



SUMMER 2019

# MEMBER *Source*

A Newsletter for CareSource MyCare Ohio Members



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## New Medicare ID Cards Are Here

By now you should have received your new Medicare card from the Centers for Medicare and Medicaid Services (CMS). Your new card has a unique Medicare ID number that does not use your Social Security number. This helps protect you against fraud and identity theft.

### If you haven't received your card:

- Check for any unopened mail you might have missed! Your new Medicare card came in a plain white envelope from the Department of Health and Human Services.
- You can always get your Medicare number or print your official card out by visiting [MyMedicare.gov](http://MyMedicare.gov).
- Your mailing address or other information may need to be corrected. Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. 1-800-MEDICARE hours: 24 hours a day, 7 days a week

### Watch for scams

Beware of anyone who contacts you about your new Medicare card. Medicare will never call you and ask you to give personal or private information to get your new Medicare number and card. If someone asks you for your information, for money, or threatens to cancel your health benefits if you don't share personal information, hang up and call 1-800-MEDICARE (1-800-633-4227). 1-800-MEDICARE hours: 24 hours a day, 7 days a week.

You will need to securely and safely destroy your old Medicare card. Keep your new card in a safe place. Be sure to keep your CareSource member ID card. Your CareSource member ID number has not changed. You will continue to use your CareSource member ID card when you visit your doctor, pharmacy and other providers.



# Women's Health

Taking care of yourself is important. Preventive care can find problems early when they are easier to treat. Be sure to talk to your health care provider about breast cancer screenings and services. Breast cancer screenings include:

**Clinical Breast Exam** - This is an exam by a health care provider who uses his/her hands to feel for lumps or other breast changes.

**Breast Self-Exam** - This is done by a person on his/her own breast so that he/she is familiar with how the breast looks and feels. This can help one notice symptoms that may be of concern such as lumps, pain or changes in size.

**Mammogram** - This is an X-ray of the breast that can detect breast cancer early, when it is easier to treat and before it's large enough to feel or cause symptoms. A mammogram is the best way to find breast cancer for most women.

## Breast Magnetic Resonance Imaging (MRI) -

A breast MRI uses radio waves and magnets to take pictures of the breast. It's used with the mammogram to screen women who are at high risk for getting breast cancer.

*Source: Centers for Disease Control and Prevention*



## CareSource24® Nurse Advice Line

**We care about your health and want to help!**

- Should you go to urgent care or the emergency room?
- Should you use ice or heat on an injury?
- Can your head cold be treated at home or is it something more?

Our registered nurses are available 24 hours a day, 7 days a week to answer your health related questions. Call the CareSource24 Nurse Advice Line number on the back of your member ID card any time.

## Want to Receive Information from CareSource by Email or Text?

**Make the change. It's easy!**

**Create or update your My CareSource account:**

1. Log in or sign up at [MyCareSource.com](https://mycaresource.com)
2. Click on the Preferences tab
3. Enter your email address and/or mobile number
4. Click Save

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

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





# Eliminate the Word “Can’t” from Your Vocabulary

Tell yourself you can’t do something, and you’re probably right. The way you talk to yourself matters. Shift your mindset and strive toward a healthier you, both mind and body. If you have CareSource MyCare Ohio for both Medicare and Medicaid, you get SilverSneakers® at no extra cost. With a SilverSneakers® membership, it’s possible to improve your health and well-being with regular exercise.

## Three reasons to make exercise a consistent part of your routine

- 1. Immediate benefits** - Reduces blood pressure, improves insulin sensitivity, better sleep, reduces anxiety, and even helps you think more clearly.<sup>1</sup>
- 2. Long-term benefits** - Can help prevent or delay many chronic conditions.<sup>1</sup> Exercising regularly can improve your strength, balance, energy, and flexibility allowing you to maintain your independence.
- 3. Social benefits** - Joining a walking or hiking group, attending fitness classes, or participating in sports is a great way to socialize and spend time with others. Also, having more energy could make it easier to join in family activities and events with your grandkids.

SilverSneakers offers classes<sup>2</sup> at participating locations<sup>3</sup> across the nation, and community parks and recreation centers right in your neighborhood. Or, you can exercise with online videos in your own living room. Either way, you’re moving and that’s good! In fact, 88 percent of participants say SilverSneakers improved their quality of life.<sup>4</sup> Start using your benefit now!

Go to [SilverSneakers.com/StartHere](https://www.silversneakers.com/StartHere) to get your SilverSneakers member ID and information on all the things you can choose from.

## Always talk with your doctor before starting an exercise program.

1. [https://health.gov/paguidelines/second-edition/pdf/Physical\\_Activity\\_Guidelines\\_2nd\\_edition.pdf](https://health.gov/paguidelines/second-edition/pdf/Physical_Activity_Guidelines_2nd_edition.pdf)
2. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.
3. 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.
4. 2017 SilverSneakers Annual Participant Survey
5. [www.silversneakers.com/blog/weight-loss-self-talk-sabotage/](https://www.silversneakers.com/blog/weight-loss-self-talk-sabotage/)

*SilverSneakers is a registered trademark of Tivity Health, Inc. SilverSneakers On-Demand is a registered trademark of Tivity Health, Inc. © 2019 Tivity Health, Inc. All rights reserved.*

# Medications and High Blood Pressure

Lifestyle changes, like eating a heart-healthy diet and being physically active every day, may be enough to reach your blood pressure target. However, sometimes taking medications may be needed. Always take your medication the way your health care provider tells you. That way, your blood pressure will go down where it belongs!

## Medication Checkup

At least once a year, you should review and talk about all of the medications with your health care provider or pharmacist. This includes prescription and over-the-counter medications, like cold and flu remedies, herbal products, natural supplements and vitamins. Take a list of your medications to each health care provider's appointment.

Your health care provider will help you understand why you take the medication, the desired effect of the medication and possible side effects. They will also explain how to take the medication, what

you can expect while you're taking it, and any warnings about the medication.

Your health care provider and your pharmacist are your best sources of information. Don't hesitate to ask them questions about your medications or express any concerns about side effects you may be experiencing. Don't stop your prescribed medication without first discussing with your health care professional.

Always be sure you get a written summary of the discussion, including an action plan that recommends what you can do to manage your medications.

If you are prescribed blood pressure medications, you should have regular tests to make sure the medications are working properly. Talk to your health care provider about any needed tests.

*Source: American Heart Association*

## When Do I Need a Prior Authorization?

Some kinds of care need our approval ahead of time. We call this a Prior Authorization. It is to ensure that your care is medically necessary and is right for you. Some medications may also need our Prior Authorization. Your provider should work with CareSource to make sure any Prior Authorizations needed are approved by us before you get care.

Examples of services that may need a prior authorization are:

- Inpatient hospital stay
- Outpatient surgery
- Infusion medications

Ask your provider if your new service or medication needs a Prior Authorization. You can also find a list of services that require prior authorization with your plan documents on **CareSource.com/Medicare** or **CareSource.com/MyCare**.





# Hepatitis A Outbreak

## *What You Should Know*

There is a Hepatitis A outbreak in Ohio. Hepatitis A, also known as Hep A, is a liver infection caused by the Hep A virus. It is highly contagious among people who aren't vaccinated. The illness can cause fever, nausea or throwing up, dark urine, fatigue, loss of appetite, stomach pain, or yellowing of skin or eyes. While many of these symptoms are similar to food poisoning, Hepatitis A symptoms can be more severe. Symptoms frequently require hospitalization and can make you sick for up to six months.

## **How is it Spread?**

It can spread from person-to-person contact or from contact with infected objects, such as needles, food or drinks. For this outbreak, it is spreading among people using drugs, having sex and living close together.

## **Who Should Get Vaccinated?**

Anyone can get Hep A. Some people at greater risk are those who:

- are homeless
- are or were in jail or prison
- use drugs
- have Hepatitis C or other serious liver problems
- have sex with an infected person

## **Can Hep A be Prevented?**

**Yes!** The best way is to get vaccinated. Doctors recommend the vaccination for all children and people with certain risk factors and medical conditions. It is safe and effective and given as two shots, at least 6 months apart. **The vaccination is a CareSource covered benefit. This means there's no cost to you.** You can get vaccinated at your doctor's office, an urgent care, a pharmacy health clinic or local health department.

Also, practice good hygiene. Wash your hands often with soap and warm water especially after using the bathroom, changing a diaper, and before preparing food or eating.

To learn more about Hepatitis A, talk to your doctor or visit [www.odh.ohio.gov/hepa](http://www.odh.ohio.gov/hepa) or [www.cdc.gov/hepatitis/hav/index.htm](http://www.cdc.gov/hepatitis/hav/index.htm).



# Diabetes and Eye Care

People with diabetes have a higher risk of getting eye problems than those without diabetes. Follow these steps to help keep you and your eyes healthy.

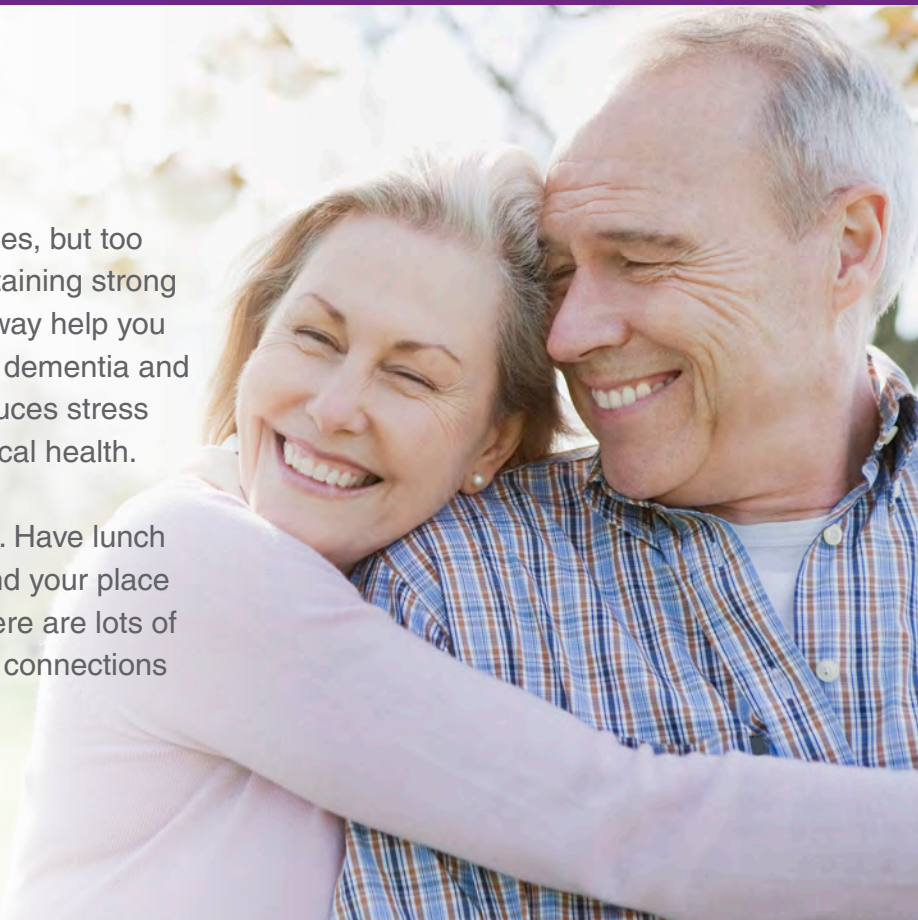
- Keep blood sugar levels under tight control.
- Keep high blood pressure under control. High blood pressure can make eye problems worse.
- Quit smoking.
- See an eye care professional at least once a year for a dilated eye exam. Having your regular doctor look at your eyes is not enough. Nor is having your eyeglass prescription tested by an optician. Only optometrists and ophthalmologists can detect the signs of retinopathy. Only ophthalmologists can treat retinopathy.
- See your eye care professional if:
  - » Your vision becomes blurry
  - » You have trouble reading signs or books
  - » You see double
  - » One or both of your eyes hurt
  - » Your eyes get red and stay that way
  - » You feel pressure in your eye
  - » You see spots or floaters
  - » Straight lines do not look straight
  - » You can't see things at the side as well as you used to

*Source: American Diabetes Association*

## Stay Connected

As we age, it is common to feel lonely at times, but too much loneliness can affect our health. Maintaining strong social ties to family and friends is a proven way help you stay happy and healthy. It can help stave off dementia and depression. The emotional support also reduces stress which helps maintain your mental and physical health.

So reach out and stay in touch. Call a friend. Have lunch with a family member. Visit a neighbor. Attend your place of worship. Volunteer in your community. There are lots of ways to get involved. As we get older, these connections with others are more important than ever.





# Review Your **Explanation of Benefits Statement**

CareSource sends Explanation of Benefits (EOB) statements to some member households. An EOB outlines the claims we've received for you or your family. This helps us watch for potential fraud, waste or abuse. **This statement is not a bill.** If you receive an EOB, please help us out. You can check for these three things:

1. Are there any services, supplies or equipment listed that you did not receive?
2. Are there any services billed more than once?
3. Are there dates of service listed that are not familiar to you?

Checking these things, will help ensure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know. You can:

- Call **1-855-475-3163**. Choose the menu option to report fraud
- Write us a letter or fill out our confidential reporting form located on **CareSource.com**.

Mail it to:

*CareSource*

*Attn: Special Investigations Unit*

*P.O. Box 1940,*

*Dayton, OH 45401-1940*

**You do not have to give us your name when you write or call.** If you do not mind giving us your name, you can:

- Send an email to [fraud@CareSource.com](mailto:fraud@CareSource.com)
- Send a fax to 1-800-418-0248

If you do not give us your name, we will not be able to call you back for more information, so give as many details as possible. **Your report will be kept confidential to the extent allowed by law.**





## Transportation Assistance

If you're a CareSource Medicaid member and need help getting to health care services, transportation may be available.

### Here are Ways CareSource Can Help

Transportation can be scheduled up to 30 days prior to your health care appointment.



#### Schedule a Shared Ride

- You must request a ride at least 2 business days prior to your health care appointment
- Wheelchair accessible vehicles available upon request
- Same-day/next day trips for urgent, unexpected needs may be available



#### Schedule a Bus Pass/Token\*

- Request at least 4 business days prior to your health care appointment
- Tokens or passes will be mailed to you upon scheduling
- Bus service must be available in your area.\*



#### Other Travel Options

- Must request at least 4 business days prior to your health care appointment.
- Mileage reimbursement forms will be mailed to you upon scheduling
- Reimbursement limits apply so call to learn if mileage reimbursement is available to you

This service is limited to health care services only. Please refer to your Member Handbook or contact Member Services for more information. Benefit limits apply.

To learn more call Member Services at for MyCare: **1-855-475-3163** (TTY: 1 800 750 0750 or 711), 8 a.m. to 8 p.m., Monday – Friday

## Medication Synchronization: Fewer Trips to the Pharmacy

Medication Synchronization is a service some pharmacies offer to line up refill dates for your long-term medications. Taking part in this program may result in fewer trips to the pharmacy, which saves you time and money spent on transportation. This may also help you remember to refill your medications on time by letting you pick up most of them on the same day each month.

Here are a few important things to know about Medication Synchronization:

- Medication Synchronization is for chronic, long-term medications
- Antibiotics, controlled substances, compounded products and pre-packaged drugs are usually not included

If you think Medication Synchronization is right for you, please ask your pharmacy if they offer this service.



# How to Get the Most out of Your Asthma Medication

Asthma medications do not cure asthma, but they can help your symptoms. The most important thing is to take your medication(s) exactly as your health care provider told you to take them. That means, taking the right medication at the right time and with the proper technique.

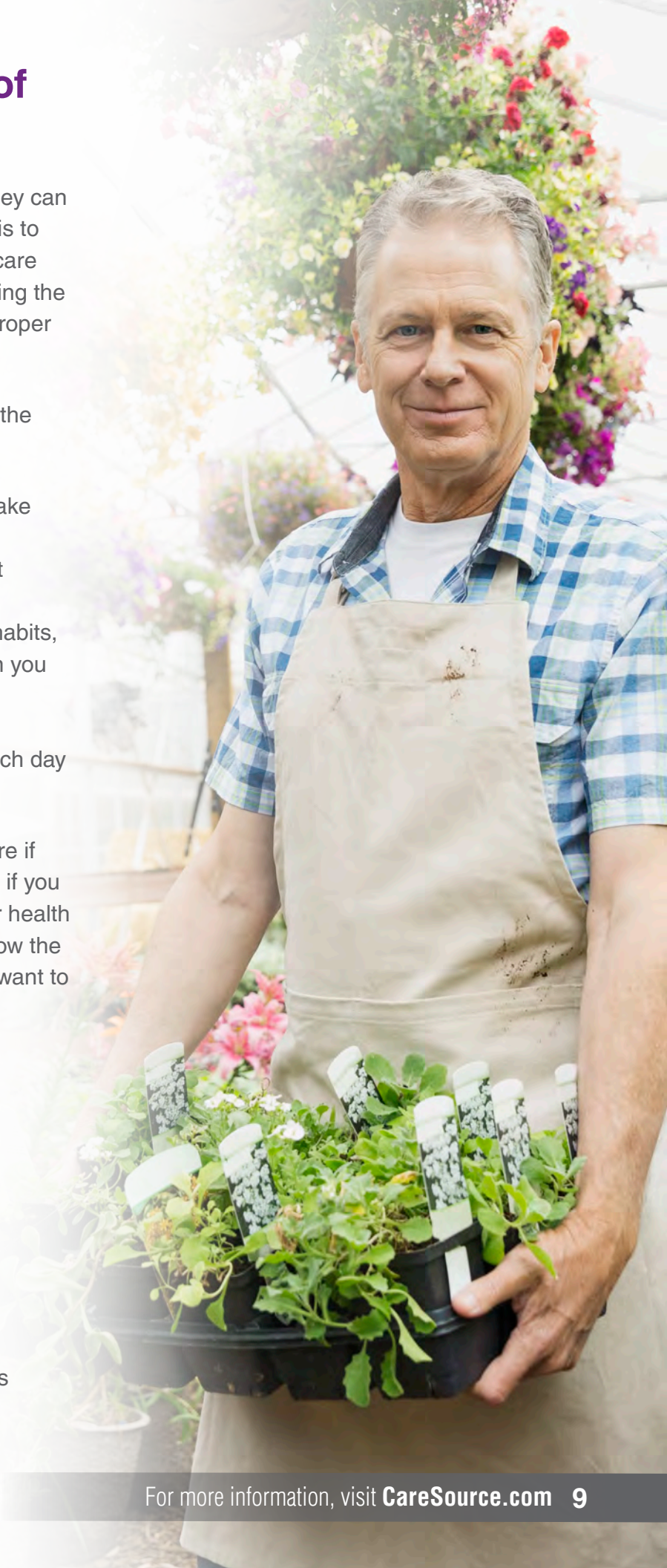
Set up a system that will work best for you and the people who help care for you:

- Make a medication chart showing what you take and when
- Ask a friend or family member to help you set up a “system”
- Try taking your medication with your routine habits, such as before or after certain meals or when you brush your teeth in the morning or evening
- Set an alarm
- Use a weekly pill box that has sections for each day and different times of the day

If you are having asthma symptoms, are not sure if you are taking your medication the right way, or if you are having bothersome side effects, talk to your health care provider. They can help make sure you know the right way to take the medications. Or they may want to change the medications you are taking.

*Source: American Lung Association*

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.



## 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 दिनुहोस्: तपाइंले नेपाली बोल्नुहुन्छ भने तपाइंको नमिति भाषा सेहायता सेवाहरु नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-855-475-3163 (टटिवाइ: 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 1-800-475-3163 (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>.



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**

## JOIN US

 [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

## Ten Small Ways to Get Big Stress Relief

We all have stress. It is just a part of life. Too much stress, however, is bad for your health. The trick is to learn how to manage it in healthy ways.

There are good and bad ways to deal with stress. Bad ones include smoking, overeating, and using drugs or alcohol. They may temporarily reduce stress, but they cause more damage in the long run. Try some of these good ways until you find the ones that work best for you.

1. Breathe deeply.
2. Exercise.
3. Get enough sleep.
4. Go for a walk.
5. Write in a journal.
6. Call a good friend.
7. Pare down your to-do list.
8. Take a long bath.
9. Listen to music.
10. Play with a pet.

