



SPRING 2020

MEMBER *Source*

A Newsletter for CareSource® Members

Helpful Tips for Your Asthma Triggers

Here are a few tips to help control springtime asthma or COPD triggers, like pollen, air pollution and temperature changes:

- Know the pollen count. Check your local weather forecast or the National Allergy Bureau website to get daily pollen and mold counts. Stay indoors during high counts.
- Use your preventive or controller medications as prescribed, even if you are feeling well. If you have quick-relief medicine, keep it nearby in case of a flare-up.
- Use a peak flow meter.
- Make a written Asthma Action Plan.

Talk with your primary care provider (PCP) if you begin having trouble controlling your asthma or allergy symptoms. Your PCP can help you recognize what makes your asthma worse, and help find solutions to reduce and avoid asthma triggers.



 *CareSource*®

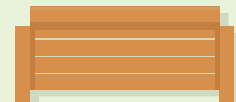


Seven Steps to Stay Healthy with a Chronic Disease

1. Stop smoking: Talk to your PCP about your options to lower your risk of serious health problems.



3. Get active: Take a brisk walk for at least 30 minutes a day.



2. Start healthy eating habits: Eat a, well-balanced diet of fruits, veggies, whole grains, lean meats, and low-fat dairy products.



4. Sleep: Aim to get at least seven hours of sleep each night.



It's a new year!

Have you scheduled your
FREE Annual Wellness Visit?

Don't forget to see your primary care provider (PCP) at least once every 12 months. During this visit, your PCP will review your personal and family health history, your current medications, health concerns or changes since last visit, and health screenings you should complete.





What are Statins?

Statins (atorvastatin, lovastatin, pravastatin, and simvastatin) lower cholesterol by blocking how much cholesterol your body makes. This prevents cholesterol from building up in arteries and causing problems.

5. Limit alcohol intake: For women - one drink per day. For men – up to two drinks per day.

7. Get your numbers in check: Knowing your Body Mass Index (BMI), A1C, cholesterol and blood pressure are important to your health. Discuss with your PCP how to lower your risk for heart disease and stroke.

6. Complete your Preventive Screenings: Get regular preventive health screens, like having a mammogram, colorectal screening, prostate screening and cervical cancer screening.



FACT: Members with a Chronic Disease have a higher risk of getting the flu. Stay up to date and get your flu shot today!



Your Options for Care

While the emergency room is a must for serious emergencies such as heart attacks, stroke, trouble breathing, and more, it’s important to be aware, and take advantage, of the other options available to you to ensure you receive the right care at the right cost for your conditions.



Option:	Availability:	Best for:
CareSource24®	24 hours a day, 365 days a year	Next step advice
MYidealDOCTOR®	24/7/365	Rashes, allergies, coughs
Primary Care Provider (PCP)	Business hours	Routine care, illnesses, advice
Convenience Care Clinic	Store hours	Sinus, colds, shots
Urgent Care	Some open 24/7/365	Illnesses, breaks, wounds
Emergency Rooms	24/7/365	Heart attack, stroke, trouble breathing

Are You at Risk for Prediabetes?



One out of every **three** adults in the United States has prediabetes.

Prediabetes means your blood glucose (sugar) levels are higher than normal but not high enough to be diagnosed as diabetes. People with prediabetes have up to a 50 percent chance of having diabetes in the next 5-10 years.



A1C Test Results

A1C Level

Diagnosis

Below **5.7** percent

Normal

5.7 to **6.4** percent

Prediabetes

6.5 percent or above

Diabetes



Ask your health care provider if you should be tested for prediabetes. One test for prediabetes is the Hemoglobin A1C test. It shows your average blood sugar level for the past 2-3 months. If the results are normal, you should be retested at least every three years.



Lifestyle changes can help you be your healthiest best. Consider eating healthier foods and being active for 30 minutes or more on most days.

Source: National Institute of Diabetes and Digestive and Kidney Diseases



Four Ways to Report Fraud Waste & Abuse

To anonymously report any Fraud, Waste and Abuse cases:

- 1 Call **1-855-475-3163** (TTY: 1-800-750-0750 or 711) and follow the steps to report fraud.
- 2 Write to us. You can fill out the Fraud, Waste and Abuse Reporting Form found at **CareSource.com/members/tools-resources/fraud-waste-abuse/**. You can also send a letter to us at:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other ways to report that are not anonymous include:

- 3 Fax us at **1-800-418-0248**
- 4 Email a message to **fraud@CareSource.com**

Go to **CareSource.com** to learn about what types of activities are considered Fraud, Waste and Abuse.



Use myStrength to **FINALLY KICK SMOKING!**

Cigarette smoking is the leading cause of avoidable deaths in the U.S. Vaping and e-cigarette use has quickly increased among youth. Nearly seven out of ten smokers want to break the habit but do not know how to start. CareSource and myStrength can help you become smoke-free.

Log onto your My CareSource account and click on the link for myStrength. You will have access to proven methods to help overcome your addiction with cigarettes and e-cigarettes. Think about how freeing it would be to finally become a non-smoker!

Ready to start using myStrength?

1. Visit bh.mystrength.com/CareSource and click “Sign-Up.”
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile! Download the myStrength app for iOS and Android phones at mystrength.com/mobile and SIGN IN using your login email and password.

Healthy Habits to Add to Your Daily Routine

Getting more activity in your life can seem hard. Here are some easy ways to add more physical activity to your daily life:

Find 10 minutes.

10 minutes here and there goes a long way. Try parking in the farthest spot from where you are going. Try taking the elevator only after you have taken the stairs as far as you can go. Think of ways to get in more activity as you go about your daily life.



Make it a family affair.

Get your family moving with you! Run around the yard, dance around the house, vacuum or dust to music – just get moving!










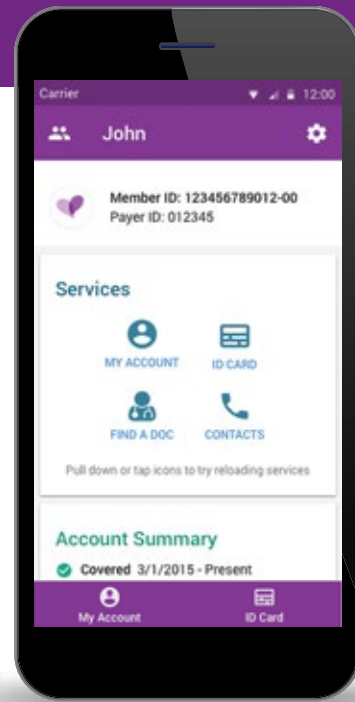
Most importantly, think progress, not perfection. Changing your lifestyle is not all-or-nothing. It is about making healthier decisions each day, and starting again when you get off track.

Source: [health.gov](https://www.health.gov)

Your Health Plan at **Your Fingertips!**

Download the CareSource mobile app today from Apple's App Store® or from Google Play®! Accessing your CareSource plan and benefits is easier than ever.

-  View and share your digital ID card
-  Call and speak with Member Services with a touch
-  Call the **CareSource24®** Nurse Advice Line and speak with a registered nurse 24/7/365
-  Connect with MYidealDOCTOR®, your telemedicine provider
-  Find a doctor, hospital, clinic, or urgent care near you
-  Check your copays, deductibles, and balances (if applicable)
-  View your claims



And More!

Download the app and check it out now.



Start Today on a Path to a **Healthier Life**

It's easy! Complete your Health Risk Assessment (HRA) to find ways to lead a healthier and safer lifestyle.

You can complete the HRA online. Create or log into your account at **MyCareSource.com**. Click the "Health" tab and take the HRA in the "Assessment" section.

Take the HRA in one of these ways

- ① **Online** – Go to **MyCareSource.com**. Create or log into your account.
- ② **Phone** – Call Member Services **1-855-475-3163** (TTY: 1-800-750-0750 or 711).
- ③ **Mail** – Return the copy included in your new member kit.



What is Health Care Quality?

Quality is a word you often hear when people talk about health care. But, what does 'quality' health care really mean? Quality is how good something is considered. High quality in health care means CareSource always wants to be sure that you:



1 Get the
right care



2 At the
right time



3 From the right
medical expert.

CareSource employs people to ensure that your doctors, nurses and hospitals give you the best quality care available!



CareSource24®
Nurse Advice Line

Our staff of knowledgeable, caring Registered Nurses are here 24/7 to talk to you and offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or ER is necessary.

Call **1-866-206-7861**.

Fun Flu Shot Facts

Did You Know: The sooner you get a flu shot the sooner you are protected? It can take two weeks for full effect. Ask your doctor or pharmacist when flu shots will be available.



Don't Forget!

MYidealDOCTOR® is ready to help any time!

Gathering indoors with large groups is a great way to socialize, but also a great way to spread germs. If you catch a bug, or have another non-emergency medical issue but can't get out to your primary care provider (PCP), call MYidealDOCTOR any time day or night, 365 days a year.

You can call from work or home. Consult with a doctor in minutes. If needed, a prescription can be sent to the network pharmacy of your choice.

MYidealDOCTOR treats many conditions over the phone or computer, such as:

- coughs/colds/flu
- allergies/sinus
- minor injuries
- minor infections
- sore throat/fever
- rashes
- and more

Feel better faster, with MYidealDOCTOR! Use the CareSource App to connect, call 1-855-879-4332, or visit MYidealDOCTOR.com.

MYidealDOCTOR should NOT be used for: trauma, chest pain, shortness of breath, bleeding, or prescribing Drug Enforcement Agency (DEA) controlled substances.



No 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). Our hours are 8 a.m. – 8 p.m. Monday through Friday.

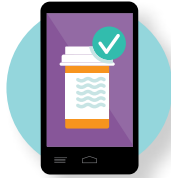




Don't Miss This or Your Next Dose

Long-term medications, like those for high blood pressure or diabetes, keep you healthy. CareSource wants to make refilling them easier.

Helpful ways to remember to refill your drugs:



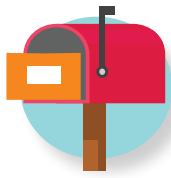
Refill reminders from your pharmacy. Some pharmacies will **call or text you**.



Set up **automatic refills** for your drugs. Ask your pharmacy to set this up.



Have your pharmacy **synchronize your long-term medications**. You won't have the visit them as often.



Sign up for **mail order** or **90-day supplies**. Check your Member Handbook to see if you are eligible.

Don't forget to talk to your doctor and pharmacist often. They can answer your questions, explain if you miss a dose, and how to manage side effects.



Drug Take Back Day

Prescription drugs can help you with an illness or can stabilize a health emergency. But drugs that have expired, are misused or get into the wrong hands can lead to harm or death.

Don't keep unused medications in your home. National Drug Take Back Day is **April 25**. To find drug collection sites, visit takebackday.dea.gov. These locations can dispose of your medications safely.



Pharmacy Updates

CareSource has a searchable drug list on our website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under Member Tools & Resources. Updates can be found in this section as well. If you don't have access to the internet, you can 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 helfst 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: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको नमिति भाषा सहायता सेवाहरू 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>.



MyCareOhio
Connecting Medicare + Medicaid

PO Box 8738
Dayton, OH 45401 8738

CareSource.com

How to Reach Us

Member Services Dept:

1-855-475-3163

(TTY: 1-800-750-0750 or 711)

CareSource24®

24-Hour Nurse Advice Line:

1-866-206-7861

(TTY: 1-800-750-0750 or 711)

Join Us



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Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

IMPORTANT PLAN INFORMATION

National Day Calendar

March

Colorectal Cancer Awareness Month

National Nutrition Month

March 6, 2020

March 8, 2020

March 30, 2020

National Dentist Day

International Women's Day

World Bipolar Day

April

Autism Awareness Month

Sexual Assault Awareness
Month (SAAM)

April 7, 2020

April 9, 2020

April 14, 2020

World Health Day

National Alcohol
Screening Day

International Moment
of Laughter Day