



SPRING 2021

MEMBER *Source*

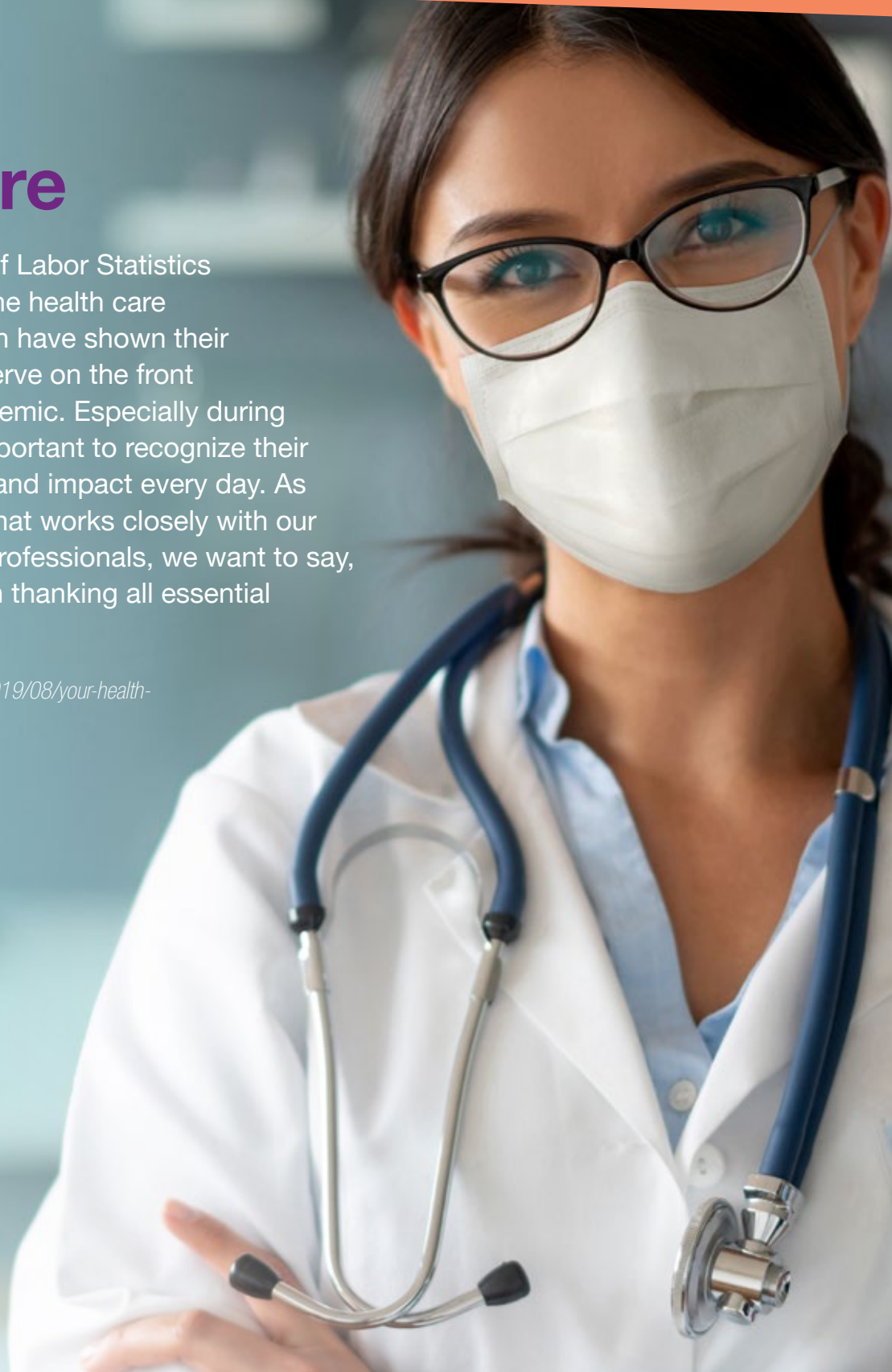
A Newsletter for CareSource® MyCare Ohio Members

Women in Health Care

The United States Bureau of Labor Statistics reports that 76 percent of the health care workforce is female. Women have shown their strength by continuing to serve on the front lines of the COVID-19 pandemic. Especially during these difficult times, it is important to recognize their outstanding roles in health and impact every day. As a health care organization that works closely with our members *and* health care professionals, we want to say, Thank You! Please join us in thanking all essential workers.

Sources: www.census.gov/library/stories/2019/08/your-health-care-in-womens-hands.html

 **CareSource**®





PREVENT Cervical Cancer

Cervical cancer is a type of cancer that starts in the cervix. The cervix is the lower part of a woman's uterus, where a baby grows during a pregnancy. All women are at risk for cervical cancer, but it is found most often in women over the age of 30.

The human papillomavirus (HPV) is the most common cause of cervical cancer. HPV spreads mainly through sexual activity. In most people with HPV, the body can clear the infection on its own. An infection that does not go away on its own may cause cancer over time.

There are steps you can take to prevent cervical cancer:

- 1 **Quit smoking.** Smoking can weaken your body's immune system. This can make it harder for the body to fight cancer cells.
- 2 **Have routine pap tests.** Pap tests, or pap smears, look for pre-cancerous cells on the cervix. Getting a routine pap test can help find issues early before they get worse.
- 3 **Get the HPV vaccine.** Children and young adults should get the HPV vaccine. It helps protect against the types of HPV that most commonly cause cervical cancer.
- 4 **Limit sexual partners.** Use barrier protection to reduce risk of HPV and other STIs.

Learn more about cervical cancer at cdc.gov/cancer/cervical/.

Heart Disease: Differences Between Men and Women



Heart disease is often tied to men, but it is the leading cause of death for both men **and** women in the United States.

Women often get heart disease at an older age than men. Heart disease in women usually happens after menopause. This is when the level of the hormone estrogen drops. Women may have other risk factors for heart disease that men don't have. Risk factors like endometriosis and polycystic ovary disease that only impact women can increase the likelihood of developing heart disease.

The signs of a heart attack can also be different in men and women. While many people have the classic symptoms of a heart attack like sudden chest pain, women are more likely to have less common symptoms that happen more slowly. Less common symptoms include nausea or vomiting, fatigue, and dizziness, among others.

Protect your heart. Go to cdc.gov/heartdisease/ to learn more about your risk and what you can do to live a heart healthy life.

Source: health.clevelandclinic.org/women-men-higher-risk-heart-attack/





Breast Cancer **AWARENESS**

Breast cancer is the second most common cancer in the United States. It is the second-leading cause of cancer death in women. There is no sure way to prevent breast cancer, but there are ways to lower your risk.



Get regular physical exercise.



Have a healthy weight.



Eat healthy foods.



Limit alcohol.

The earlier breast cancer is found, the better chance for successful treatment. Women between ages 50 and 75 should get a mammogram at least once every two years. *All* women should talk with their PCP about when to start screening. Staying informed is key to prevention!

What to Expect at a *Mammogram* Visit

A mammogram screening is used to examine breast tissue and find any abnormalities. Research shows having a yearly mammogram can help detect cancer earlier, when it is most treatable.

During Your Visit

You and a trained technician will be the only ones in the exam room. The technician will place your breasts one at a time in between two plastic plates. You will likely feel pressure while taking the X-ray images but not for long. The screening only lasts about 10 minutes.

TIP: Make sure you do not wear deodorant, lotion or perfume on the day of your visit.



COVID-19 Safety

Health care offices **MUST** follow The Centers for Disease Control and Prevention (CDC) guidelines for COVID-19. You and the technician will be asked to wear a mask during the visit. You can always call your provider before the visit to ask any questions you may have.

It's vital to include mammograms in your preventive health care routine. Don't delay!

Source: www.cdc.gov/cancer/breast/basic_info/mammograms.htm



myStrengthSM is Here to Help

myStrength offers tools and resources you can use 24 hours a day. myStrength provides you support and encouragement on info specific to being a new parent. Sign up today through the CareSource Member Portal or go to mystrength.com/r/CareSource to learn more.

The Importance of Prenatal & Postpartum Care

One of the best ways to have a healthy birth is a healthy pregnancy. Your first step should be going to regular prenatal visits. During these visits, you and your provider can talk about treatments, birth plans and answer any questions you may have. There are other ways you can help support a healthy pregnancy.

Prenatal care should start a few months before you become pregnant. Below are some healthy habits to follow:



Eat healthy



Take vitamins like Folic Acid



Don't smoke or drink alcohol



Talk to your provider about any medical problems you have

Postpartum care should start right after giving birth. Postpartum care includes:



Eating right



Drinking plenty of water



Getting enough rest (sleep when your baby sleeps)



Going to postpartum visits (one to six weeks after delivery)

There are many hormone changes during pregnancy and after delivery. After your baby is born, your body goes through a lot of change both physically and emotionally. All of these changes can lead to anxiety, low self-esteem and depression. These feelings often go away on their own without any treatment. If you are feeling sad longer than two weeks, tell your provider. They can create a plan to help you feel better.

Sources: www.healthline.com/health/pregnancy-care#takeaway, myfamilybirthcenter.com/the-importance-of-postpartum-care/



You have **COVID-19**, **Now What?**

Next Steps to Your Recovery

After testing positive for COVID-19, you may wonder what happens next. You've been told to stay home, monitor your symptoms and wash your hands, but what other actions should you take?



1



Contact a provider.

If you are ill, contact your primary care provider (PCP) or CareSource24®. They can assist you with your medical needs and answer questions you may have.

2



Protect your loved ones.

Choose a room for you to be away from people and pets you live with. If you can, use a separate bathroom. If your living quarters are small, wear a mask around other people and pets. Try to keep interactions brief.

3



Monitor your Symptoms

Follow the action plan setup by your provider. Understand the warning signs and when you should seek emergency medical attention.

4



Don't share things with healthy people

Avoid sharing dishes, cups, eating utensils and bedding in your home. Thoroughly clean each item after use.

5



Clean surfaces everyday

Make sure high-touch surfaces are cleaned daily. This includes your "sick room" and bathroom. Let someone else handle the daily cleaning for common areas in your home.

6



Quarantine

Quarantine for 10 days after you test positive or start having symptoms. After you have at least 24 hours with no fever (without using medication to bring it down) you can be around others.

Your PCP will let you know when you can return to work or be around others.

REMEMBER: You should continue to wear a mask and keep a safe distance from others even after recovery.

Source: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

COVID-19 Precautions:

Be Safe, Be Smart.

The COVID-19 pandemic has entered a second wave, causing even more infections and death around the world than the first. You still need to protect yourself against infection. Following Centers for Disease Control and Prevention (CDC) guidelines can help reduce your risk of infection.



1. Wear a proper face mask (N95 certified or double cloth). Protective eyewear may be needed in close social settings.



2. Wash your hands often with soap and water.



3. Wear protective gloves when you are cleaning or caring for someone who is sick.



4. Social distance at least six feet apart from others outside of your home.



5. Stay at home as much as you can. Only go out for essential needs.

We cannot let our guard down even with an effective vaccine available for general use in 2021.



Pharmacy Updates

CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by going to the ***Find My Prescriptions*** link under Member Tools & Resources. You'll find the most current changes and updates, too. If you don't have access to the Internet, we can help you. Call Member Services to find out more information.



You've likely been hearing a lot about the COVID-19 vaccines. If you are reviewing vaccine information on the Internet, make sure it's from a creditable source with regular updates. The Centers for Disease Control and Prevention (CDC) and your local and state health departments are great resources to learn more about the vaccination program and plans. We also want to help you stay informed.

Understanding

COVID-19 Vaccines

Below are a few things you should know:

- 1 The US Food & Drug Administration (FDA) has authorized the vaccines.
- 2 In the early phases of the vaccine, supply will be limited, but that will increase in the months to come.
- 3 The COVID-19 vaccines are safe and effective and are being thoughtfully distributed.
- 4 To have the most protection from COVID-19, second doses are required.
- 5 The COVID-19 vaccine will be available at no charge.

Getting the vaccine is one of the many important ways to help stop the pandemic. Continuing to wear masks and social distance will reduce the chance of being exposed to or spreading the virus. Proper prevention measures, coupled with the vaccine, will provide the best protection from COVID-19.



For more information about the COVID-19 vaccine, visit
www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html.

Source: www.cdc.gov/coronavirus/2019-ncov/vaccines/8-things.html

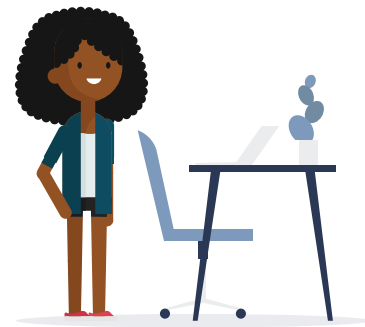


HOW TO STAY ACTIVE ALL DAY

We are all guilty of spending a lot of time sitting – in your car, at your desk and on the couch. Studies show that too much sitting can up your risk for breast cancer, colon cancer and may take years off your life. Luckily, it's an easy fix by simply moving more. Here are four ways to get more activity into your day. Your health will thank you.



- 1 WALK MORE.** With walking, there is no gym required. To burn calories, pick up the pace and give more time to each walk. Try using a pedometer to track your steps.



- 2 STAND UP:** Work is a place where many sit for hours. Take a five-minute break at least once an hour to start moving. You will burn calories and boost your productivity.



- 3 CLEAN YOUR HOME:** Cleaning your home regularly is another way you can stay active. Cleaning your home can work many muscle groups without you even realizing it. To step it up, try tightening your abdominal muscles for a few minutes throughout each hour.



- 4 COMMERCIAL BREAK SESSION:** Squeeze in exercise while watching TV or when the kids are napping. Try some jumping jacks, pushups or sit-ups. Go for some fat-blasting moves during commercial breaks.

Looking for a fitness center or home fitness program options? Call Silver&Fit at 1-877-427-4788 (TTY: 711) or visit www.SilverandFit.com for more information.



Tips to **Limit Stress** Without Smoking

We all react differently to stressful events in our daily life. For people who smoke, stress can be a major trigger. However, former smokers have found ways to deal with their stress, boredom, anger, sadness and anxiety without relapsing and you can too!

Tips to de-stress without smoking:

1. Know the triggers that give you the urge to smoke.
2. Find other ways to cope. Try reading a book, taking a walk or talking with a friend.
3. Understand the signs of stress. Headaches, anxiety/nervousness or feeling overwhelmed are common signs.

5 D's when you feel the urge to smoke:

- 1 Delay**
- 2 Drink** water
- 3 Do** something else
- 4 Deep** breathe
- 5 Discuss** with a friend

The Ohio Tobacco Quit Line provides free coaching. Nicotine replacement therapy is offered at no charge to eligible members. Call 1-800-QUIT-NOW (1-800-784-8669) to enroll or ask questions.



REPORTING

Fraud, Waste and Abuse

CareSource takes cases of fraud, waste and abuse seriously. Learn about what types of activities are fraud, waste and abuse on our website at **CareSource.com**. There are ways to anonymously report anything that does not seem right:

1. **Call** Member Services and follow the prompts to report.
2. **Write to us.** You can fill out our Fraud, Waste and Abuse Reporting Form online or send a letter to:
CareSource
Attn: Program Integrity Department
P.O. Box 1940
Dayton, OH 45401-1940

Other ways to report that are **not anonymous** include:

3. **Fax** us at 1-800-418-0248.
4. **Email** a message to fraud@CareSource.com.

Stay Healthy and Prevent the **FLU**



Flu viruses can spread from person to person through coughing or sneezing. People may also get the flu by touching something with live flu viruses on it, and then touching their mouth or nose.

You can help prevent the spread of the flu by washing your hands often for at least 15-20 seconds. **The best way to prevent the flu is to get a flu vaccine each year. All members may be eligible to receive a \$25 reward for getting a flu shot!**



High Cholesterol **FACTS**

Cholesterol is a waxy, fat-like material. High cholesterol is when your blood has unhealthy levels. This can lead to heart attack and stroke.

Many factors like age, sex, diet, and physical activity level affect cholesterol levels. Children also can have unhealthy cholesterol levels, especially if they're overweight or their parents have it. Talk with your primary care provider (PCP) about how often to get a cholesterol screening. Learn what your numbers mean for you.

If you have unhealthy cholesterol levels, your PCP may help you make a management plan to lower your levels. If lifestyle changes alone are not enough, your PCP may prescribe a statin or other cholesterol-lowering medication to help you get and keep a healthy cholesterol level.





Heart disease is the leading cause of death in the United States. The good news is you can greatly reduce your risk of heart disease by making lifestyle changes. See the below list of tips to keep your heart strong and healthy!

- Know your health history.
- See your PCP regularly.
- Quit smoking.
- Drink five or more glasses of water every day.
- Keep a healthy weight.
- Limit alcohol.
- Get active (at least 30 minutes per day).
- Learn to manage stress and cope with problems.
- Get enough sleep (seven to nine hours per night).
- Choose healthy foods.



What's on a heart-healthy grocery list?

- | | |
|--|--|
| ✓ Leafy greens (spinach, collard greens, kale and cabbage) | ✓ Legumes (kidney beans, lentils, chickpeas, black-eyed peas and lima beans) |
| ✓ Fruits and vegetables | ✓ Low-fat dairy |
| ✓ Whole grains (plain oatmeal, brown rice, and whole-grain bread or tortillas) | ✓ Lean protein |
| ✓ Nuts | ✓ Eggs |
| | ✓ Healthy oils (olive oil, canola oil) |
| | ✓ Limited sugary drinks |



CareSource24[®] Nurse Advice Line

Our knowledgeable, caring Registered Nurses are here 24/7 to talk with you. They can offer advice about your injury, illness, or to answer your health questions. They can also help you decide when self-care, a doctor's visit, urgent care, or an ER visit is necessary. Unsure of when and where to get care? Call the CareSource24 Nurse Advice Line to talk to a Registered Nurse.



Call 1-866-206-7861

3 TIPS for Choosing a New Primary Care Provider (PCP)

When it comes to having questions about your health or scheduling a visit to treat an illness, your first call is likely your primary care provider (PCP). But how do you choose a PCP? And which type of doctors are PCPs, anyway? Use the three tips below when choosing a PCP for yourself or your family:

- 1. Check to see if the doctor is a part of the CareSource network:** Having a doctor in-network means you can have the best price and coverage for your care. Visit **CareSource.com** and use the **Find a Doctor/Provider** tool.
- 2. Find the best fit and type of doctor:** Based on your health care needs, there are four different types of PCPs:
 - Family practice doctors: Provide comprehensive care for all ages.
 - Internal medicine doctors: Doctors who treats only adults.
 - Pediatricians: These doctors specialize in children, 18 years of age and younger.
 - Obstetricians and Gynecologists (OB/GYNs): Women only. Some women choose to get all their care in one place.
 - Physician's assistant/nurse practitioner: Provides primary care services and prescriptions. Services generally cost less than that of certified M.D.
- 3. Location:** Choose a PCP located near your home or work. This will make appointments more convenient.

Source: www.nlm.nih.gov/medlineplus/ency/article/001939.htm



Reward Yourself for **Staying Healthy**

CareSource rewards you for staying healthy. Reward yourself by using your My CareSource Rewards® card at a variety of retailers. Choose from more than seven activities to earn rewards! Rewards are loaded to your card once you have completed an activity. What's even better? We let you know as soon as the reward is loaded to the card. For a complete list of eligible healthy activities and more information about the program, visit **MyCareSource.com**.





Are You Up-to-Date on **Your Vaccines?**

Due to COVID-19, fewer people are visiting the doctor to get their vaccines. It is important to get all your vaccines on time to keep you and your loved ones safe. Vaccines help people stay healthy and stop the spread of illnesses. Your pharmacist or primary care provider (PCP) might be able to help. Ask your pharmacist or PCP if they can help you get up-to-date on all of your vaccinations. Be sure to ask your pharmacist or PCP about the COVID-19 vaccination too.



**Your
Feedback is
Important.**

Quality Care is our goal. CareSource is dedicated to gathering input from members like you. We collect member feedback through a variety of ways all year round.

Each Spring, we conduct the Medicare Assessment of Healthcare Providers and Systems (MCAHPS) survey to learn more about your overall healthcare experiences. If you receive the survey by email, mail, or phone, we hope you take it. We value your feedback!

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Call 1-855-475-3163 (TTY: 1-800-750-0750).

SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-475-3163 (TTY: 1-800-750-0750).

CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-475-3163 (TTY: 1-800-750-0750)。

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-475-3163 (TTY: 1-800-750-0750).

ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-475-3163 (رقم هاتف الصم والبكم: 1-800-750-0750).

PENNSYLVANIA DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-855-475-3163 (TTY: 1-800-750-0750).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-475-3163 (телетайп: 1-800-750-0750).

FRENCH

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-475-3163 (ATS : 1-800-750-0750).

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-475-3163 (TTY: 1-800-750-0750).

CUSHITE/OROMO

XIYYEEFFANNAA: Afaan dubbattu Oroomiiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-475-3163 (TTY: 1-800-750-0750).

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-475-3163 (TTY: 1-800-750-0750) 번으로 전화해 주십시오.

ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-475-3163 (TTY: 1-800-750-0750).

JAPANESE

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-475-3163 (TTY:1-800-750-0750) まで、お電話にてご連絡ください。

DUTCH

AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-855-475-3163 (TTY: 1-800-750-0750).

UKRAINIAN

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-475-3163 (телетайп: 1-800-750-0750).

ROMANIAN

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-855-475-3163 (TTY: 1-800-750-0750).

NEPALI

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-475-3163 (टिपिआइ: 1-800-750-0750)।

SOMALI

DIGTOONI: Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa lagu heli karaa adiga. Wac 1-855-475-3163 (TTY: 1-800-750-0750).


CareSource®

CareSource® MyCare Ohio
(Medicare-Medicaid Plan)



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 1-855-475-3163 (TTY: 1-800-750-0750 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>.



MyCareOhio
Connecting Medicare + Medicaid

P.O. Box 8738
Dayton, OH 45401-8738

CareSource.com

Member Services Dept:
1-855-475-3163
(TTY: 1-800-750-0750 or 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-7861
(TTY: 1-800-750-0750 or 711)

 [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)

IMPORTANT PLAN INFORMATION



We Want to Hear From YOU!

We love our members. That's why we want to hear from you! Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes two to three minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/NewsletterSurvey)

Thank you for trusting CareSource with your health care needs.

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.