



SPRING 2019

MEMBER *Source*

A Newsletter for CareSource® Members

3

Start Using Silver Sneakers Now for a Healthier New Year

7

Simple Lifestyle Changes Can Help Manage Your Blood Pressure

8

Get a Checkup Once a Year



Don't Risk Losing Your CareSource Health Care Coverage

To stay a CareSource member, you have to renew your Medicaid benefits. The Ohio Department of Medicaid sends a Medicaid Renewal Form when it is time to renew your Medicaid coverage. If you don't take action, it could result in the loss of your Medicaid eligibility for health care coverage. Without Medicaid coverage, you will no longer be eligible for MyCare.

Renew Your Coverage in One of Four Ways

1. **By Phone.** Call the Medicaid Hotline at 1-800-324-8680 (TTY: 1-800-292-3572).
2. **Online.** Go to benefits.ohio.gov and click on "Manage Benefits."

3. **By Mail.** Fill out the form and mail it back right away to your local county JFS office.
4. **In Person.** Visit your local county JFS office.

Have Questions?

Call your local county JFS office. A directory is available online at https://jfs.ohio.gov/County/County_Directory.stm. Remember, CareSource cannot process your renewal. It must be handled by your local county JFS office.



Stay Up to Date

Find Current Plan Documents on Our Website

Make the most of your health care benefits. Find up-to-date copies of your health plan documents for 2019 at caresource.com/oh/plans/mycare/plan-documents.

Updated with you in mind

You're busy and we understand! So we recently updated our website to make it easier for you to find what you need fast. It now offers a new look and feel with simplified content and easier navigation. We hope you will use it often to find the information you need when you need it.

Mail-Order Drugs: Getting Started

Do you get both Medicare and Medicaid coverage through CareSource MyCare Ohio? Then you can have many of your Medicare Part D drugs shipped right to your home. Just use our mail-order option offered by CVS Caremark. It's quick and easy. There are no shipping costs if you use regular delivery.

To get started, submit your prescription to CVS Caremark. Your doctor can submit it by phone or fax or you can mail it with a completed mail-order form. Find out more details about how to use this safe and convenient option. Just visit our website at: caresource.com/oh/members/tools-resources/find-my-prescriptions/mail-order-drugs/mycare

Important Update to Your Prescription Drug Coverage

New laws went into effect January 1, 2019 for people on Medicare. If you have not filled a prescription for opioids in the past 90 days and get a new prescription for opioids, your new prescription will be limited to a 7-day supply.

If you already take opioid pain medications daily, these new laws will not affect you.

If you have questions about what these changes may mean for you, we can help. Call Member Services or your Care Manager.



Start Using Silver Sneakers Now for a Healthier New Year

If you have CareSource MyCare Ohio for both Medicare and Medicaid, you have the SilverSneakers® fitness benefit at no extra cost. Start using your benefit now to get a jump-start on staying fit in 2019. Go to SilverSneakers.com to get your SilverSneakers member ID and information on all these things you can do:

- **Visit any participating location.** There are more than 15,000 SilverSneakers locations. You can use them all. Locations include gyms, community and senior centers, YMCAs and more.^{1,2}
- **Try SilverSneakers classes.** The classes are offered at select participating locations. They're designed for all fitness levels and abilities.³
- **Take SilverSneakers FLEX® classes.** This is a good choice if you're not ready to go to a participating location. FLEX includes classes like tai chi, yoga, Latin dance and walking groups. The classes are offered in neighborhood locations.³
- **Work out at home with SilverSneakers On-Demand™ class videos.** These videos of real SilverSneakers classes are easy to follow. You can do them in the comfort of your home.
- **Download the SilverSneakers GO™ app.** This app includes workouts, schedule reminders and a participating location finder.

No matter how you decide to use it, SilverSneakers can be a great way to improve your health. Get started today.

Always talk to your doctor before starting an exercise program.

1. Participating locations ("PL") are not owned or operated by Tivity Health, Inc or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
2. At-home kits are offered for members who want to start working out at home or for those who can't get to a fitness location due to injury, illness or being homebound.
3. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

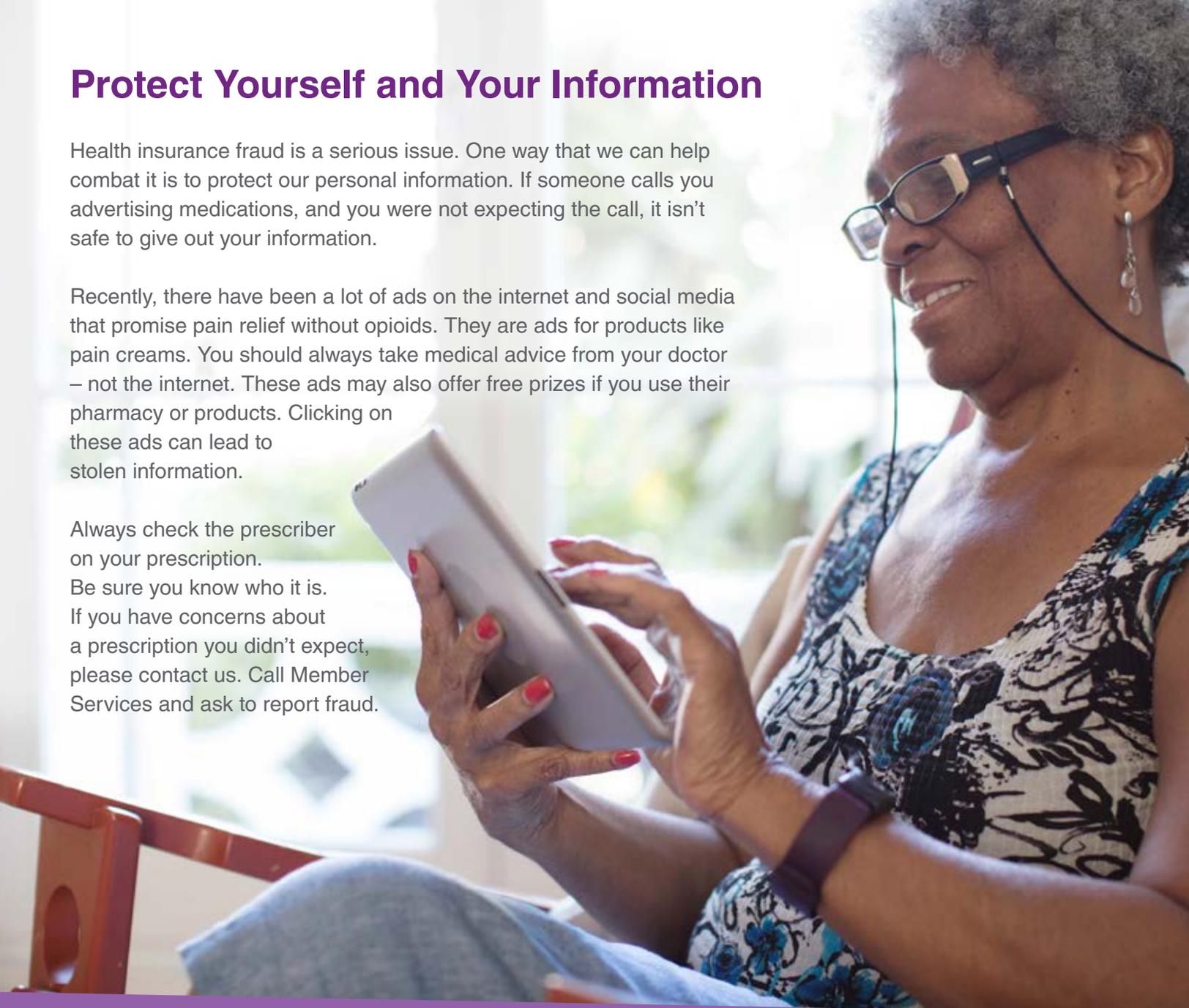
SilverSneakers and SilverSneakers FLEX are registered trademarks of Tivity Health, Inc. SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc. All other brand names, product names, registered trademarks or trademarks belong to their respective holders. © 2018 Tivity Health, Inc. All rights reserved.

Protect Yourself and Your Information

Health insurance fraud is a serious issue. One way that we can help combat it is to protect our personal information. If someone calls you advertising medications, and you were not expecting the call, it isn't safe to give out your information.

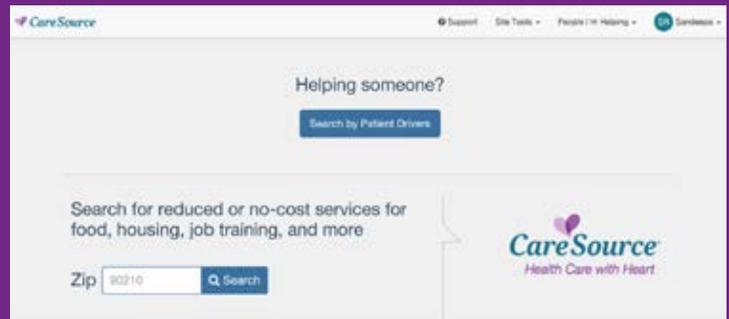
Recently, there have been a lot of ads on the internet and social media that promise pain relief without opioids. They are ads for products like pain creams. You should always take medical advice from your doctor – not the internet. These ads may also offer free prizes if you use their pharmacy or products. Clicking on these ads can lead to stolen information.

Always check the prescriber on your prescription. Be sure you know who it is. If you have concerns about a prescription you didn't expect, please contact us. Call Member Services and ask to report fraud.



Finding Help Just Got Easier

CareSource is excited to offer an interactive tool to help connect you to local resources! The MyResources tool connects you with local low-cost and no cost programs and services for food, shelter, health care, work, financial support and more. Try it today by logging into your My CareSource account to access free tools and features!



Have You Been Vaccinated?

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older get an annual flu vaccine. It normally takes two weeks after being vaccinated to be protected against the flu. Getting a flu vaccine each year is the best way to prevent getting sick with the flu and spreading it to others. Chances are you will avoid more serious illness if you get this protection. It's not too late to get your flu shot this season!

Visit your health care provider and get your flu vaccine today! Annual flu vaccines are a covered benefit for you as a CareSource member. They are available at **NO COST TO YOU**. If you have already had your flu vaccine, thank you!



Health Care on Your Terms

What would you do if you were sick or hurt and unable to talk?
How could you be sure you would get the medical care you choose?

A health care advance directive is a form you fill out in case you become seriously ill. It lets your doctor and others know how you want to be treated if you are not able to speak for yourself. You sign it while you are still healthy and able to make such decisions.

Examples

- **Living Will** – This lets others know of your wishes.
- **Health Care Power of Attorney** – This lets you name a trusted loved one to make decisions for you.

It helps to plan ahead. Make sure your wishes are known.
Find out more on our website at: caresource.com/members/education/planning-ahead/advance-directive



Get Help Forming Healthy Habits 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.



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.



Simple Lifestyle Changes Can Help Manage Your Blood Pressure

Uncontrolled high blood pressure raises your risk of heart disease and stroke. Your lifestyle plays a vital role in taking care of your blood pressure. Here are some tips:

- **Eat a healthy diet**
- **Limit sodium (salt) in your diet** – 1,500 mg a day or less is ideal for most adults.
- **Work out regularly** – about 30 minutes most days of the week.
- **Lose extra pounds**
- **Limit the amount of alcohol you drink** – one drink a day for women, or two a day for men.
- **Make a plan to quit smoking**
- **Cut back on caffeine**
- **Lower your stress** – Make time to relax. Take time each day to sit quietly and breathe deeply.
- **Medications.** Understand each of the medications you take. Take all of your medications exactly as your health care provider says.
- **Check your blood pressure at home and see your health care provider regularly** – Home checking can help you keep tabs on your blood pressure, make certain your lifestyle changes are working, and alert you and your health care provider to potential health problems.

Talk to your health care provider about checking your blood pressure at home.

Reference: Mayo Clinic

Do You Have Diabetes? Know Your Blood Glucose Levels

When you have diabetes, self testing your blood glucose (sugar) at home is a vital tool in taking charge of your treatment plan. Checking your blood sugar will help you identify levels that are high or low. It will also help you determine how diet and exercise affect blood sugar levels. Your health care provider will tell you how often you should check your blood sugar level. He or she will also set target ranges for you.

Your health care provider may also recommend you get an A1C test. A1C (HbA1C) is a blood test. It shows your average blood sugar levels over the past 2-3 months. It provides a useful gauge of diabetes control. For most adults with diabetes, an A1C level of 7 percent or less is a common treatment target. Lower or higher targets may be appropriate for some individuals. If your A1C level is above your target, your health care provider may recommend a change in your diabetes treatment plan.

Reference: Mayo Clinic

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.

Get a Checkup ONCE A YEAR

Be sure to see your health care provider once a year for a checkup. This visit is important for your health and wellness. Getting checkups when you are not sick gives time to form a trusting bond with your health care provider and to set goals for your health.

Preventing disease before it starts is vital to helping people live longer, healthier lives. Preventive health care includes immunizations and screenings for common chronic and infectious diseases and cancers. Preventive care also includes clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling can help you manage a chronic disease and live a healthier life. Your health care provider can help connect you to counseling and education services and programs.

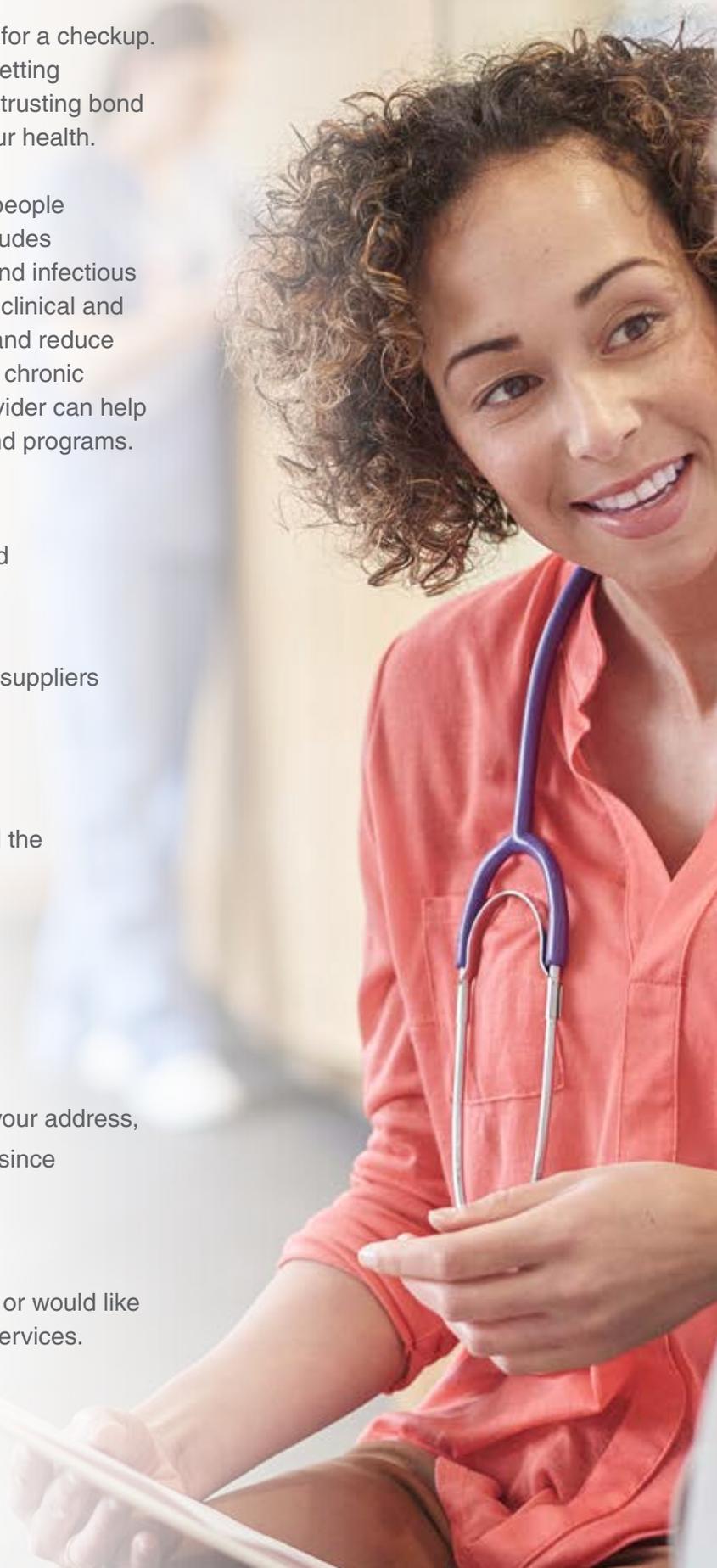
During your visit, your health care provider may:

- Update the health risk assessment you completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your list of current medical providers and suppliers
- Screen for cognitive, or mental, issues
- Update your written screening schedule from past wellness visits
- Update your list of risk factors and conditions and the care you are getting or that is recommended
- Give health advice and referrals
- Review and update your medications

To get ready for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can, especially if your address, phone number or other information has changed since your last visit
- Write down any questions or concerns

If you need help contacting your health care provider or would like to find a new one in your area, please call Member Services.





Here's to a **Healthy 2019!**

We are always looking for better ways to lead a healthier and safer lifestyle. Completing your Health Risk Assessment (HRA) is a great way to get started. 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.

The HRA can be completed in one of several ways:

- Online through the My CareSource Member Portal at **MyCareSource.com**
- Over the phone by calling Member Services at **1-855-475-3163** (TTY: **1-800-750-0750** or **711**)
- By paper copy by contacting Member Services to request a copy be mailed to you.

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

Colorectal Cancer – **Prevention Is Key**

Colorectal cancer is the second leading cause of death from cancer in the U.S. It is a disease in which cancer cells form in the tissues of the colon or the rectum. You can lower your chances of getting colorectal cancer by eating nutrient dense, fiber rich foods such as leafy greens, whole grains, and fruits. You should also exercise for 30 minutes each day. Finding colorectal cancer early can make it easier to treat. Talk to your health care provider about early screening.

Reference: cancer.gov

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>.

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 schwetscht, 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 दिनुहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिति भाषा सहायता सेवाहरु नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-475-3163 (टटिवाइः1-800-750-0750)।

SOMALI

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


CareSource

CareSource® MyCare Ohio
(Medicare-Medicaid Plan)



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

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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 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

IMPORTANT PLAN INFORMATION

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 have a Care Manager, he or she can assist you with finding a provider who can help you.

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 www.mystrength.com/r/caresource to get started.