

FALL 2017

# MEMBERSource

A Newsletter for CareSource Healthy Indiana Plan  
and Hoosier Healthwise Members

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## TIPS FOR COLD AND FLU SEASON

Cold and flu season is here. These tips can help keep you and your family healthy.

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.
2. **Know where to go.** Flu shots are available from doctors' offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go in your area.
3. **Learn the signs of a cold vs. 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 the doctor if an antibiotic is really needed.
4. **Call if you need help.** You can call our 24-hour nurse advice line any time. The number is **1-844-206-5947** (TTY: 1-800-743-3333 or 711).



## EASY WAYS TO PAY

CareSource makes it easy to pay your bill each month. Use one of these options:

- **Make automatic recurring monthly payments.** Set it up online. Log in to your My CareSource® account. Choose the Pay Now option. Then choose credit or debit as your payment method. Click ***Manage Automatic Payments***. Follow the instructions to complete the set up.
- **Pay online each month.** Log in to your My CareSource® account. Choose the ***Make a Payment*** option.
- **Pay by phone.** Call **1-844-607-2829** (TTY: 1-800-743-333 or 711). Tell “Katie,” our automated attendant, that you want to pay by phone. Follow the prompts to make your payment.
- **Pay by mail.** Be sure to include your payment slip. Make checks payable to CareSource. Write your Recipient ID number on your check. Send it to: CareSource, P.O. Box 6065, Indianapolis, IN 46206-6065.

Please allow three business days for online or phone payments to process. Allow 7-10 business days for mailed payments to process.

You have other payment options as well. For more details, go to **[CareSource.com/members/indiana/hip-hhw/costs-how-to-pay](https://www.caresource.com/members/indiana/hip-hhw/costs-how-to-pay)**



## PROTECT YOUR PERSONAL INFORMATION

Health insurance fraud is a serious issue. You can help combat it. Keep these tips in mind.

- Use caution when giving out your personal information. This includes your member ID and social security number.
- Never let anyone else use your ID card. This could put you at risk for identity theft. It is also illegal.

If you think someone has used your ID card, let us know right away. You can call us at **1-844-607-2829** (TTY: 1-800-743-3333 or 711). Follow the prompts to report fraud. You can choose to remain anonymous. Your report will stay confidential to the extent allowed by law.

## DRUG LIST UPDATES

CareSource has a searchable drug list on our website. It can help you find out which drugs are covered. Use the “Find My Prescriptions” link under “Quick Links” to find the medicines covered under your plan.

Quarterly changes and updates to the list are online, too. Just go to this link:

**[www.caresource.com/members/indiana/hip-hhw/pharmacy/preferred-drug-list/](http://www.caresource.com/members/indiana/hip-hhw/pharmacy/preferred-drug-list/)**

If you don't have access to the internet, please call Member Services. The number is on your member ID card. We will help you.





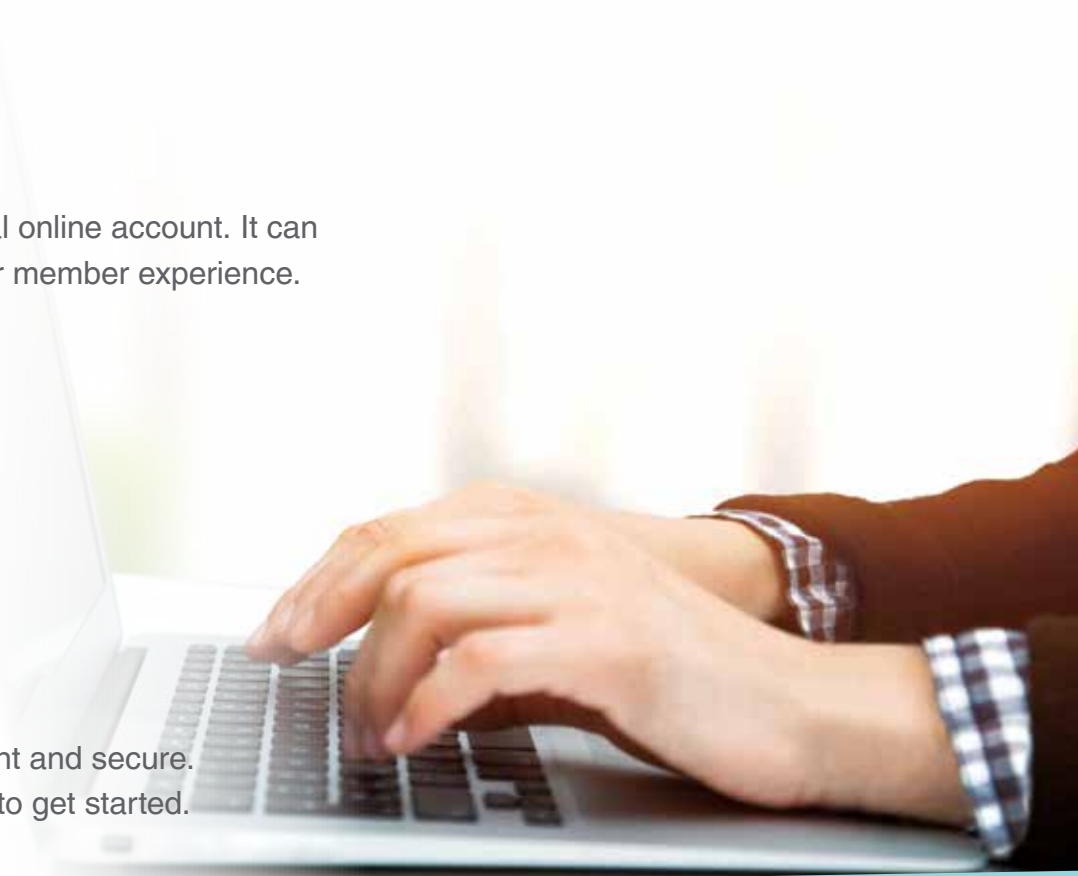
## DID YOU KNOW?

My CareSource® is your personal online account. It can help you get the most out of your member experience.

You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Pay your premium
- And more

**Sign up now!** It's fast, convenient and secure. Just go to **MyCareSource.com** to get started.



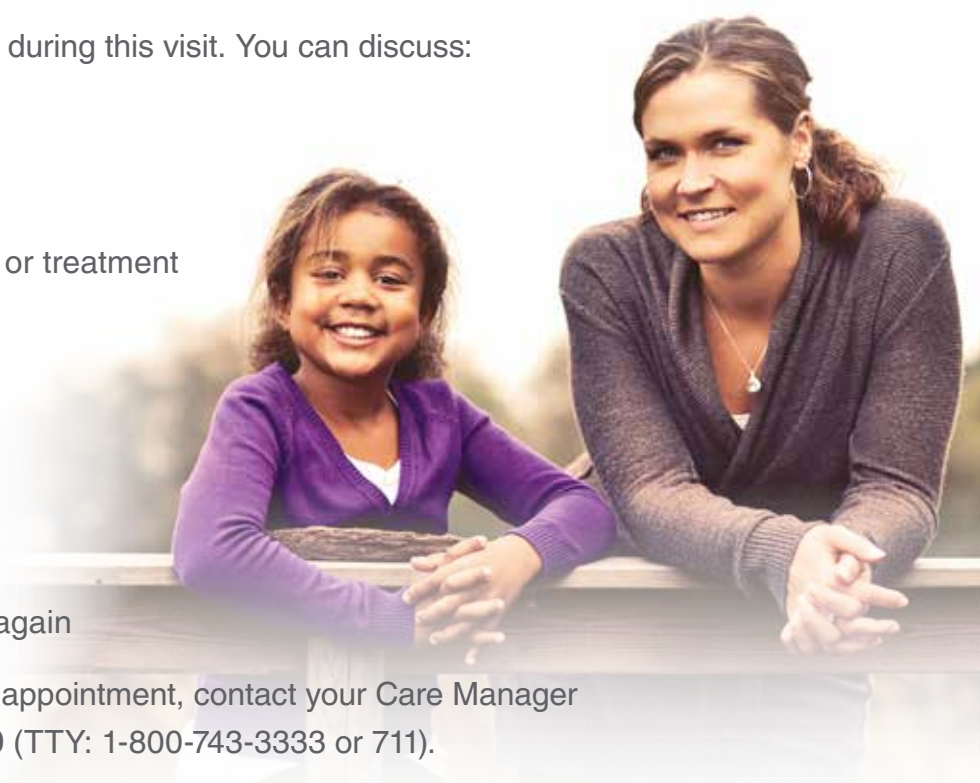
## FOLLOW UP AFTER A MENTAL HEALTH HOSPITAL STAY

Have you had a hospital stay for a mental health issue? If so, follow-up care will help you get the continued support you need. Be sure to have a follow-up visit **within seven days** of your hospital stay.

Talk to your mental health care provider during this visit. You can discuss:

- Current and future treatments
- Any medication side effects
- Problems with getting medications or treatment
- Filling your prescriptions
- Making a safety plan
- Community support
- Self-care tools
- Who to call if you start to feel bad again

If you need help scheduling a follow-up appointment, contact your Care Manager or Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).





## ANTIBIOTICS AREN'T ALWAYS THE ANSWER

Antibiotics only treat infections caused by bacteria. These include strep throat, whooping cough and urinary tract infections, among others. Antibiotics do not treat viruses. For a virus, like a cold, talk to your doctor about symptom relief.

Using antibiotics when you don't need them can lead to resistance. Each time you take antibiotics, some bacteria are killed. But resistant germs may be left to grow and multiply. They can spread to other people. They can also cause new infections that certain antibiotics cannot cure.

To learn more, go to [www.cdc.gov/getsmart](http://www.cdc.gov/getsmart).

## *Express Banking for CareSource Members*

We have partnered with Fifth Third Bank to offer our members an Express Banking® service. This is a bank account from Fifth Third Bank that offers:

- No monthly service charge
- No overdraft fees
- No balance requirement
- A debit card for purchases

Your financial health is key to your well-being. This account is a simple way to manage your money and reach your financial goals. For more details, go to [www.53.com/CareSource](http://www.53.com/CareSource). If you are visiting a Banking Center, tell them you are a CareSource member and reference code number **56706**.



## *Know How to Recognize Psychosis*

Psychosis is a mental health condition. It includes some loss of contact with reality. Symptoms include changes in thinking and mood. Some examples are:

- Confused thinking
- False beliefs
- Hallucinations
- Changed feelings
- Changed behaviors

Symptoms can be scary or confusing, but you can get help. There is treatment for psychosis. No one needs to suffer alone.

### **Seek help early. Talk to your doctor.**

Reach out for help the first time symptoms appear. If left untreated, it may disrupt relationships, work or school. It can also increase the risk for:

- Depression
- Suicide
- Substance use

### **YOU CAN LEARN MORE ONLINE.**

Go to [www.nimh.nih.gov/health/publications/raise-fact-sheet-first-episode-psychosis/index.shtml](http://www.nimh.nih.gov/health/publications/raise-fact-sheet-first-episode-psychosis/index.shtml).





# SCHEDULE A WELL-CHILD EXAM TODAY

Children need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. They help make sure your child stays as healthy as possible. CareSource covers the exams at no cost to you.

These exams may include:

- Immunizations
- Height and weight check
- Lead screening
- Developmental screening (how your child plays, learns, speaks, acts and moves)
- Referral for preventive dental care, if needed
- Illness and injury prevention
- And more

Look in your Member Handbook to learn more about what is included and how often your child should get an exam.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

**JUST DIAL 1-844-607-2829** (TTY: 1-800-743-3333 OR 711).



P.O. Box 8738  
Dayton, OH 45401 8738  
**CareSource.com**

## HOW TO REACH US

**Member Services Dept:**  
**1 844 607-2829**  
(TTY: 1-800-743-3333 OR 711)

**CareSource24®**  
24 Hour Nurse Advice Line:  
**1-844-206-5947**

## 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)

Non-Profit  
US Postage  
PAID  
CareSource

# THE NEW CARESOURCE APP IS HERE!

If you haven't downloaded the FREE CareSource mobile app yet, do it today! The CareSource app gives you easy access to your health plan information when you need it.

The mobile app lets you:

- View your digital member ID card
- Access your secure My CareSource account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

Creating a My CareSource account helps you get the most out of the app. Set up your My CareSource account through the app or at **MyCareSource.com**.

Download it through the App Store for iPhone and Apple or Google Play for Android today!

