



WINTER 2021

# MEMBER *Source*

A Newsletter for CareSource® MyCare Ohio Members

## Have You Gotten Your Flu Shot Yet?

The Centers for Disease Control and Prevention (CDC) recommends nearly everyone six months of age and older should get a flu shot every year. The flu shot is vital because it creates antibodies in your body. These are what help to protect you against the flu virus.

As you begin to develop these antibodies to fight the flu, you may experience mild symptoms like fevers and chills, but that's completely normal. Rest assured that the flu shot has been tested on tens of thousands of participants in clinical trials and meets the Food and Drug Administration's (FDA) standards for safety.

Don't wait. Get a **FREE** flu shot with your CareSource benefits. Visit [CareSource.com/flushot](https://www.caresource.com/flushot) for more information.



### Fall Leaves, Hayrides and... Asthma Triggers?

The autumn season is special, but also a time for increased asthma triggers.

That's why we've put together a list of how to avoid these triggers:

#### OUTDOORS

**RAGWEED** – Stay inside between the hours of 10 a.m. and 3 p.m. If you exercise, do it in the morning or evening.

**COLD AIR** – Stay indoors. If you must go outside, bundle up.

**RAKING LEAVES** – Wear a face mask and long-sleeved clothing.

**CAMPFIRES** – Don't get too close, and stand away from where the wind is blowing.

#### IN THE HOUSE

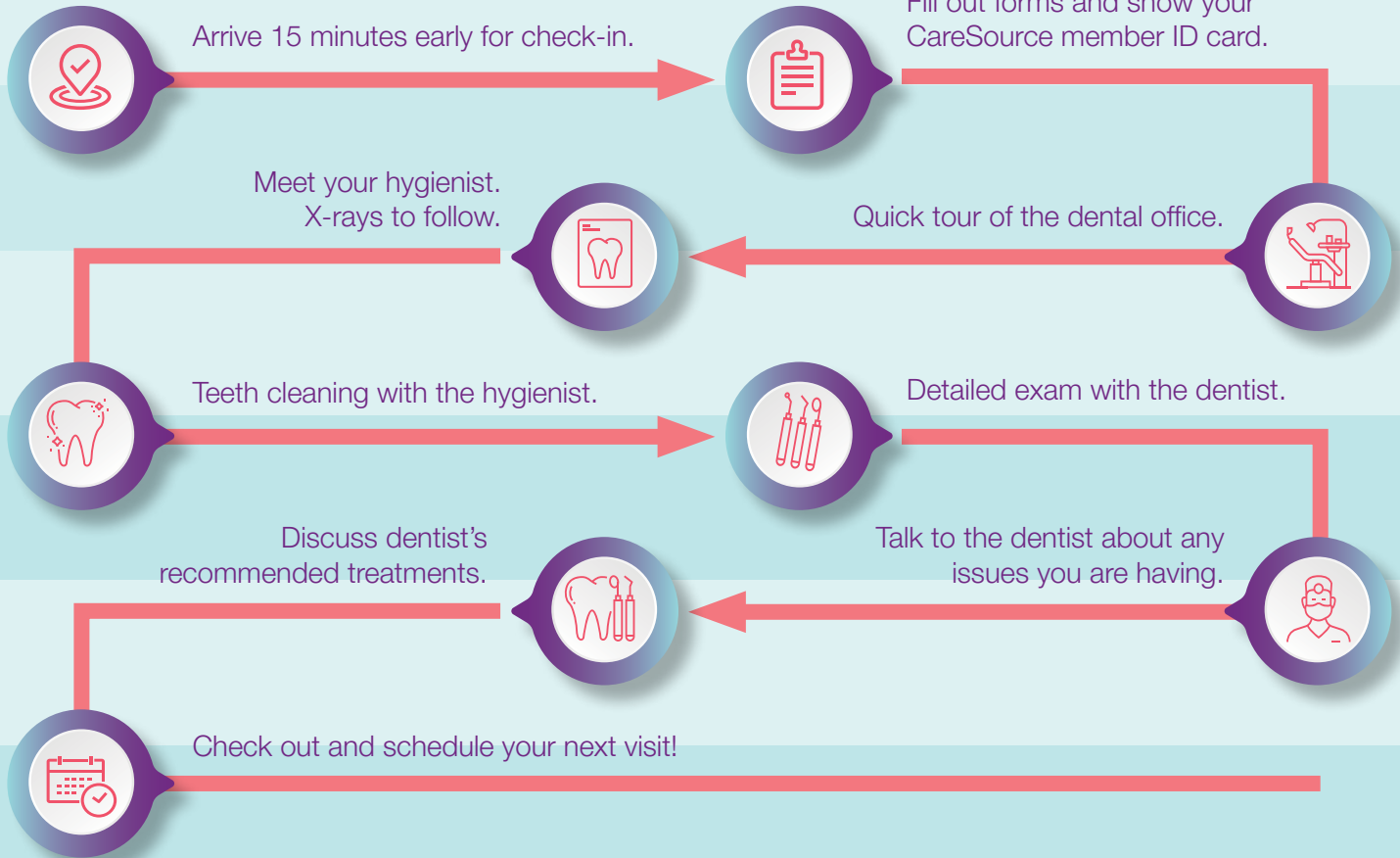
**MOLD** – Keep windows closed and use a dehumidifier.

**YOUR FIREPLACE** – Don't use an indoor fireplace.

Finally, cold and flu viruses are a big trigger during the fall. To avoid the viruses, get your flu shot!

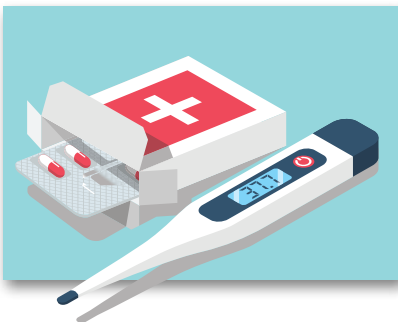


## What to Expect: Your First **Dental Visit**



## You Have Options for Care

We want to make it easy for you to get care. A visit to a convenience care clinic is quicker and cheaper than a visit to urgent care or an emergency room (ER). You can go to clinics inside of CVS®, Kroger® and Walmart® for basic care. At these clinics, you can get care for aches and pains, sicknesses, get health screenings or physicals, and can even get your flu shot.



Most clinics are open in the evening, seven days a week. Visits can be scheduled for the same day. Walk-ins are often welcome. Find one near you using our online **Find a Doctor/Provider** tool at [findadoctor.CareSource.com](http://findadoctor.CareSource.com).



# Variant or Vaccine?



Vaccines are highly effective against COVID-19, including the Delta variant. Delta is currently the leading strain of the virus in the United States (US). According to the Centers for Disease Control and Prevention (CDC), the Delta variant is more contagious and spreads faster. It may cause more serious illness than previous strains in unvaccinated persons.

Always talk with your primary care provider (PCP) if you have any questions or concerns about a medical condition or your risk. Anyone 12 and older can get a COVID-19 vaccination. Millions of people have safely received the COVID-19 vaccine. The vaccine can protect you from the virus, hospitalization, severe infection and death.

The CDC recommends getting a COVID-19 vaccine as soon as possible. Vaccine equity is when everyone has fair and just access. Now getting fully vaccinated is even easier.



To find a vaccine location near you, go to **Vaccine.gov**. If you need help scheduling a vaccine appointment or getting a ride, CareSource can help. Call Member Services today.



Join over 163 million Americans who are already vaccinated by getting your shot today!

Visit [www.COVIDVAXontheSPOT.com](http://www.COVIDVAXontheSPOT.com) for more information. You can also call Member Services for more details.

## GET YOUR COVID-19 VAX ON THE SPOT *and* a \$100 GIFT CARD!

Now is the time to get your **COVID-19 Vax on the Spot** at a vaccination event or pharmacy near you. You can also visit your primary care provider (PCP)! COVID-19 vaccines are free and available at no cost to CareSource members!

The best part? All members age 12 and older will receive a \$100 gift card for being vaccinated from now until December 31, 2021.






## Talk with Your Pharmacist for Better Health

Pharmacists do more than dispense medications. There are other ways they can help you improve your health.

Pharmacists can tell you how to take your medications the right way. They can also tell you about medication side effects or if there are drug interactions between medications you should know about. They can share general information to help you improve your health, too.

Talk with your pharmacist about your medications and your health—they are a vital part of your health care team!



# Your Safety and Care is Our Priority

We work every day to be sure you get the best health care possible. We want you to get:

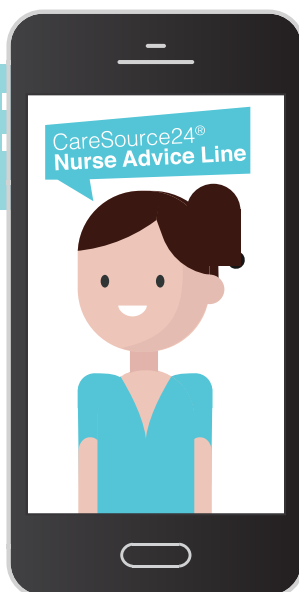


- ✓ The right care.
- ✓ At the right time.
- ✓ From the right provider.

Our Quality Improvement department has nurses who check on the quality and safety of the care you receive. This includes care you might receive from a doctor's office, clinic or hospital. We want to help you live a healthy life. Making sure you get safe health care is a priority for us.

## Where to GET CARE

The **CareSource24® Nurse Advice Line** is here 24 hours a day, seven days a week to give advice and answer your health questions. Our registered nurses can help you decide when self-care or a visit to your primary medical provider (PMP), urgent care, or the emergency room is needed. Call now at **866-206-7861** to talk with a CareSource24 team member.



## 2021 CareSource Holiday Updates

**CareSource will be closed on the following days:**

- Monday, September 6, 2021  
- Labor Day
- Thursday, November 25, 2021  
- Thanksgiving Day
- Friday, December 24, 2021  
- Christmas Day (Observed)





## Understanding ESRD and CKD

Kidneys filter waste from the blood. Chronic Kidney Disease (CKD) is when the kidneys are damaged and are not doing that job properly. When CKD gets worse, it can become End-Stage Renal Disease (ESRD), or kidney failure. ESRD can cause serious health problems and can make you feel very sick. It is vital to manage your CKD to keep it from becoming ESRD.



If your CKD is caused by high blood pressure and/or diabetes, focus on controlling those disorders.



Eat a kidney-healthy diet. Your primary care provider (PCP) can refer you to a Registered Dietitian (RD). They can help you make an eating plan with the right amount of salt (sodium) and protein. Some people may need to limit their daily fluid intake.



Be active most days.



Do not smoke or drink alcohol.

## Pharmacy Updates

CareSource has a searchable drug list that is updated monthly on the **CareSource.com** website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under **Member Tools & Resources**.

The most current updates can be found there also. If you do not have access to the Internet, you can call Member Services. A CareSource representative will help you find out if a medication is covered and how much it will cost.







# New Service Helps Find Housing

**Socialserve is a free service that can help anyone find affordable housing.**

You can search by:

- Number of bedrooms and bathrooms.
- Pets allowed.
- Accessibility.
- Veteran status.
- Section 8 voucher.

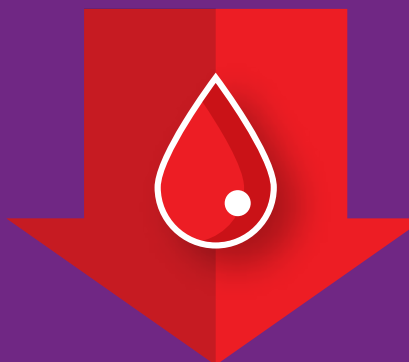
You can search at **[www.socialserve.com](http://www.socialserve.com)**. You can also use the toll-free, bilingual call center, which helps people who don't have a computer or who want to talk to a person. Call at 1-877-428-8844.

We also have a search tool called MyResources that helps you find free or low-cost programs and support for:

- Food.
- Housing.
- Health care.
- Employment skills.
- Financial support.
- And more.

Log into your My CareSource<sup>®</sup> account to use the MyResources tool or call Member Services to learn more.





# Keeping a Healthy Lifestyle with Diabetes

It's important to see your primary care provider (PCP) at least twice a year to have your tests done, like blood pressure or cholesterol. There are other things you can do in your everyday life to be healthy, as well.

You should get your blood sugar checked regularly, take your medications and check your feet every day.

You should also make healthy food choices, limit alcohol, avoid tobacco smoke, stay active and learn coping skills.

Diabetes Self-Management Education and Support (DSMES) programs can help teach you life skills to better your health and quality of life. To find a DSMES program, go to [www.diabetes.org/diabetes/find-a-program](http://www.diabetes.org/diabetes/find-a-program).

*Source: Centers for Disease Control and Prevention (CDC). [www.cdc.gov/diabetes/library/4steps.html](http://www.cdc.gov/diabetes/library/4steps.html).*



## Suspect Fraud?

### Let Us Know.

At CareSource, we care about your protection. CareSource has partnered with NAVEX to run our **NEW** fraud, waste and abuse hotline, coming soon. We want to help you report any case of fraud, waste and abuse easily and privately.

The new hotline will offer:

- Access to 24/7/365 help throughout the process.
- Interpreter services so you can report in your primary language.
- The option to report in an online form.

We will announce the new number soon. Until then, you can continue to call Member Services, email us at [fraud@caresource.com](mailto:fraud@caresource.com), or use fax or mail.



# Your Rewards for Healthy Activities

As a MyCare Opt-in member<sup>◇</sup>, you are automatically enrolled in the My CareSource Rewards Program<sup>®</sup> when you complete healthy activities! Healthy activities include annual wellness visit, flu shot, preventive screenings and many more\*. The best part? Incentives are automatically added to your rewards card once you complete an activity! The rewards card can be used at Walmart<sup>®</sup>, Kroger<sup>®</sup> and Walmart.com. Some restrictions do apply.+

## My CareSource Rewards Program and Rewards Card Details

All MyCare Opt-in members currently enrolled do **NOT** pay any fees for card usage. However, if you have not used your rewards card within 12 months, a monthly dormancy fee will be deducted from your account.

Visit [CareSource.com/oh-myicare-rewards](https://www.caresource.com/oh-myicare-rewards) for a full list of qualifying activities. If you have any questions, call Member Services.

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\*Rewards may vary by age, gender or health issues.

+Visit [healthybenefitsplus.com/CareSource](https://healthybenefitsplus.com/CareSource) for vendor and product restrictions.

◇ The My CareSource Rewards program is only available to MyCare opt-in members. MyCare opt-out members are not eligible for the rewards program.







## Need a Ride to Your **COVID-19** **Vaccine Visit?**

Transportation Options  
Are Still Available.

CareSource offers transportation services for eligible members. You can schedule a ride through CareSource to your COVID-19 vaccine visit. Trips for two vaccine visits will be paid for by CareSource when you use our transportation benefit\*. A driver will take you to your appointment and will pick you up after your visit. Call Member Services today to schedule a ride. Visit **CareSource.com** to learn more.

\*Transportation for drive-thru vaccine clinics are not a part of this service.

## Test Your **VISION**



Can you see this  
hidden Image?

If not, you may want to get  
your eyes examined. Talk to  
your primary care provider  
(PCP) to see if you need a  
vision test.



# Should I Get My **Hearing Tested?**



## Learn More About Your Plan with Your **Member Handbook**

Your member handbook is the best place to look for up-to-date information about your health plan. You can find your handbook on **CareSource.com** at **CareSource.com/documents/mycare-2021-oh-member-handbook**. There are many topics covered. Some include plan benefits, services and rewards. You can also find information about where to go for care, pharmacy and prescription drugs, and more!

Your member handbook will help you get the most out of your plan. Call Member Services to ask for a printed copy.





# All About **Surgery**

When you hear the word “surgery,” you may think of a complicated procedure and an overnight hospital stay. This is a common misunderstanding.

Some surgeries are more involved and require a hospital stay, but many are much simpler. They may just be a quick office visit.

There are many types of surgeries. Ask yourself the questions below. If you answer “Yes” to any of them, it is likely you are having surgery.

- 1 Did you sign a consent form?
- 2 Is any special equipment being used?
- 3 Will there be any incisions (cuts) to the body?
- 4 Is a prior authorization required?

If you are unsure, you can ask your primary care provider (PCP) or Care Manager. You can also call Member Services with any questions.





# Medication Adherence

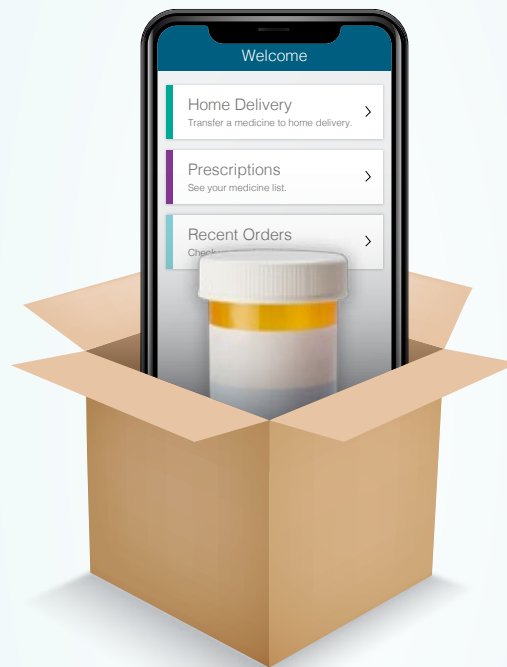
## Made Easier

Sometimes, managing your medications can seem like another chore on your to-do list. It's important to remember that taking your medications correctly is a big part of your health. This means taking the right dose at the right time. It also means getting your medications from the pharmacy on time.

Many pharmacies offer ways to make it easier for you to get your medicine:

- Your local pharmacy might be able to fill all your medications on the same day.
- Your local pharmacy might be able to deliver your medications right to your door with mail-order delivery.

Reach out to your pharmacy to ask if they offer these helpful services that could save you time and money.



## All About Mail Order Drugs

You can get many of your eligible Medicare Part D drugs sent to your home by mail. CareSource works with Express Scripts® to offer this service to you at no charge for standard delivery.

Not all Part D drugs are available through mail order. If a drug can be ordered through the mail, you will see the letters “MO” (Mail Order drug) next to the drug name in the **Find My Prescriptions** tool, as well as the Preferred Drug list. To receive a prescription by mail,

- Your primary care provider (PCP) can reach out to Express Scripts.
- Express Scripts can reach out to your PCP or pharmacy.
- You can mail your prescription(s) to Express Scripts with a mail order form.

Visit [CareSource.com](https://www.caresource.com) for more information, or call Member Services using the number on the back of the newsletter.



# Family Struggling with Mental Illness?

Here's What You Can Do to Help.

Helping a family member with a mental health issue can be hard.

It can be a balancing act, but showing support can make a big difference.

Here are some things to keep in mind when working with a family member with mental illness:

- Support doesn't mean control; it is up to your family member to accept help.
- Dealing with mental illness is a learning process for everyone. Listen and ask questions.
- Use tools for support:
  - Find a free family support group at [NAMI.org](https://www.nami.org).
  - Use the myStrength<sup>SM</sup> tool for your own emotional wellness. Just visit [bh.mystrength.com/caresource](https://bh.mystrength.com/caresource) to get started.



## 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 Oroomiffa, 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 दनिहोस्: तपारइले नेपाली बोलनुहुन्छ भने तपारइको नमिति भाषा सहायता सेवाहरु नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-475-3163 (टिडिवाइ: 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>.



PO 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**

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## Important Plan Information



## We Want to Hear From YOU!

We love our members. That's why we want to hear from you! Go to

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

and tell us what you would like to see in future newsletters. This survey only takes two to three minutes.

**Thank you for being our member.**

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.