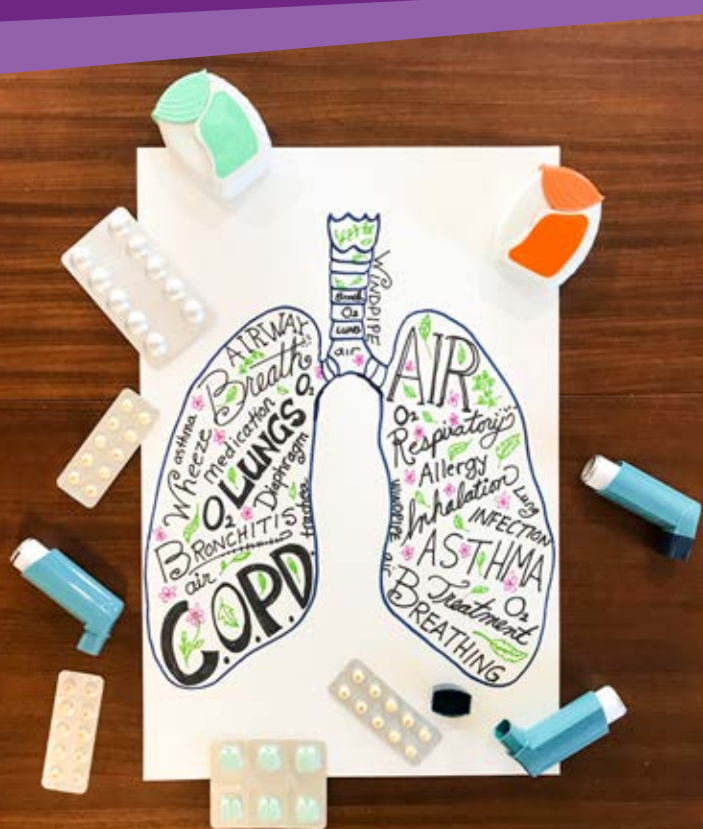
Source: Centers for Disease Control and Prevention



## Don't let COPD Slow You Down

Chronic obstructive pulmonary disease (COPD) is a long-term lung disease that makes it hard to breathe. The disease is becoming more common, affecting millions of Americans. It is the third leading cause of disease-related death in the U.S.

The good news is COPD is treatable. Work with your health care provider to make a plan that is right for you. With a plan, you will know how and when to take your medications, when to call your health care provider and when to get emergency care. A management plan will help you track how you are doing, any concerns you may have, and any changes in your health that are important to discuss with your health care provider.



# Detecting Fraud, Waste and Abuse – It's About More Than Money

Billions of dollars are spent on fraudulent and hurtful practices each year within the health care system. However, health care fraud, waste and abuse is about much more than money – it's about quality of care. Examples include a provider giving services or prescribing medications that are not needed. This could put your care and health at risk by exposing you to inappropriate care. Your well-being is our top priority, so we take these notices very seriously.

If something doesn't feel right or you suspect a provider is performing services they shouldn't, call Member Services at **1-855-202-0729** (TTY, 1-800-255-0056 or 711) and ask to report fraud.

## Drug List Updates

Prescription drugs can be an important part of your recovery. CareSource has a searchable drug list that is updated monthly on our website. Use the "Find My Prescriptions" link under "Quick Links" to find the medicines covered under your plan. You can also call the Member Services phone number listed on your CareSource member ID card if you do not have access to the internet.

## Take Care of Your Teeth and **They'll Take Care of You**

Daily brushing and flossing isn't just about fresh breath and a good looking smile. The mouth is the first stop to a healthy body. That's why routine exams and cleanings covered by your plan are very important. Take a look at these 14 disease and health conditions you can help prevent by caring for your teeth.

- 1. Heart Disease:** Includes conditions such as coronary heart disease, congenital heart disease, heart attack, and congestive heart failure.
- 2. Clogged Arteries:** A buildup of plaque on the inner walls of the arteries. Arterial plaque reduces blood flow or can block altogether.
- 3. Stroke:** A stoppage of blood flow to the brain, causing brain tissue to die.
- 4. Tooth Loss:** The loss of teeth due to gum disease and tooth decay.
- 5. Respiratory Disease:** Includes disorders affecting the lungs such as asthma, chronic obstructive pulmonary disease, infections, lung cancer, and many other breathing problems.
- 6. Severe Gum Disease:** An infection of the tissues and bones that surround and support the teeth.
- 7. Ludwig's Angina:** A bacterial infection of the floor of the mouth.
- 8. Endocarditis:** An inflammation in your heart's inner lining.
- 9. Brain Abscess:** A collection of immune cells, puss, and other materials in the brain, usually from a bacterial or fungal infection.





# MAMMOGRAMS HAVE REDUCED BREAST CANCER DEATHS BY UP TO

# 40%

## SINCE 1990.

Talk to your primary care provider (PCP) about breast cancer and if you should be tested.

Source: American Cancer Society, Cancer Journal Entry

**10. Mediastinitis:** An inflammation of the mediastinum. This area contains the heart, large blood vessels, windpipe, esophagus, thymus gland, lymph nodes and connective tissues.

**11. Osteomyelitis of the Jaw:** An acute or chronic infection of the jaw bone.

**12. Facial Cellulitis:** A bacterial skin infection of the face.

**13. Pneumonia:** An inflammation of the lung that involves fluid filling the air sacs.

**14. Sepsis:** A overactive immune response to an infection that results in the formation of blood clots that block the flow of blood to vital organs.

### Possibly Affected By:

**Gum Disease (Gingivitis)**

**Tooth Abscesses**



# Care for Moms and Babies

Are you thinking about getting pregnant? Expecting a baby soon? Already a mom? Here are some tips to help you and your baby stay healthy.

## Before you are pregnant

- If you think you might be pregnant, don't wait. Call your doctor right away to schedule a visit.

## While you are pregnant

- Your doctor will schedule many checkups for you over the course of your pregnancy. Don't miss any. They are all important.
- Follow your doctor's advice. Ask questions if you are not sure what to do. Your doctor and our nurse advice line are here to help.
- Sign up for Babies First®. Learn more at [CareSource.com/gababiesfirst](https://www.caresource.com/gababiesfirst).
- Don't smoke. If you do, try to quit. Smoking can cause serious harm to you and your baby. We can help you find a path to success. You can:
  - Get stop-smoking tips and resources at the MyHealth link on your My CareSource account.
  - Get coaching through our Tobacco Free program. Access this through the MyHealth link, too.
  - Call **1-855-852-7001**. Learn about our Quit for Two program for pregnant members.

## After the baby is born

- Schedule a postpartum (after birth) visit to see your doctor. You should go between three and eight weeks after you deliver. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child exams.



# Stay Warm, Stay Fit!

As the weather gets cold, we still have to move our bodies. Indoor exercise is a great way to stay healthy. Physical activity is the best tool to improve our health. Below are some fitness options to do indoors when it is cold outside:

- 1 Strength training at home
- 2 Walk laps at the mall
- 3 Community dance class
- 4 Cardio video at home
- 5 Resistance bands
- 6 Yoga
- 7 Take steps instead of elevator
- 8 Pilates
- 9 Cycling bike
- 10 Treadmill



## Holiday Schedule

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

- Thanksgiving Day: Thursday, November 28, 2019
- The day after Thanksgiving: Friday, November 29, 2019
- Christmas Eve: Tuesday, December 24, 2019
- Christmas Day: Wednesday, December 25, 2019
- New Year's Day: Wednesday, January 1, 2020
- Memorial Day: Monday, May 25, 2020
- Independence Day (Observed): Friday, July 3, 2020
- Labor Day: Monday, September 7, 2020







# CareSource JobConnect Helps Set You Up For Success!

CareSource knows that for some of us, reaching life goals like getting a better job may seem out of reach because life gets in the way. CareSource JobConnect™ helps remove the things that keep you from reaching your goals and dreams. As a CareSource member, we can help you find services and support at no cost!

Some of these services are:

- Professional development
- Community support
- Access to food care
- Legal aid
- Budgeting and personal finance
- Housing resources

By taking part in the CareSource JobConnect program, you will get one-on-one coaching, support in finding work or educational opportunities, and a path to finding support that will give you the best chance at success.

To join the CareSource JobConnect Program you must be a CareSource member or a parent or guardian of a CareSource member, and be at least 14 years of age. To learn more:

- Call us at **1-855-202-0729** or
- Email us at [LifeServicesGeorgia@CareSource.com](mailto:LifeServicesGeorgia@CareSource.com)

## Want to Get News from CareSource by Email or Text? *Make the Change Today! It's Easy!*

Create or update your online  
My CareSource® account:

1. Log in or sign up at **MyCareSource.com**
2. Click on the *Preferences* tab
3. Enter your email address and/or mobile phone number
4. Click on *Save*

My CareSource also allows you to get the most out of your member experience. You can:

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





# Earn Reward Dollars

Just For Completing Your HRA  
and Giving Some Basic Info!



Here's to a Healthy New Year! By completing your Health Risk Assessment (HRA), selecting your primary care physician (PCP) and providing your communications preference, you can earn reward dollars!

The HRA is a questionnaire that asks about your health history and if you have any health issues or concerns. Once you've completed the HRA and thought about the lifestyle changes you'd like to make, you can explore the MyHealth portal linked from MyCareSource.com to see all the free online wellness programs CareSource offers its members.

You can complete the HRA and give us the PCP and communications information in one of several ways:

- Online through the My CareSource Member Portal at MyCareSource.com
- Over the phone by calling Member Services at 1-855-202-0729 (TTY: 1-800-255-0056 or 711).
- By paper copy – Check your new member kit for a copy or contact Member Services to request a copy be mailed to you.

After you complete the three activities, your reward will be added to your MyHealth Rewards account. Check out the other ways you can earn rewards in the MyHealth portal. You can redeem your MyHealth Rewards for gift cards to a variety of retailers.

Why not start today on a path to a healthier life?

## We Want to Hear From You

CareSource is dedicated to collecting feedback from members like you.

Throughout the year we will send you surveys. These include the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and member advisory councils. We want to know what we are doing well and where we can be better.

Please participate if you are contacted to be part of a survey or advisory council. We'd love to hear what you think. We want to know your thoughts on how we can improve the care and service you receive. Thank you for being our member and helping us be a better health plan!

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

For more information, visit **CareSource.com** **13**



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>.



PO Box 8738  
Dayton, OH 45401-8738

**CareSource.com**

### How to Reach Us

#### 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)

### JOIN US



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

## GET YOUR FLU SHOT — It's not too late!

Did you know the flu season can last from October all the way to May? The CDC recommends that getting your flu vaccine in January or later can still be beneficial. Talk with your PCP or pharmacist about getting your free flu vaccine today. They may also be able to recommend other vaccines to help keep you healthy!



**MemberSource** is a publication of CareSource. This content is for informational purposes only, does not constitute medical advice, and is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of a physician or other qualified health provider with any questions you may have.