



WINTER 2019

# MEMBER *Source*

A Newsletter for CareSource MyCare Ohio Members



## Telemedicine available January 2020!

### Why Telemedicine?

It's almost 2020, and technology is changing faster than ever. When it comes to health care, the same is also true. Telemedicine uses your computer or smart phone to deliver health care services without an in-person visit to your doctor. With MYidealDOCTOR™, your telemedicine provider, visits are easy, and last about 10 to 20 minutes.

### What types of services are available through telemedicine?

Below are some of the health conditions you can use telemedicine for.

- Asthma, bronchitis, sore throat, respiratory and sinus infections
- Bladder infections and UTIs
- Fever, colds and flu
- Conjunctivitis (or pink eye)
- Diarrhea or constipation
- Joint aches and pain
- Skin rashes, infections, or inflammation
- Sprained or strained bones

- Vomiting, heartburn and nausea
- And many more!

### When should you use telemedicine services?

Telemedicine is available 24/7/365, and you can talk with a PCP anywhere. Some great times to use telemedicine include:

- When your PCP's office is closed
- When you aren't sure if you should go to urgent care or wait until your PCP's office reopens
- When you have kids at home and don't want to take them all to the PCP
- When you can't afford to take time off work

Telemedicine should not be used for any medical condition where an in-person exam is needed based on severe symptoms. In the case of a medical emergency, patients should go to the Emergency Room (ER) or call 911.





# 5 STEPS

## to Wash Your Hands the **Right** Way

**WET** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

**LATHER** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

**SCRUB** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

**RINSE** your hands well under clean, running water

**DRY** your hands using a clean towel or air dry them.

## GET YOUR FLU SHOT

### — It’s not too late!

Did you know the flu season can last from October all the way to May? The CDC recommends that getting your flu vaccine in January or later can still be beneficial. Talk with your PCP or pharmacist about getting your free flu vaccine today!

## Take Care of Your Teeth and **They’ll Take Care of You**

Daily brushing and flossing isn’t just about fresh breath and a good looking smile. The mouth is the first stop to a healthy body. That’s why routine exams and cleanings covered by your plan are very important. Take a look at these 14 disease and health conditions you can help prevent by caring for your teeth.

- 1. Heart Disease:** Includes conditions such as coronary heart disease, congenital heart disease, heart attack, and congestive heart failure.
- 2. Clogged Arteries:** A buildup of plaque on the inner walls of the arteries. Arterial plaque reduces blood flow or can block altogether
- 3. Stroke:** A stoppage of blood flow to the brain, causing brain tissue to die
- 4. Tooth Loss:** The loss of teeth due to gum disease and tooth decay
- 5. Respiratory Disease:** Includes disorders affecting the lungs such as asthma, chronic obstructive pulmonary disease, infections, lung cancer, and many other breathing problems
- 6. Severe Gum Disease:** An infection of the tissues and bones that surround and support the teeth.
- 7. Ludwig’s Angina:** A bacterial infection of the floor of the mouth
- 8. Endocarditis:** An inflammation in your heart’s inner lining
- 9. Brain Abscess:** A collection of immune cells, puss, and other materials in the brain, usually from a bacterial or fungal infection



# MAMMOGRAMS HAVE REDUCED BREAST CANCER DEATHS BY UP TO

# 40%

## SINCE 1990.

Talk to your primary care provider (PCP) about breast cancer and if you should be tested.

Source: American Cancer Society, Cancer Journal Entry

**10. Mediastinitis:** An inflammation of the mediastinum. This area contains the heart, large blood vessels, windpipe, esophagus, thymus gland, lymph nodes and connective tissues.

**11. Osteomyelitis of the Jaw:** An acute or chronic infection of the jaw bone

**12. Facial Cellulitis:** A bacterial skin infection of the face

**13. Pneumonia:** An inflammation of the lung that involves fluid filling the air sacs

**14. Sepsis:** A overactive immune response to an infection that results in the formation of blood clots that block the flow of blood to vital organs

### Possibly Affected By:

**Gum Disease (Gingivitis)**

**Tooth Abscesses**



# Diabetes and Nerve Damage – Keep Your Feet Healthy

If you have diabetes, you are likely to also have neuropathy or nerve damage. Your feet are often the area most affected\*. Symptoms can include numbness, inability to feel heat or cold, tingling or pain, or you might show no symptoms at all.

Self monitor your feet daily, if you notice any changes in the shape or color of your feet, or experience the above symptoms, contact your PCP. Also, make sure your primary care provider checks your feet at least once a year.

Since people with diabetes are more prone to foot problems, a foot care specialist (Podiatrist) may be on your health care team. CareSource may cover your pair of diabetic shoes - talk to your PCP if this is needed. If you would like to learn more about proper foot care, please call us at **1-844-438-9498** (TTY: 1-800-750-0750 or 711).

\*This can happen to any part of your body, but the nerves in your feet are most often affected.

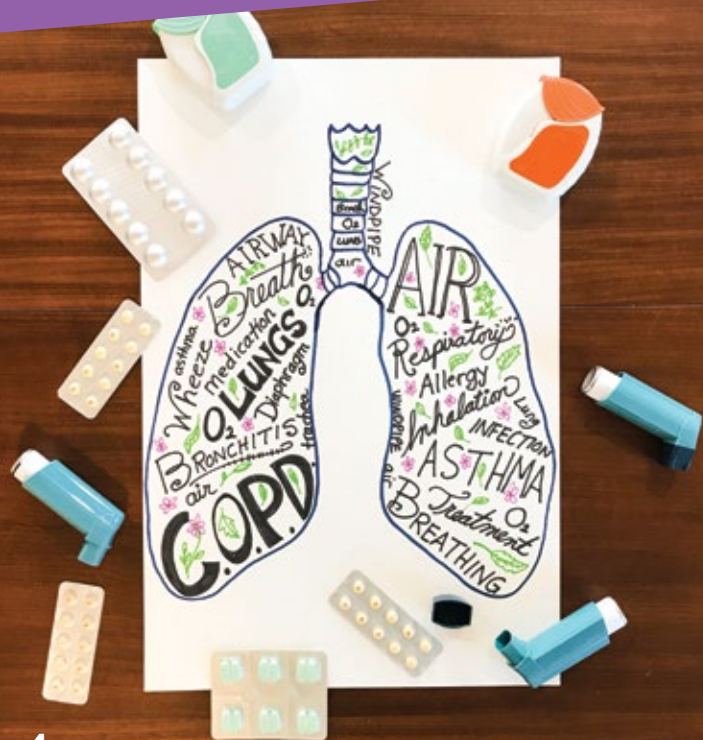
Source: CDC (Centers for Disease Control and Prevention)



## Don't let **COPD** Slow You Down

Chronic obstructive pulmonary disease (COPD) is a long-term lung disease that makes it hard to breathe. The disease is becoming more common, affecting millions of Americans. It is the third leading cause of disease-related death in the U.S.

The good news is COPD is treatable. Work with your primary care provider (PCP) to make a plan that includes when to take your medications, when to call your PCP and when to get emergency care. Any changes in your health are important to discuss with your PCP.





# Where Should You Go?

Match the injury or illness to where you can be treated.

- \_\_\_\_\_ 1. Sinus infection
- \_\_\_\_\_ 2. Immunizations (shots)
- \_\_\_\_\_ 3. Sudden paralysis or slurred speech
- \_\_\_\_\_ 4. Sprains and strains

A. Walk-in Convenience Clinic

B. Urgent Care

C. Emergency Room (ER)

D. primary care provider (PCP)

CareSource24® is our Nurse Advice Line and they are available 24 hours a day 365 days a year. They can help you decide where to go for care.



Answers: 1D, 2A, 3C, 4B



## Express Scripts Pharmacy Innovation Partnership: January 1, 2020

We want to remind you about our new pharmacy innovation partner, Express Scripts. Beginning on January 1, 2020, all medication claims will be processed by Express Scripts.

### Reminders:

- You should receive your 2020 CareSource member ID card in the mail after you enroll. Bring your new card with you to doctors' appointments and to your pharmacy.
- For questions about which medications are covered, you can find the CareSource preferred drug list on **CareSource.com**. CareSource updates the drug list regularly. You can find the most recent list and the **Find My Prescriptions** tool on **CareSource.com** to look up the medications you take.
- You can also find a local pharmacy on **CareSource.com**. We have many pharmacies that accept CareSource and the list of participating pharmacies may change. If you need help finding a pharmacy, please visit **CareSource.com** or call Member Services

Please read any letters you get in the mail and call CareSource if you have any questions.

For more information, visit **CareSource.com** 5

# Are E-cigarettes Really a Healthier Option?

E-cigarettes, also known as “vaping products” are electronic smoking systems. They have units filled with a fluid that contains nicotine and flavorings, and they can contain tetrahydrocannabinol (THC) and cannabinoid (CBD) oils. The fluid is heated into a vapor, which the person breathes in. That's why using e-cigarettes is called "vaping." There have been over 800 lung injury cases reported in the US so far this year, and 12 confirmed deaths, all attributed to using vaping products.

Because vaping is new, we don't yet know how it affects the body over time. The CDC, the U.S. Food and Drug Administration (FDA), state and local health departments, and other clinical and public health partners are investigating a multistate outbreak of lung injury linked with e-cigarette product use, or vaping. Patients said that their symptoms showed over a few days to weeks. A lung infection does not appear to be causing the symptoms. Findings show that THC plays a role in this outbreak.

Symptoms of lung injury reported by some patients in this outbreak include: cough, shortness of breath, chest pain, nausea, vomiting, diarrhea fatigue, fever, or abdominal pain

## Recommendations:

- Don't use vaping products, especially those containing THC.
- If you used e-cigarettes quit cigarette smoking, do not return to smoking.
- If you use vaping products, do not buy them off the street. Do not add any substances that are not created by the manufacturer.
- If you have recently used a vaping product and you have symptoms like those reported above, see your primary care provider (PCP).

The CDC continues to work closely with the FDA, public health partners and other agencies on this outbreak. If you have any questions or would like more information, please call Member Services at **1-855-475-3163** (TTY: 1-800-750-0750 or 711).

Source: CDC: Centers for Disease Control and Prevention



# The Time is Now – Know the Facts. Get Tested.

Being tested for certain diseases is an important part of your health care. Learn about Hepatitis C and HIV, to find out if you should be tested.



## 4 MILLION

Americans are living with **Hepatitis C**



### Contracted through blood products

sharing needles, injecting drugs,  
received a blood transfusion between  
the 1970's or 1980's



### Most show no symptoms

or mistake  
symptoms for the flu



**Three quarters of Americans born between 1945-1965, have Hepatitis C.**

Talk to your primary care provider (PCP) about a blood test for Hepatitis C.



According to CDC,

Americans are infected with **HIV** each year.

## 50,000



**HIV is a virus that  
weakens your immune  
system** and makes it easier  
for you to get infections.

## IMMUNE SYSTEM



It is treatable  
through  
medication.



**If you are between the ages of 15 – 65 and are sexually active,**  
it is recommended that you are tested for HIV.



If you would like to learn more about HIV or Hepatitis C,  
please call CareSource at **1-844-438-9498**.



# Tips to Reduce Holiday Stress

Don't let the holidays become something you dread. With a little planning, you can find peace and joy during the holidays.

- ① **Be realistic.** As families change, traditions change as well. Be open to making new ones.
- ② **Stick to a budget.** Before you go shopping, decide how much money to spend. Or make homemade gifts
- ③ **Learn to say no.** Don't stretch yourself too thin by trying to do everything.
- ④ **Don't stop healthy habits.** Try to choose healthy meals, and get plenty of sleep and exercise.
- ⑤ **Seek help if you need it.** You may find yourself feeling sad, anxious or not yourself. If these feelings last for a while, talk to your doctor.

## Stay Warm, Stay Fit!

As the weather gets cold, we still have to move our bodies. Indoor exercise is a great way to stay healthy. Below are some fitness options to do indoors when it is cold outside:

- ① **Strength training at home**
- ② **Walk laps at the mall**
- ③ **Community dance class**
- ④ **Cardio video at home**
- ⑤ **Resistance bands**
- ⑥ **Yoga**
- ⑦ **Take steps instead of elevator**
- ⑧ **Pilates**
- ⑨ **Cycling bike**
- ⑩ **Treadmill**

Did you know you have access to exercise benefits through SilverSneakers®? Today make the choice towards a stronger, healthier you! For more information go to [SilverSneakers.com](https://www.silversneakers.com) or contact 1-888-423-4632 (TTY: 711).



## Holiday Schedule

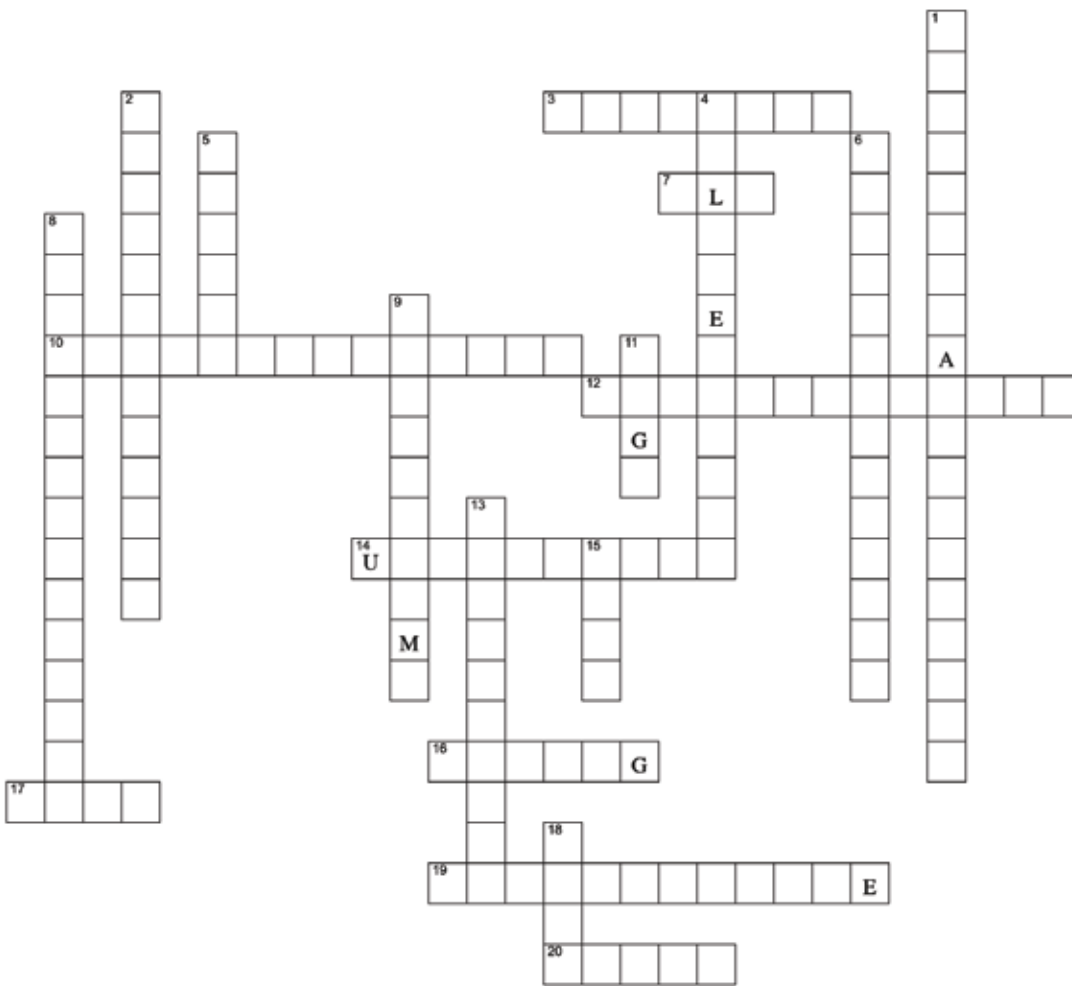
In observance of major holidays, CareSource will be closed on the following days:

- New Year's Day: Tuesday, January 1, 2020
- Memorial Day: Monday, May 25, 2020
- Independence Day (Observed): Friday, July 3, 2020
- Labor Day: Monday, September 7, 2020
- Thanksgiving Day: Thursday, November 26, 2020
- Christmas Day: Wednesday, December 25, 2020





# Find Answers to the Clues using this Newsletter!



- Across Answers:**
- 3. Fourteen
  - 7. Flu
  - 10. Silver Sneakers
  - 12. Holiday Stress
  - 14. Urgent Care
  - 16. Vaping
  - 17. Hep C
  - 19. MyCareSource
  - 20. Scrub
- Down Answers:**
- 1. Primary Care Provider
  - 2. MyIdealDOCTOR
  - 4. Telemedicine
  - 5. Stroke
  - 6. Express Scripts
  - 8. Nurse Advice Line
  - 9. Mammograms
  - 11. Yoga
  - 13. Neuropathy
  - 15. COPD
  - 18. Oats

## Across:

- 3. Number of diseases and health conditions you prevent when caring for your pearly whites
- 7. Season that lasts for 6 months
- 10. Fitness Benefit
- 12. 5 tips to reduce
- 14. . \_\_\_\_\_ is for Sprains and Strains
- 16. Under investigation with the CDC & FDA
- 17. 4 million Americans are living with \_\_\_\_\_
- 19. Personal online account
- 20. Step you hum the happy birthday song

## Down:

- 1. PCP
- 2. Telemedicine provider
- 4. Visits through your computer or smart phone
- 5. A stoppage of blood flow to the brain, causing brain tissue to die
- 6. 2020 Pharmacy Partner
- 8. CareSource24
- 9. Reducing deaths by 40% since 1990
- 11. Stay Fit, Option 6 – Namaste
- 13. Diabetes and Nerve Damage
- 15. 3rd leading cause of disease-related death in the U.S.
- 18. Main Ingredient in recipe

## 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

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**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**

## Homemade Granola

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Prep Time: 5 minutes | Cook Time: 25 minutes | Total Time: 30 minutes | Servings: 6

**Ingredients**

- 2 cups old-fashioned oats (not instant)
- 1/4 cup maple syrup
- 1/4 cup dark brown sugar
- 1 1/2 teaspoons cinnamon
- 2 tablespoons vegetable or canola oil
- 1/2 cup nuts chopped Suggestions:  
chopped pecans, walnut or sliced almonds
- 1/2 cup dried fruit like raisins and golden raisins
- 1/2 cup coconut optional

**Instructions**

- Preheat oven to 325.
- Mix together all ingredients except nuts, dried fruit and coconut
- Spread on a parchment lined cookie sheet.  
(or sprayed cookie sheet)
- Bake 20 minutes, stirring once.
- Add nuts, dried fruit and coconut.
- Bake 5 more minutes.
- Remove from oven and cool completely.
- Store in an airtight container.

*Place in jar or cellophane bag and tie it with ribbon to give it as a gift.*

Author: Kristl Story, TheBudgetDiet.com  
thebudgetdiet.com/homemade-granola