



FALL 2020

MEMBER *Source*

A Newsletter for CareSource® Members

Go Green!

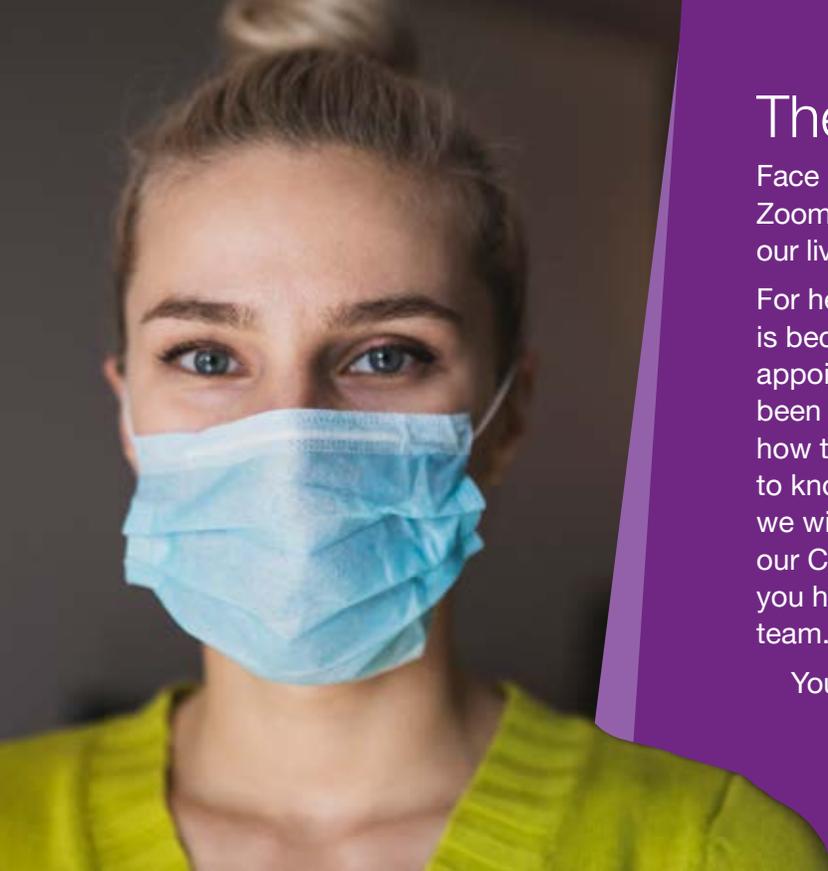
Your invoices are posted in your secure **MyCareSource.com** account. Your invoice has always been in the **Documents** section of My CareSource®. Now you can reduce your mail and help the environment.

Click **Get Started** next to “Go Green” under your member information on your account home page, or on the **Preferences** page to stop your invoices from mailing. You will get an email and/or text when your new monthly invoice is posted. You can update your preferences anytime to start receiving paper invoices again.

Save a stamp and pay your bill through your My CareSource account too! It's secure and easy! Start by clicking **Pay Bill** on the home page of your account or go to **CareSource.com/MPpay**.



CareSource®



The New Normal

Face masks. Closed businesses. Social Distancing. Kids on Zoom for school work. 2020 has created many changes to our lives. Some temporary, some more permanent.

For health care, things have changed as well. Telehealth is becoming a routine service. Social distancing and appointments are expected. At CareSource, we have been working hard to give you the latest information about how to take care of yourself and your family. We want you to know that no matter what our new normal may look like, we will be here for you, helping you find your way. Visit our COVID-19 web page at [CareSource.com/Covid19](https://www.caresource.com/Covid19). If you have a question or concern, call our Member Services team. We are happy to help.

You have our commitment to continue providing you *Health Care with Heart.*

Our Mobile App is **Easy to Use!**



Digital ID Card View and share your digital CareSource member ID card.



Find a Doctor Find a doctor, hospital, clinic or pharmacy near you.



Call a Nurse Call CareSource24®, our Nurse Advice Line, and speak to a nurse 24/7/365.



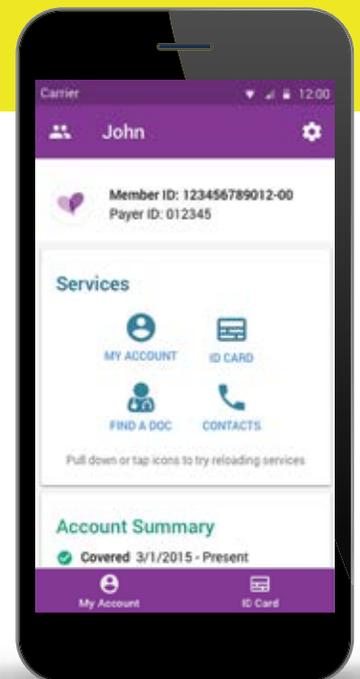
My CareSource® Access your secure My CareSource account.



Connect with MYidealDOCTOR® Telehealth Services One touch access to a provider, day or night, 24/7/365.



NEW! Message Center get news and reminders from CareSource.



Download the app and check it out now.



And More...

* Some features will not become active until your plan's effective date.



What to Expect at Your Next Dental Visit During COVID-19



At CareSource, our first priority is to protect you, our providers, staff and community. We are closely watching the coronavirus (COVID-19) and its impact both locally and around the world. As we work with our provider networks, our goal is to help carry out and follow all steps to lessen the spread.

Talk to your dental provider to see if they offer teledentistry services. Teledentistry uses your phone, mobile app, or computer for exams when and where you want. Call your provider to find out the best way to setup a teledentistry visit. **Visit [CareSource.com/Covid19](https://www.caresource.com/Covid19)** for details.

The Centers for Disease Control and Prevention (CDC) has a plan you can follow to prevent illness. The plan starts before you show up to an office visit. The goal is to stop the spread of the disease.

- ✓ Before going into the office, let your dental provider know if you have had any symptoms such as fever, cough, trouble breathing or other flu-like symptoms.
- ✓ Let them know if you or a member of your household has travelled to countries with high outbreaks.
- ✓ You may be asked to answer certain questions or fill out special forms.
- ✓ Due to social distancing (distance between yourself and others), offices may ask family members to not sit in the waiting room. You may also be asked to use a cloth face covering or mask.

Visit [cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html) for more details on CDC guidelines in a dental setting. Please know that the recommendations may change with time.

Drug List Updates

CareSource has a searchable drug list that is updated monthly on our website. Find out which drugs are covered under your plan by going to the **Find My Prescriptions** link under Member Tools & Resources. You will find the most recent changes here. If you don't have internet, we can help you. Call Member Services to see if a medicine is covered and if there is a cost to you.



CareSource24[®] Nurse Advice Line



Our staff of experienced, caring Registered Nurses are here 24/7 to talk to you. We are ready to 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 an ER visit is needed. Call **1-866-206-7880**.



Preventing Diabetic Kidney Disease

If you have diabetes, your blood sugar levels are often too high. High blood sugar can harm your kidneys over time. Your kidneys clean your blood. If they are damaged, waste builds up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It happens slowly over many years. Most people do not show any signs or have symptoms.

You can help stop or delay kidney damage by getting routine screenings. This is the only way to know if you have diabetic kidney disease. The first type of screening looks for protein in your urine. The other is a blood test to show how well your kidneys are working.

You should get tested each year for kidney disease if you have type 2 diabetes. You should also get tested if you've had type 1 diabetes for more than five years. Talk to your primary care provider (PCP) to learn more.



Dealing with **Drug Supply Problems**

Dealing with the unknown is hard. And, the COVID-19 crisis has changed our lives. When it comes to medicines, COVID-19 showed our drug supply can change quickly. Drug supply problems can occur even in less difficult times. CareSource understands how important it is for you to have your medicine on hand. We can help make sure you don't run out because of a problem with drug supply with the tips below.



Call your pharmacy ahead of time.



If there is a problem with the supply of your medicine, call your doctor as soon as you can. Many pharmacies will call your doctor for you.



Always talk to your doctor before stopping a drug. Stopping a drug without talking to your doctor can make your condition worse.





Back to SCHOOL?

If your children will return to school in fall of 2020, they will face a new norm of regular hand washing and proper cleaning and disinfecting. If your family homeschools or chooses online school, you may want help making a plan.

Tips for a **safe return** to school:



Teach good hand washing skills.



Keep your children home if they are sick.



Send wipes, soap, and hand sanitizer to keep in desks and lockers.



Talk to them ahead of time about wearing a mask. Practice wearing them before school starts. Find some masks they will enjoy wearing!

Source: www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/learning.html

Tips for a **virtual return to the classroom**:



Set up the same time each day for starting and ending schoolwork.



Set up a special homework/study area.



Take breaks outside!

Find ways to do schoolwork like math, reading, and writing by:



Cooking together



Reading recipes together



Writing letters to people kids can't visit in person



Let CareSource Help You **Be Healthier!**

CareSource is dedicated to helping improve your health and well-being. To help support and guide your care, we ask that you complete the 2020 Health Needs Assessment (HNA).

Complete the HNA online using the below steps:



Go to **My.CareSource.com**. From your My CareSource® account click on the **Health** tab in the top navigation bar.



Scroll to the assessment section and click the **Start** button to complete the assessment.

Completion of the HNA helps your primary care provider and your care management team coordinate your care to meet your individual needs.

Questions? Call the Member Services number found on the back page for more information.

Get Rewarded for Your **Health and Wellness!**

CareSource rewards you and your family for taking an active role in becoming healthy. We have lifestyle programs to encourage you to complete annual wellness visits and have preventive care screenings. See what programs you could start earning rewards:



MyHealth Programs

Adults can earn rewards through our MyHealth Rewards program. As a CareSource member you are eligible to earn rewards just for completing health screenings*. To get started, go to MyHealth on your **MyCareSource.com** account or call Member Services to see what programs are available in your area and how much you can earn! Call the number found on the back page for more information.

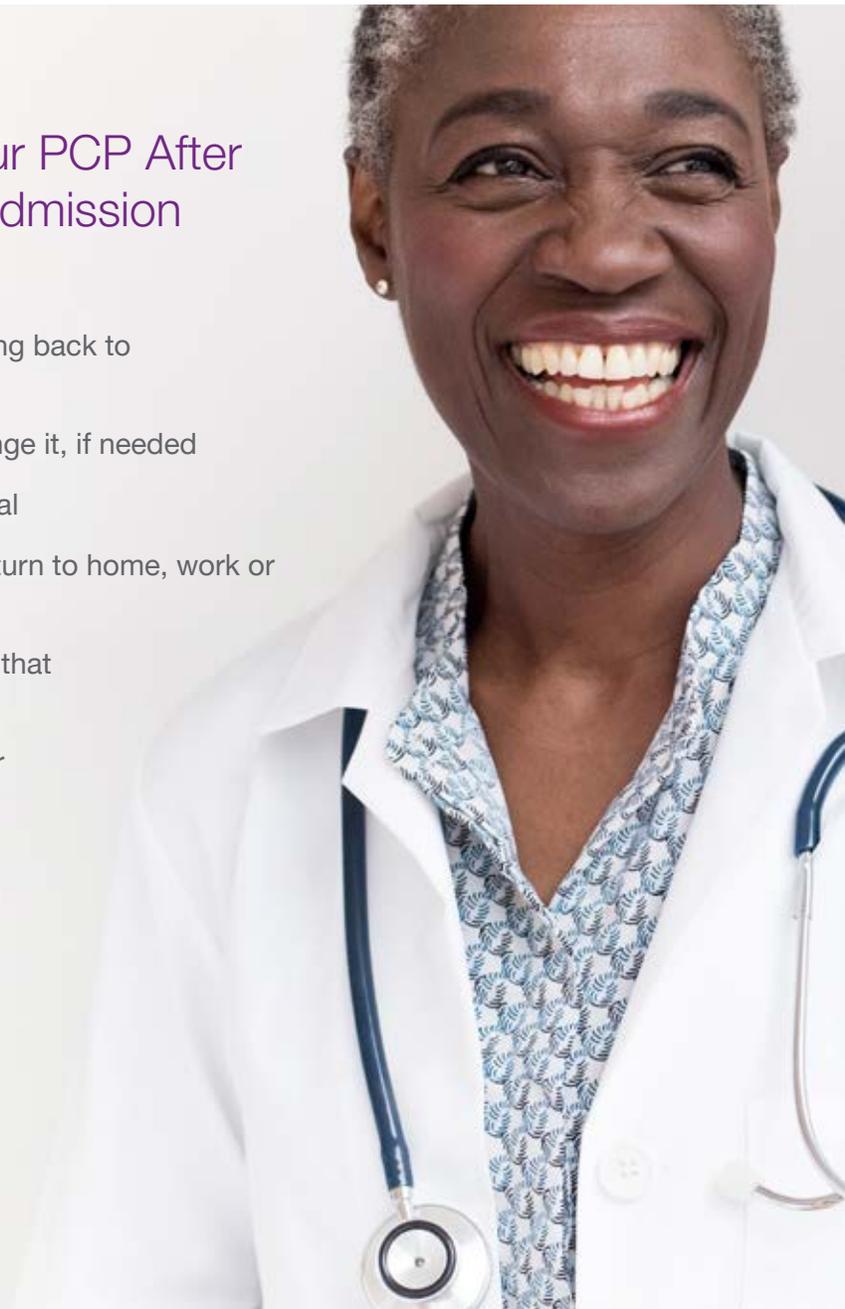
*Not all rewards are available in every program.

IMPORTANT!

Follow Up Appointments with Your PCP After Any Inpatient Behavioral Health Admission

Why?

- ✓ Good follow up care means less chance of going back to the hospital.
- ✓ Your doctor can check your medicine and change it, if needed
- ✓ You'll get more support after leaving the hospital
- ✓ Follow up visits will give you support as you return to home, work or school.
- ✓ Follow up visits help you build on the progress that you made during your hospital stay.
- ✓ Follow up visits help your primary care provider (PCP) and Behavioral Health provider manage your care.
- ✓ Failure to seek follow up care can make mental health symptoms worse.
- ✓ Following up with your PCP is vital to the stability of your mental health.



Reminder: Telehealth Services are Available Any Time

With social distancing and safety rules in place, many primary care providers (PCPs) now offer telehealth services (a visit by phone or computer). But, how does it work? Use the helpful tips below for your next telehealth visit.

Scheduling Your Visit

When scheduling your visit, ask questions so you know what to expect:

- Will you need to download an app?
- Is the provider calling you?
- Will you call the provider?
- Will the visit be by phone or video?

If you have concerns about your ability to have a telehealth visit, be sure to mention those to your PCP's office to see if they can help.

Before Your Visit

- Make notes about the questions you want to ask during your visit.
- Find a quiet place where you can talk openly about any issues you have and can answer questions that your provider asks about your health.

Check with your PCP's office to find out how and when you can have a telehealth visit. If your PCP doesn't offer telehealth, or has limited hours, you can call MYidealDOCTOR®.

MYidealDOCTOR is ready to take your call 24 hours a day, 365 days a year. You can find a link on the CareSource mobile app, call 1-855-879-4332, or visit myidealdoctortelehealth.com. The cost is the same as a visit to your PCP.

During Your Visit

- Be open and honest with your provider about your health and any symptoms you have.
- If you have questions about the format of the visit and what type of care can be offered, be sure to ask. Telehealth is new for a lot of people, and it is natural to have questions.
- Take notes to help you remember what information you received.

At The End of Your Visit

Confirm any next steps or actions you need to take.

- Do you have a new prescription to fill?
- Do you need to have lab work completed as a follow-up to the visit?
- Do you need to schedule another visit?

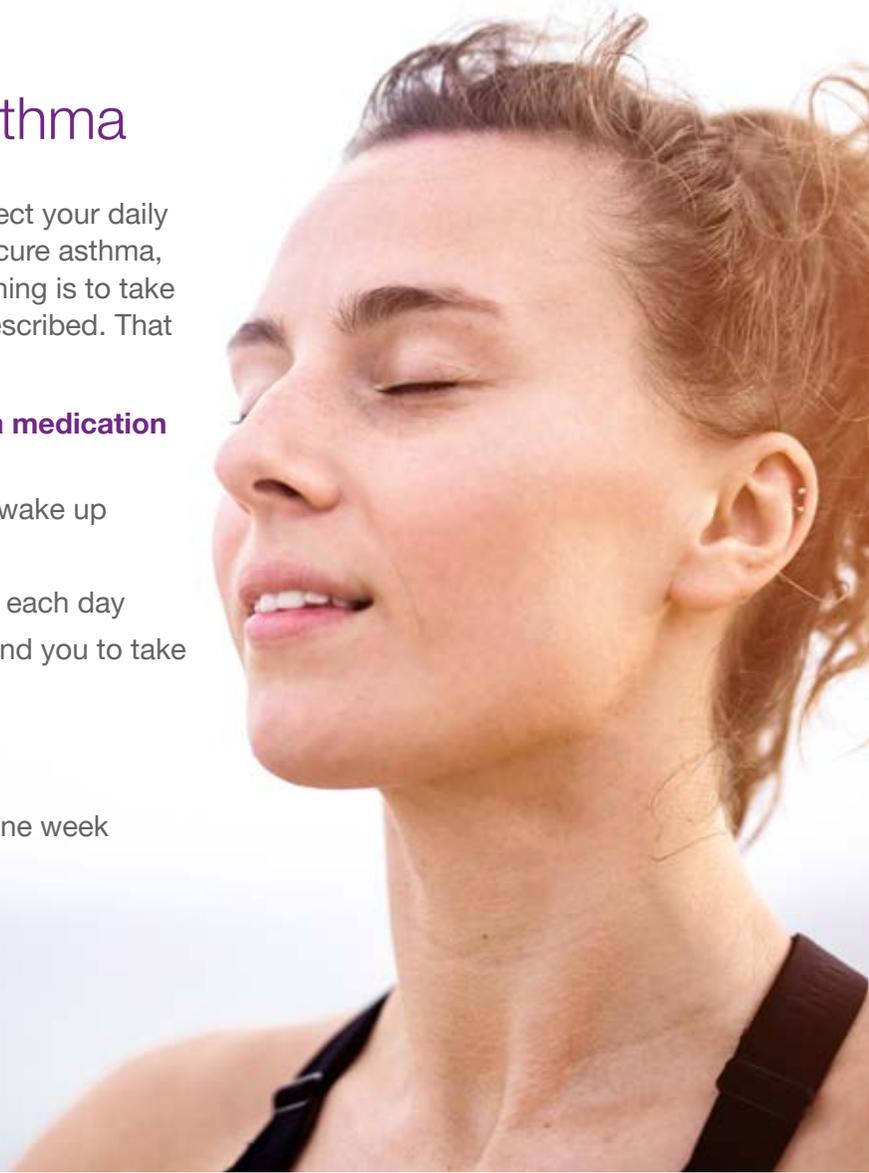


Breathing Better with Asthma

Asthma makes it hard for you to breathe. It can affect your daily life if you don't take care of it. Medications do not cure asthma, but they can help make you feel better. The main thing is to take them exactly as your primary care provider has prescribed. That means taking them the right way at the right time!

Here are tips to remind you to take your asthma medication and help you get into a routine:

- Keep it near your bed so you see it when you wake up
- Take it before you brush your teeth
- Have your family or a friend call to remind you each day
- Put sticky notes where you'll see them to remind you to take your inhaler when you leave the house
- Use a weekly pillbox
- Set your phone or other alarm
- Mark your calendar to refill your prescription one week before it runs out



National 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, but 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 is **October 24, 2020**. This is your chance to clear out old medications. 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.



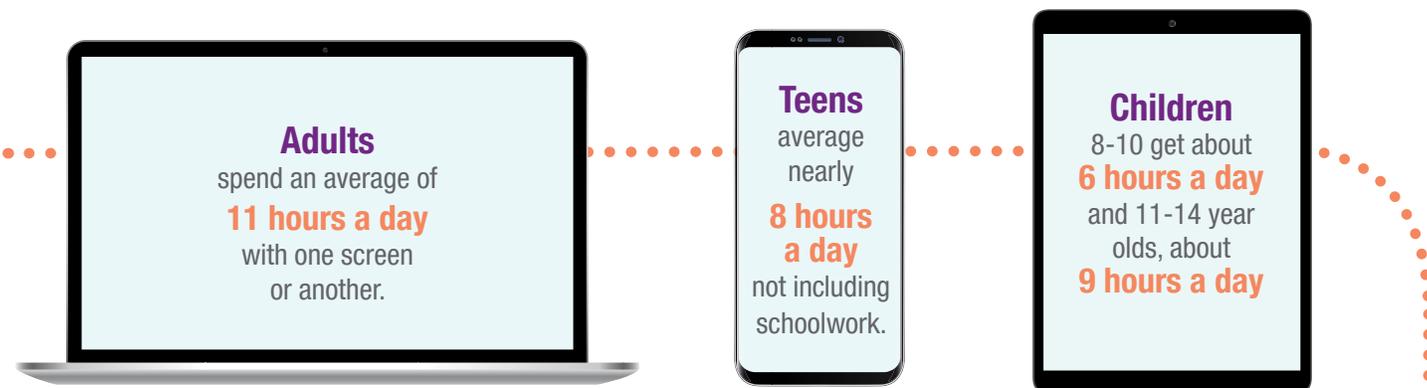


Screen Time and YOUR HEALTH

With the recent stay at home orders, many of us were “binge watching” our favorite TV shows, face timing/skyping our family, and just spending more time than usual looking at our screens.

! Beware: too much screen time is harmful to our health.

How Much Screen Time Are We Getting?



! Side note: On average, adults pick up their phones 58 times a day.

How Does It Affect Our Health?



- It affects your brain
- It harms your eyesight
- It lowers your attention span
- It can harm your relationships
- It can cause obesity
- It can disrupt your sleep

How Can We Reduce Screen Time?

There are many ways to reduce screen time.

Say **NO** to all screens:

- During meals
- An hour before bed
- In the bathroom

Say **YES** to:

- Reading a book
- Starting or renewing a hobby
- Getting plenty of exercise
- Spending time with friends





BREAST CANCER AWARENESS

Breast cancer is the second most common cancer among women in the United States. It is a disease in which cells in the breast grow out of control. White and black women get breast cancer at about the same rate, but black women die from breast cancer at a higher rate. Many things like family history or getting older can affect your risk for breast cancer. However, you can help lower your risk of breast cancer by taking care of your health in these ways:



Get regular exercise.



Have a healthy weight.



Don't drink alcohol, or limit it to no more than one drink per day.



If you can, breastfeed your child/children.



If you are age 50-75, a breast cancer screening every two years is recommended.

Stay informed and healthy to lower your risk of getting breast cancer. It will also increase your chances of living if you are diagnosed with it.

Source: Centers for Disease Control and Prevention

Protect Yourself from

COVID-19 SCAMS

Unease around COVID-19 has made fraud and scams more common. You should be on alert for things that don't seem right. Some of the scams to watch for are:

- People selling fake cures for COVID-19.
- Robocalls, sales calls, online posts, emails, or people going door-to-door who promise free hand sanitizer or testing kits if you give your Medicaid or Medicare number.
- Emails pretending to be from the World Health Organization or the CDC.
- Fake websites or apps that share news about COVID-19 so they can get into your phone, tablet, or computer.
- People asking for money for causes or charities that don't exist.
- Health care workers using patient information for COVID-19 testing and then billing for other tests.

Let us know if you suspect fraud or scams! Call CareSource Member Services and say that you'd like to report fraud. You will be routed to a private fraud hotline. You can call the hotline 24 hours a day.

You can also let us know about scams or fraud by:

Email: fraud@caresource.com

Mail: CareSource
Attn: Program Integrity
P.O. Box 1940
Dayton, OH 45401-1940

Sources: [FDA.gov/coronavirus](https://www.fda.gov/coronavirus), [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)





Check Your Blood Pressure with Your **PCP**

Managing your blood pressure is great for your health. Uncontrolled blood pressure raises your risk of heart disease and stroke. It is important to see your health care provider regularly. Have your blood pressure checked at every visit. Some people also check their blood pressure at home.



Talk to your primary care provider (PCP) about checking your blood pressure at home.



Home blood pressure checks can help you keep tabs on your blood pressure. They can also make certain any lifestyle changes (like healthy eating and being active for 30 minutes every day) you have made are working.



Home checks can alert you and your PCP to possible health problems.

CareSource also offers a free Disease Management Program that can help you learn about your health and how you can better manage your specific health condition. If you would like to learn more about blood pressure and you would like to opt-in to the Disease Management Program, please call **1-844-438-9498**.

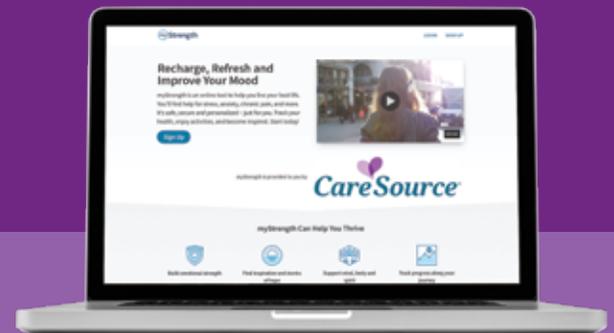
Stress Less with CareSource and myStrength

Life can feel overwhelming at times. CareSource and myStrengthSM can help you through these tough times with self-guided tools to strengthen your mind, body, and spirit. myStrength offers:

- Empowerment activities like a mood tracker and a fitness log
- Articles and videos to learn about topics like anxiety, post-traumatic stress disorder (PTSD) and depression
- Daily inspirational quotes
- Help to stop smoking
- Mindfulness exercises
- Parenting tips and help managing stress
- And much more!

Your emotional health is important. That's why CareSource offers myStrength online or through a mobile app at no cost to you.

- 1 Visit bh.mystrength.com/caresource and click *Sign-Up*
- 2 Complete the sign-up process and your personal profile
- 3 Download the app on your phone at mystrength.com/mobile



Take control of your well-being and start living your best life.

You deserve it!



Your Evidence of Coverage

When you enrolled with CareSource, we sent you a new member welcome kit with your Member Handbook, Evidence of Coverage (EOC) and Schedule of Benefits. Your Evidence of Coverage is your detailed guide to all things related to your plan. You can get information about covered services like specialty care, emergency services, maternity care, mental health care, substance use treatment, and pediatric dental and vision services. Additionally, get information about adult dental, vision, and fitness benefits if you enrolled in the optional plan.

The Schedule of Benefits works with your EOC to show how much of the costs for covered services you are responsible for and other important items such as your deductible, maximum out-of-pocket, and some of the primary benefit limits. These documents are also available online, in your **MyCareSource.com** account, or under the Plans section of **CareSource.com**. If you have questions, or if you don't understand something, please call Member Services. They will be happy to help you.



Stamp of Approval

There are times when CareSource must pre-approve some services or medications before you get them. We call this prior authorization. This means that your health care provider must get approval from us. They must do this before they can give you certain services. They will know how to do this. They need to talk to us before you get services from them.

You may have to pay for services if your provider does not get pre-approval. Some things that require this are:

- Seeing an out-of-network provider (except in emergency situations)
- Getting services not covered by CareSource
- Some prescriptions (such as specialty drugs)

You can find the medical prior authorization list in your **MyCareSource.com** account and on **CareSource.com**. You can find medications that need a prior authorization by looking at the formulary posted on the pharmacy pages of **CareSource.com**. You can also call the toll-free phone number on your ID card or visit **CareSource.com** to learn more about what needs a prior authorization. We are here to help you get the care you need, when you need it.



DID YOU KNOW?

It's important to get a **flu shot** every year:

The flu viruses from last flu season will be different from the flu this season, because the virus changes each year. You need a new vaccine every year to protect yourself.





We Are **Here to Help!**

There are many self-service tools online through your My CareSource account, and on **CareSource.com**. The plan documents you receive when you enroll each year provide detailed information about your coverage and costs. But we understand that sometimes, health insurance can be confusing. Our Member Services team is here to help with any questions or concerns you may have about your coverage, referrals, prior authorizations, and more. We can help you understand your Explanation of Benefits, or help you find a new provider. Call us from 7 a.m. to 7 p.m., Monday through Friday.

If you need plan documents or help in another language, Member Services can help with that too!

THANK YOU
for being a member!

We are happy to serve you. We care about your health and well-being. But there is more to health and well-being than just great health care. With CareSource, you get extra help and benefits like:

Easy Access to Care:

- You can make an appointment and visit most specialists without a referral.
- CareSource24[®] is your 24-hour Nurse Advice Line for help or advice when you need it.
- MYidealDOCTOR[®] is a telehealth service that lets you talk to a doctor 24/7/365.
- You also can visit a local convenience care clinic, such as those inside Kroger[®], CVS[®] or WalMart[®]. (Just be sure to ask if they accept CareSource Marketplace.)

Member Services: Our associates are happy to answer your questions about covered services, help you find providers, understand your coverage, and more. The number is on the back of your ID card.

CareSource Mobile App: Your health plan info on the go. View your member ID card, talk to a nurse or connect with MYidealDOCTOR, watch helpful videos and search for doctors.

Dental, Vision and Fitness Benefits: All children have access to routine dental and vision benefits. Adults who have enrolled in an optional Dental, Vision and Fitness plan also have access to routine dental and vision benefits, as well as free enrollment in the Active&Fit[®] program. Active&Fit gives you access to no cost gym memberships and more.

Online information and tools: MyHealth, myStrength, MyResources. Access these helpful tools through your **MyCareSource.com** account, for your physical health, mental health, and referrals to other helpful community resources.

Kids Health and Fitness: Through partnerships with local organizations, your kids can take part in health and fitness activities at no cost to you. We also offer the KidsHealth[®] program on **CareSource.com**.

Disease Management Programs: Get help with asthma, diabetes, behavioral health, chronic kidney disease and more. Call Member Services for more information.

We **thank you** for choosing **CareSource, Health Care with Heart!**

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 call the member services number on your member ID card.

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>.



PO Box 8738
Dayton, OH 45401-8738

CareSource.com

How to Reach Us

Member Services Dept:

1-877-806-9284

(TTY) **1-800-743-3333** or 711)

CareSource24[®]

24-Hour Nurse Advice Line:

1-866-206-7880

(TTY: **1-800-743-3333** or 711)

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

We Want to Hear **FROM YOU!**

We love our members.

That's why we want to hear from you!

Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes 2-3 minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/NewsletterSurvey)

Thank you for trusting CareSource with your health care needs.

