



FALL 2019

MEMBER *Source*

A Newsletter for CareSource MyCare Ohio Members



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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. You get a Care Manager to help you,

and extra services, like transportation to health care visits and a fitness program. Soon, we will be sending you updated materials for the new year. These include a notice of any upcoming changes to your plan. Thank you for choosing CareSource.


CareSource[®]

Stay Covered:

Renew Your CareSource Health Care Benefits

Thank you for being our member. We want you to continue to get the health care you need. To stay a CareSource MyCare Ohio member, you have to renew your Medicaid benefits with your local county Department of Job and Family Services (JFS) office. CareSource does not process your renewal.

How to Renew Your CareSource Benefits

Watch your mail. The Ohio Department of Medicaid will send you a Medicaid Renewal form when it is time to renew your Medicaid coverage. It's important to know that if you don't take action, it will result in the loss of your Medicaid eligibility for health care coverage.

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 "Renew My Benefits."
3. **By Mail.** Fill out the form and mail it back right away to your local county JFS office. Find the address at: http://jfs.ohio.gov/county/county_directory.pdf
4. **In Person.** Visit your local county JFS office. Find the address at: http://jfs.ohio.gov/county/county_directory.pdf

Act Now!

We don't want you or your family to lose the extra benefits you have as a CareSource member. It's important that you renew before the deadline to avoid losing your benefits!

Have Questions?

Call your local County Department of Job and Family Services office. Find the telephone number at: http://jfs.ohio.gov/county/county_directory.pdf

Learn more at:

[CareSource.com/oh/members/tools-resources/renew-benefits/mycare/](https://www.caresource.com/oh/members/tools-resources/renew-benefits/mycare/)



Tired of Snail Mail? Go Green!

If you have already chosen to receive email or text from us, you will receive your EOB solely through your **MyCareSource.com** secure account. Your EOBs are already in your account. We will send you a text or email (by your preference) to let you know when a new EOB is ready for your review. You can view your claims and EOB two ways:

1. You can see individual claims under the Claims tab. Click on the + on the right side of the page to see the detail for each claim.
2. You can see a PDF of your EOB by clicking on the Documents tab.

Update your Preferences in **MyCareSource.com** to get communication from us by email or text when possible. Make sure we have your correct email and/or mobile number, and that you check the box to allow us to send email and text to you.

If you don't have a My CareSource account, setting one up is easy! Visit **MyCareSource.com** and click Sign Up today!

Our Mobile App is Easy to Use

See what's new with the CareSource mobile app.

- View and share your digital CareSource ID card
- Find-A-Doctor, hospital, clinic, urgent care or pharmacy near you.
- Call CareSource24, Nurse Advice Line and speak with a registered nurse 24 hours a day, 365 days a year.
- Access your secure My CareSource account
- View your claims
- Check your copayments, deductibles, balances and even make a payment (if applicable*)
- And more!

Download the app and check it out now.

*Based on health plan.

*iPhone is a registered trademark of Apple, Inc. The App Store is a service mark of Apple, Inc. Google Play and Android are registered trademarks of Google, Inc.



For more information, visit **CareSource.com** **3**



New Pharmacy Innovation Partner

Beginning on January 1, 2020, medication claims will now be processed by our new pharmacy innovation partner, Express Scripts. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for you.

How Will These Changes Affect You?

- You will receive a new insurance card in the mail. Remember to bring your new card with you to health care appointments and to your pharmacy.
- CareSource is working hard to ensure that changes to your pharmacy benefits are limited. If you ever have questions about which medications are covered, you can see the CareSource preferred drug list on **CareSource.com**. You can also find a local pharmacy on **CareSource.com**. You will be receiving more information about this change over the next couple of months. Please review any letters you receive and contact CareSource if you have any questions.



Take Your Medicine

Taking medicine as prescribed by your doctor is a key part of staying healthy. Keep these tips in mind to help you stay on track.

Problem	Solutions
<i>I forget to take my medicine.</i>	Take it at the same time each day. You are more likely to form a habit of it. Write yourself a note, set an alarm or download an app on your cell phone, or ask your pharmacy about a pill box to help you remember to take your medication.
<i>I have to take too many pills.</i>	Ask your doctor about alternative drugs you could take less often. There may be a combination drug you could take that would require fewer pills.
<i>I don't like how my medicine makes me feel.</i>	Talk to your doctor or pharmacist. Ask if there is anything you can do to prevent a side effect. Ask about alternatives that may not cause the same problems.

Once you start taking a medication, always keep your follow-up appointments with your primary care provider (PCP). If you can't, call them right away to reschedule. A Care Manager can help you stick to your medication plan, remind you of doctor visits, and more. Just call Member Services at **1-855-475-3163** (TTY: 1-800-750-0750 or 711) if you need help.

Drug Safety: Prescription Drug Take Back Day

Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly. The misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

The National Prescription Drug Take Back Day will take place on October 26, 2019. This is a great chance to clear old medications out of your medicine cabinet. You can dispose of medications that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round visit takebackday.dea.gov.



Need Care? You have choices!

Emergency Rooms (ERs) are for emergencies. If you've ever been to one for a minor injury or illness, you know waiting to see a doctor can take a LONG time.

If you need care on the weekend, or at night, you may think the ER is your only option. We want you to know it isn't. You have choices for where to get the best care for your situation.

1. CareSource24 is our Nurse Advice Line and they are available 24 hours a day 365 days a year. Talk to a nurse anytime for advice on how to treat minor injuries and illnesses at home. Our nurses can advise if you can wait for an appointment with your PCP, or if you should go to the ER, get care at a clinic or use telemedicine. The CareSource24 telephone number can be found on the back of your CareSource Member ID card.
2. Walk-in convenience clinics are great for quick care when your PCP is closed or you can't get in soon enough. These are clinics you find in your local pharmacy or grocery, like CVS Minute Clinics®. They are normally open evenings and weekends, with no appointment needed.
3. Urgent care clinics are for injuries or illnesses, where you may need a shot or x-ray. They can handle many of the reasons people go to an ER including treatment for minor broken bones and wound care. Urgent care clinics are normally open evenings and weekends.
4. Emergency Rooms are for true emergencies...things like heart attacks, stroke, trouble breathing, and serious injuries.
5. The CareSource mobile app can assist in helping you find the nearest in-network provider. Download the app and check it out now.



You can get quick care when you need it if you choose the best place for your care.

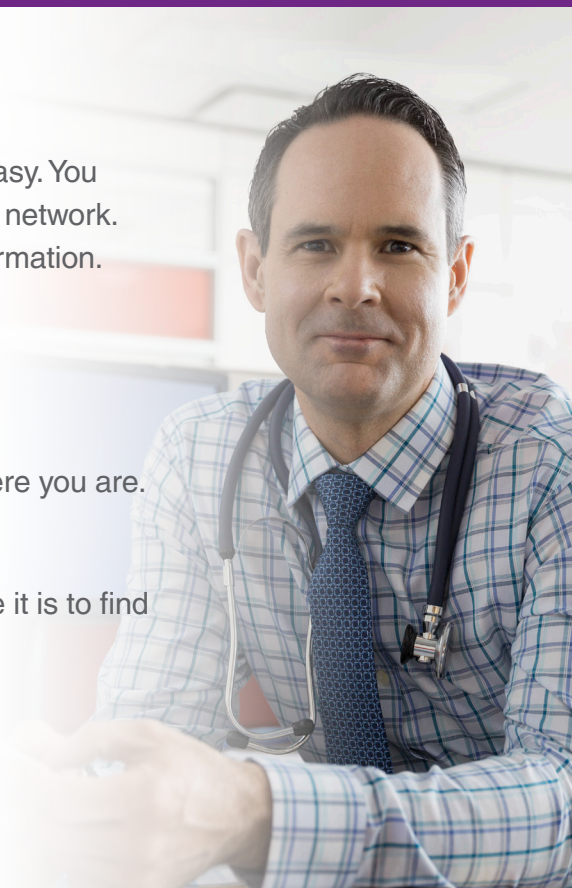
We Make It Easy to Find A Doctor

Do you need to find a doctor, hospital, or other provider? We make it easy. You can use our online tool at any time to search for a health partner in our network. Our tool is fast, convenient and updated daily with the most recent information.

Features

- **Search** by name, location, specialty and more.
- **Filter** your results to find what you need quickly.
- Enable 'Location Services' to get **suggested options** based on where you are.
- **Sort** your results by name, distance or relevancy.

If you need help, just use the online tutorial. It will show you how simple it is to find what you need. Go to **FindADoctor.CareSource.com** to get started.



Get Active!

Body mass index (BMI) is a calculation that uses your height and weight to help find out if you are at a healthy weight. BMI estimates how much body fat you have. Having too much body fat can be a problem because it may lead to sickness and other health problems.

Doing plenty of physical activity is one way to help keep your BMI in check. Staying active is one of the best things you can do for your health overall. There are several benefits of staying active, including:

- Improved sleep
- Reduced risk of falling
- Improved balance
- Greater joint mobility
- Prevent weak bones and muscle loss
- Extended years of active life
- Healthy aging
- Reduced chronic disease
- Maintaining healthy BMI

Taking care of your health sooner rather than later can help you avoid obesity and developing more serious health problems later on in life. The best way to come up with a plan to stay active or find out your BMI is to talk with your PCP.

Sources: Centers for Disease Control and Prevention and KidsHealth

Did You Know?

Improve your health. Make new friends. Lose weight. Learn about SilverSneakers®. To find a fitness location near you or to print a SilverSneakers ID card visit [SilverSneakers.com](https://www.silversneakers.com).



For more information, visit [CareSource.com](https://www.CareSource.com) 7

Communicating with Care

If there is a CareSource member in your family whose primary language is not English, call us. We offer language interpreters for members who need assistance communicating with CareSource.

By calling the Member Services department at **1-855-475-3163** (TTY: 1-800-750-0750 or 711) you can speak with an interpreter over the phone.

We can also provide some printed materials in other languages or formats, such as large print, or we can explain materials orally, if needed. This is a free service to you. We make it easy to stay in touch with CareSource. Let us know when you have questions. We are here to help.

Have Diabetes? Get Tested for Kidney Disease

If you have diabetes, your blood glucose (sugar) levels are often too high. Over time, this can damage your kidneys. Your kidneys clean your blood. If your kidneys are damaged, waste and fluids build up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It usually occurs slowly, over many years. Most people with diabetic kidney disease do not have symptoms. You can take steps to protect your kidneys and to prevent or delay kidney damage.

The only way to know if you have diabetic kidney disease is to get regular screenings. These screenings, or tests, include a urine test to detect protein in your urine and a blood test to show how well your kidneys are working.

You should get tested every year for kidney disease if you have type 2 diabetes or have had type 1 diabetes for more than 5 years.

CareSource offers a Disease Management Program that can help you learn about your health and how you can better manage your specific health conditions. Our goal is to make sure you have the right tools to stay as healthy as possible. This program is available to you at no cost. If you would like additional information on these conditions, please call 1-844-438-9498.

Personal Support for You!

We all have our struggles. Finding support to focus on your emotional health is important. Whether you are dealing with the overwhelming tasks of daily life, looking to manage depression, anxiety, or chronic pain, CareSource is here to support you. Take charge of your mental health and try our online wellness tool called myStrength.

This is a safe and secure tool designed just for you. It offers personalized support to help improve your mood, mind, body and spirit. You can access it online or on your mobile device at no cost to you. myStrength offers online learning, empowering self-help tools, wellness resources and inspirational quotes and articles

Log in to myStrength through your My CareSource® account and click the myStrength link to activate this resource today.

Having issues logging in? Just call Member Services at **1-855-475-3163** (TTY: 1-800-750-0750 or 711) if you need help.



Update to Quality Improvement Organization (QIO) Contractor

The Centers for Medicare & Medicaid Services (CMS) announced they have contracted with a new Quality Improvement Organization (QIO) for Medicare beneficiaries in the state of Ohio. Starting June 8, 2019, Livanta is the QIO for Ohio Medicare beneficiaries, including CareSource members. Livanta is paid by Medicare to check on the quality of care for people with Medicare. Livanta is an independent organization. It is not connected with CareSource.

You should contact Livanta if:

- You have a complaint about the quality of care you have received
- You think coverage for your hospital stay is ending too soon
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon

Livanta's contact information is:

Address: Livanta BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701

Phone: 1-888-524-9900
(TTY: 1-888-985-8775)
Monday - Friday: 9 a.m. - 5 p.m.
Saturday - Sunday: 11 a.m. - 3 p.m.
24-hour voicemail service is available

Fax: 1-833-868-4059

Please note that the Member Handbook for your plan previously listed KEPRO as the QIO for Ohio. The contact information listed above for Livanta should replace the contact information for KEPRO found on page 22 in your MyCare Member Handbook.

An updated Member Handbook for your plan that includes the contact information for Livanta will also be available on our website at **CareSource.com/oh/plans/mycare/plan-documents**.

You are not required to take any action in response to this notice, but if you have any questions, please call Member Services at **1-855-475-3163** (TTY: 1-800-750-0750 or 711).



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 (टेलिटाइप: 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

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

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

Tips for Cold and Flu Season

Cold and flu season is coming. Keep you and your family healthy by following these simple tips.

- 1. Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one. CareSource members can get a yearly flu shot at no charge.
- 2. Know where to go.** Flu shots are available from doctor's offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your PCP about where to go in your area.
- 3. Learn the signs of a cold verses the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask your PCP if an antibiotic is really needed.
- 4. Call if you need help.** You can call our 24-hour Nurse Advice Line, CareSource24, at any time. The number can be found on your CareSource member ID.

