

FALL 2018

# MEMBERSource

A Newsletter for CareSource® MyCare Ohio Members

## IN THIS ISSUE:

- 2 Addiction: Take the First Step
- 3 Ask Your Doctor
- 4 Know Your Blood Pressure Numbers
- 5 “Sandwiched” Caregiving
- 9 Get Rid of Medicine Safely



## OPEN ENROLLMENT BEGINS NOVEMBER 1

Open enrollment is the time when you can sign up for or change your health plan. You will get a notice from the Ohio Department of Medicaid about your choices and what you need to do.

We want you to stay with us so we can continue to offer you the best care. If you have CareSource MyCare Ohio for Medicaid benefits only, you can add Medicare, too.

Combining Medicaid and Medicare makes things simple. Your Care Manager helps coordinate all of your health care services and support. You also get extra services from CareSource like transportation to health care visits and a fitness program.

At CareSource, your health comes first. We focus on you to provide health care with heart. Soon, we will be sending you updated materials for the new year. These include a notice of any upcoming changes and an updated member handbook. Thank you for choosing CareSource.

  
**CareSource**®

For more information, visit [CareSource.com](http://CareSource.com) 1

# ADDICTION: TAKE THE FIRST STEP

## Treatment works. Recovery does happen.

With all we hear about drug addiction, it is important to remember that people do recover every day. Treatment works. Like many other chronic diseases, with the proper treatment and support system, you can manage your addiction. You can live a healthy and happy life.

Treatment may include counseling, behavioral therapy, support groups or medication-assisted treatment. Though not required, detoxification is also available to help your body withdraw from drugs and prepare you for treatment.

## I am ready for help. How do I get started?

Asking for help is the first step. Call Member Services. We can help you find a provider and schedule an appointment. You can also reach our representatives through the addiction treatment phone number at **1-833-674-6437**.

Talk with your doctor. You can use the Find a Doctor/Provider tool on our website to find doctors who treat addiction in your area. If you have a Care Manager, he/she can also help you.

*“You never fail  
until you stop trying.”  
– Albert Einstein*



# WHERE TO GO FOR CARE

Deciding where to get health care can be difficult. It depends on the type of care you need.

<b>Doctor's Office</b>	<ul style="list-style-type: none"> <li>• Routine and preventive care</li> <li>• Checkups and shots</li> <li>• Most illnesses and injuries</li> </ul>
<b>Convenience Care</b>	<ul style="list-style-type: none"> <li>• When your doctor's office is closed</li> <li>• Extended evening and weekend hours</li> <li>• Inside local pharmacies and grocery stores</li> </ul>
<b>Urgent Care</b>	<ul style="list-style-type: none"> <li>• When your doctor's office is closed</li> <li>• For more serious or complex illness or injury</li> </ul>
<b>Emergency Room</b>	<ul style="list-style-type: none"> <li>• Life-saving care only</li> <li>• When you need treatment right away</li> <li>• Serious accidents or illnesses</li> </ul>

Find a provider or clinic using our Find a Doctor/Provider tool at [CareSource.com](https://www.caresource.com). If you don't know what to do, we can help. Just call CareSource24®. The number is on your member ID card. You can also use the CareSource mobile app.

## NEW MEDICARE CARD REMINDER

The Centers for Medicare and Medicaid Services (CMS) is mailing new Medicare cards now through April 2019. When you get yours, be sure to safely destroy your old card. Keep your new card in a safe place.

These changes do not affect your CareSource member ID card(s). If you have CareSource for both Medicare and Medicaid, you will still use your one CareSource card for both Medicare and Medicaid services.

If you have CareSource MyCare for Medicaid-only, you will still use your CareSource MyCare Ohio ID card in place of your Medicaid card for Medicaid services. Your new Medicare card should be used for Medicare services from doctors and other Medicare providers.

## Ask Your Doctor

Has your doctor recommended a new medicine for your health condition? Here are some questions to ask:

- How does it work?
- When and how often should I take it?
- Should I take it with or without food?
- Will it interact with any of my other medicines?
- What are the common side effects?
- What should I do if I miss a dose?
- Are there other treatment options?

**Note:** *If you experience any side effects be sure and call your doctor!*



## KNOW YOUR BLOOD PRESSURE NUMBERS

Managing your blood pressure is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit. Know your numbers and what they mean. Talk to your health care provider about your goals. He or she may have target blood pressure numbers for you to maintain.

There are usually no signs or symptoms for high blood pressure. If it is not treated, it can cause strokes, heart attacks or even death. Changing your lifestyle can help control it. Your health care provider may ask that you:

- Eat a healthy diet with less salt
- Exercise regularly
- Quit smoking
- Maintain a healthy weight

You may also need to take medicine to lower your blood pressure. Always take it as directed. If you skip doses because you can't afford the medicine, have side effects or forget to take it, talk to your doctor about solutions. Don't change your treatment without your health care provider's guidance.

BLOOD PRESSURE LEVEL	SYSTOLIC (mm Hg) (upper number)		DIASTOLIC (mm Hg) (lower number)
<b>NORMAL</b>	<b>LESS THAN 120</b>	<b>and</b>	<b>LESS THAN 80</b>
<b>ELEVATED</b>	<b>120 – 129</b>	<b>and</b>	<b>LESS THAN 80</b>
<b>HIGH – STAGE 1</b>	<b>130 – 139</b>	<b>or</b>	<b>80 – 89</b>
<b>HIGH – STAGE 2</b>	<b>140 OR HIGHER</b>	<b>or</b>	<b>90 OR HIGHER</b>
<b>CRISIS – SEE A DOCTOR RIGHT AWAY</b>	<b>180 OR HIGHER</b>	<b>and/or</b>	<b>120 OR HIGHER</b>

\*Source: [www.heart.org](http://www.heart.org)



## “Sandwiched” Caregiving

Taking care of loved ones can be a time of joy – but you must take care of you, too! Many people are helping their aging parents or family members while raising children or grandchildren. “Sandwiched” between caring for those who are older and younger while juggling other responsibilities like work, house and finances, can be stressful. Taking care of yourself must be a priority so that you can continue to be there for those you love. Keep these tips in mind for balance:

1. Ask for help and accept offers of help from others. Have specific things in mind of how others can help you.
2. Set priorities and be as organized as you can. Stay open to re-prioritize as circumstances change.
3. Eat well, drink water and get enough sleep.
4. Take time for yourself. Keep up with your own interests.
5. Take breaks and find ways to recharge your own batteries.



## BLOOD TEST FOR DIABETES

Hemoglobin A1C (HbA1C) is a blood test. It shows your average blood glucose levels over the past 2-3 months. It provides a useful gauge of diabetes control. If you have diabetes, get an A1C test done every 3-6 months. Your result should be less than 7 unless your health care provider sets a different goal for you.

This test can also be used to diagnose type 2 diabetes and prediabetes. Lifestyle changes can help delay or prevent type 2 diabetes. If you have risk factors for diabetes, talk to your health care provider. He or she can help you figure out if you should be tested.

## MONEY MATTERS

Spend less than you earn. It’s easier said than done, but you can take steps to gain control of your finances.

The first and most important step is to create a budget. A plan will help you stay on track. It is one of the best things you can do to help reduce money worries and stress. For more guidance, go to [www.consumer.gov](http://www.consumer.gov).



## HELP FOR LOW BACK PAIN

Do you have back pain? You may think you need an X-ray or an MRI, but they may not be needed at all. X-rays can be harmful if they are not necessary. Talk to your health care provider first. He or she will examine you and review your health history. Treatment may include heat, rest, physical therapy, acupuncture, or over-the-counter or prescription drugs. Opioids generally aren't a good fix for back pain. Visit [www.takechargeohio.org](http://www.takechargeohio.org) for more information.

If you don't get better or there are other problems, then your health care provider may recommend other tests. Always follow your health care provider's treatment plan.

## WE'RE HERE WHEN YOU NEED US

### CareSource App

Get the CareSource app for your smartphone or tablet. You can get it from the Apple App Store® or Google Play®. Use it to view your ID card, find a doctor and more. You can also use it to access your My CareSource® account.

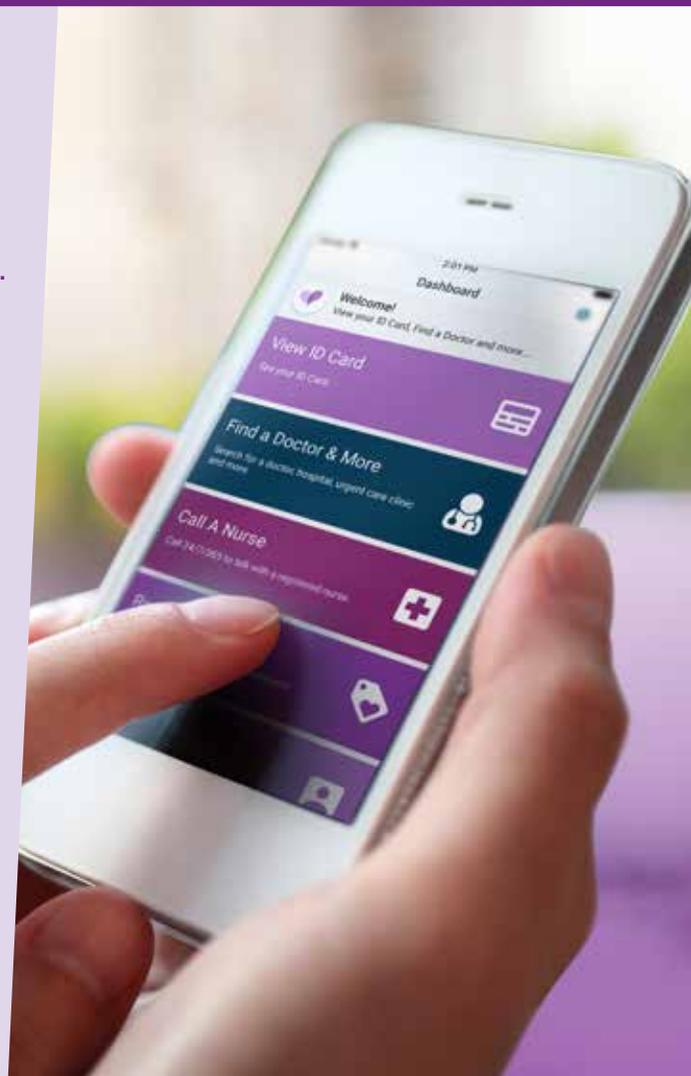
### My CareSource

This is your personal online account. Use it to:

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

Go to [MyCareSource.com](http://MyCareSource.com) to sign up.

*The App Store is a service mark of Apple, Inc. Google Play is a registered trademark of Google, Inc.*



## 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 asistentă lingvistică, gratuit. Sunați la 1-855-475-3163 (TTY: 1-800-750-0750).

## NEPALI

ध्यान दिनुहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिती भाषा सेहायती सेवाहरू नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-475-3163 (टिटीवाइ:1-800-750-0750)।

## SOMALI

DIGTOONI: Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa laguu heli karaa adiga. Wac 1-800-475-3163 (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>.



## Get Rid of Medicine Safely

What should you do with leftover medicine? Make sure your unused prescription drugs are not used by someone else. Do not share your medicine with others.

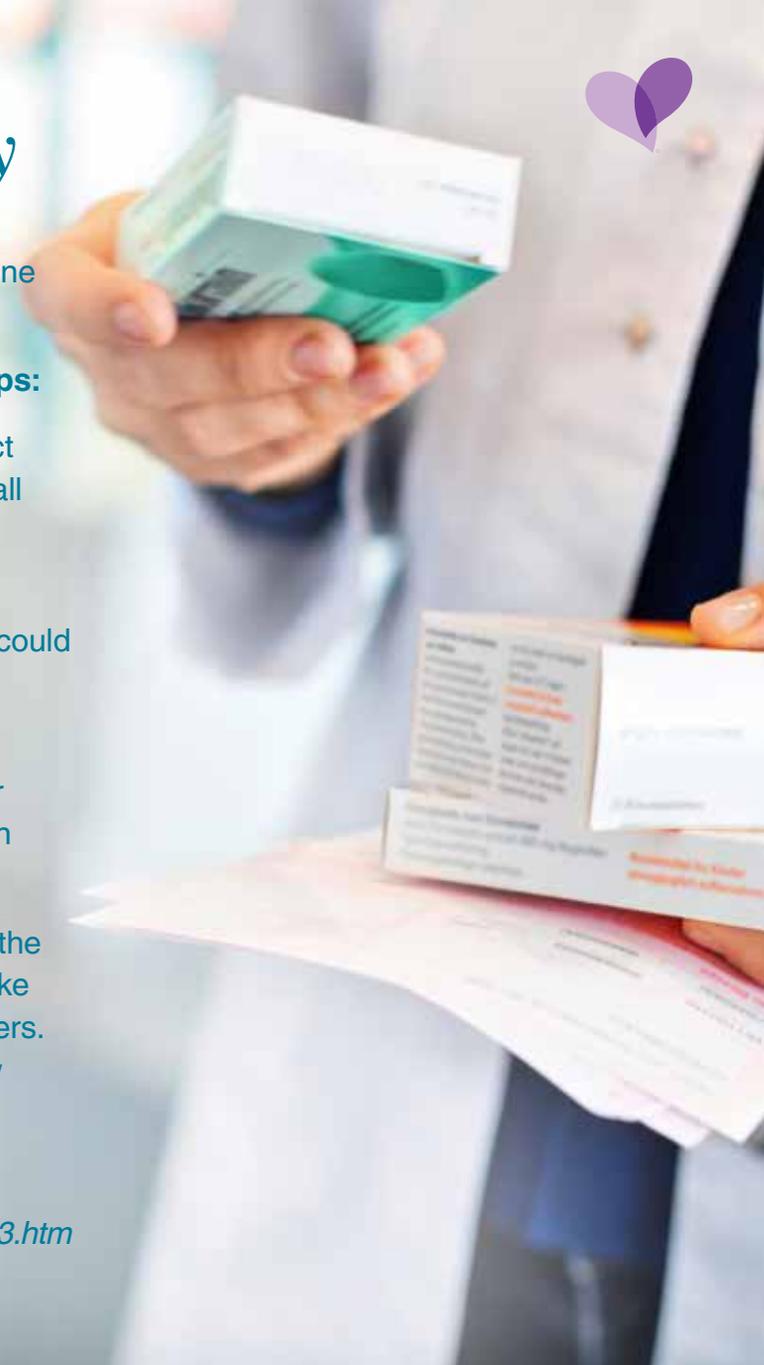
### Be smart. Get rid of drugs safely. Here are some tips:

- Use a drug take-back program in your area. Contact your local law enforcement agency. You can also call your local government trash and recycling service. They can give you more details.
- Use an authorized prescription drug collector. This could be a local hospital, pharmacy, police department or store. Visit [www.dea.gov](http://www.dea.gov) to find out more.
- Follow the disposal instructions on the drug label or information sheet. Scratch off identifying information from the label.
- If no instructions are provided, take the drug out of the original container. Add an undesirable substance, like dirt, to the drug. This will make it less usable to others. Place the mixture in a sealed container. Then throw it out.

### Learn more:

[www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)

[www.deadiversion.usdoj.gov/drug\\_disposal/index.html](http://www.deadiversion.usdoj.gov/drug_disposal/index.html)



## NEW PROGRAM DESIGNED TO PREVENT DIABETES

Simple changes in your daily life can prevent type 2 diabetes. Now you can get a lifestyle coach to help you lose weight, eat healthy and be more active. It's all part of the Medicare Diabetes Prevention Program and it's available to you if you have Medicare.

The program includes a series of coaching sessions to help you develop healthy habits to reach your fitness and weight loss goals. You must meet weight and blood test requirements to be eligible. Contact your Care Manager or Member Services for more details.

## Get Active. Stay Fit.

The warmer months are the perfect time to step it up and get active. Exercise can help you:

- Lower stress
- Lose weight
- Reduce your risk of chronic disease
- Feel happier
- Increase your energy level
- Strengthen muscles and improve balance

Talk to your health care provider about the best fitness plan for you. If you have CareSource MyCare Ohio for both Medicare and Medicaid, take advantage of the SilverSneakers® fitness program. For more information talk with your Care Manager or call **1-888-423-4632**.



## HERE'S “2” YOUR TEETH

Dental care habits come in pairs.

Brush your teeth **2** times a day.

Brush for **2** minutes each time with fluoride toothpaste.

See a dentist **2** times a year.





## BENEFITS: DID YOU KNOW?

CareSource covers many **OTC** or **over-the-counter medicines**. All you need is a prescription (“order”) from your doctor. **OTC** options can be very convenient.

**Acupuncture** is a covered benefit for back pain. It’s a technique that stimulates specific body points, usually with needles. Talk with your doctor about this option.

You can also get **chiropractic services** to an in-network provider. No approval needed for the first 15 visits.

If you have CareSource MyCare Ohio for both Medicare and Medicaid, a **fitness benefit** is available at no cost to you.

For a list of the services available to you, see your member handbook. If you don’t have a copy you can find your handbook online. You can also find a list of services that need prior approval online at [caresource.com/members/ohio/caresource-mycare-ohio/my-benefits-services](https://caresource.com/members/ohio/caresource-mycare-ohio/my-benefits-services).

### IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY.

WE CAN STILL HELP YOU.  
CALL MEMBER SERVICES WITH  
YOUR QUESTIONS.

**JUST DIAL 1-855-475-3163  
(TTY: 1-800-750-0750 OR 711).**

WE ARE OPEN  
MONDAY – FRIDAY, 8 A.M. – 8 P.M.

### **MyCareOhio** *Connecting Medicare + Medicaid*

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.

This information is not a complete description of benefits. Contact the plan for more information. Limitations and restrictions may apply. For more information, call CareSource MyCare Ohio Member Services or read the CareSource MyCare Ohio Member Handbook. Benefits may change on January 1 of each year.



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**

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## *Important Plan Information*

## DO YOU GET ENOUGH SLEEP?

Chronic sleep loss is linked to several health problems including obesity, heart disease and depression. Both adults and children need to get enough sleep. It helps you focus and improves your mood. Here are some tips to help improve sleep for your family:

- Make sure you sleep in a room that is quiet and dark. Avoid screen time right before bed.
- Be consistent. Go to bed and get up at approximately the same time each day. A similar routine at bedtime can help with falling asleep faster and sleeping more soundly.
- Stay active. Exercise during the day can help make you more tired at night.

The amount of sleep you need changes as you age. Adults should get seven or more hours of sleep per night. Learn more about ways you can sleep better at [www.cdc.gov/features/sleep](http://www.cdc.gov/features/sleep).

