

SUMMER 2017

MEMBERSource

A Newsletter for CareSource Indiana Members

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INTRODUCING THE CARESOURCE APP

Easy access to your health plan. That's what the CareSource app gives you. You will have important plan information close at hand when you are "on the go." The new CareSource app is available at no cost to you. Download it now and use it to manage your CareSource health plan.

Our convenient and easy-to-use mobile app lets you:

- View your 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!

To take advantage of all the app features, be sure you have a My CareSource account. You can set up your My CareSource account directly through the app or at **MyCareSource.com**.



The CareSource mobile app is available for both iPhone and Android systems.

Get it through the Apple App Store or Google Play today!


CareSource®

For more information, visit **CareSource.com** 1



REVIEWING YOUR EXPLANATION OF BENEFITS STATEMENT

One of the ways CareSource monitors fraud, waste and abuse is by sending an Explanation of Benefit (EOB) to some members. We also look for any medical identity theft. Not everyone will receive an EOB. Please remember that **this statement is not a bill**. If you receive an EOB, please check for these three things:

1. **Are there any services, supplies or equipment listed that you did not receive?**
2. **Are there services that were billed more than once?**
3. **Are any of the dates of service unfamiliar to you?**

By checking these things, you will help us make sure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know immediately by contacting our Special Investigations Unit. You can:

- Call **1-844-607-2829** (TTY: 1-800-743-3333 or 711); choose the option for reporting fraud
- Write us a letter or complete our Confidential Fraud, Waste and Abuse Reporting Form found on **CareSource.com** and send it to:

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

- Email **fraud@caresource.com**
- Fax **1-800-418-0248**

You do not have to give us your name.

If you choose to be anonymous, we will not be able to call you back for more information. Please give as many details as possible. **Your report will be kept confidential to the extent permitted by law.**

BANKING BENEFITS

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

- No monthly service charge
- No balance requirement
- No overdraft fees
- 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/personal-banking/checking/express-banking.html

EARN MONEY ON A REWARDS CARD: SIGN UP FOR BABIES FIRST

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You can earn money for taking care of yourself and your baby. It's easy. Sign up for a CareSource Babies First rewards card.

Are you newly pregnant or nearing your due date? Have you recently given birth? Then it's not too late to sign up.

You can get **up to \$200** on your card if you get these services:

- Your first five OB/GYN visits while pregnant
- Your postpartum OB/GYN visit 3-8 weeks after your baby's birth (or sooner if your doctor recommends it)
- Up to six well-baby visits with your baby's PCP (through 15 months of age)
- A lead screening for your baby by 15 months of age

Sign up in two ways:

- Call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711) or
- Fill out the 3-line form at <https://secureforms.caresource.com/BabiesFirst/IN>

Use your card at stores like Walmart, Rite-Aid and others. You can buy baby-care items, baby toys and clothes, or lotions, hair care and weight-loss foods for yourself. The list is extensive and includes typical drug store items

Congratulations On Your New Baby

Your newborn should see the doctor seven times before age 15 months. These well child checkups help ensure your baby gets off to a good start. They make sure that babies grow and develop as they should. They also catch any potential problems early. These exams may include immunizations, discussing your baby's feeding habits, sleep/wake schedule, illness prevention and more.

Ask your baby's doctor when your baby should have these checkups. You can also find the schedule in your Member Handbook. They start right away. The first visit should be 3-5 days after bringing your baby home. The second one should be within one month of birth.

WHAT IS PREVENTIVE CARE?

We all deserve preventive care such as screenings, checkups and vaccines. It's always better to prevent a problem than have it occur and need treatment. Preventive care helps avoid illness, disease and other health problems. It can also detect illness at an early stage when treatment is likely to work best.

Recommended preventive care changes with age. Visit www.cdc.gov/prevention. Find the preventive care services that are right for you based on your age and gender. Then, talk with your doctor.

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. You can also:

- Drink more fluids.
- Get plenty of rest.
- Use warm compresses over the nose and forehead to help relieve sinus pressure.
- Use a cool mist humidifier or saline nasal spray. This can help relieve a stuffy nose.

To learn more, go to www.cdc.gov/getsmart.

TURNING 65?

Did You Know CareSource Offers Medicare Advantage Plans?

As you approach your 65th birthday, CareSource knows that navigating Medicare can be confusing. We are here to help you, your friends and loved ones research this new insurance market. Contact a licensed agent to learn how to continue your care with CareSource and get more than basic Medicare.

Call Indiana MA Sales Line:

1-888-320-9397

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

from 8 a.m. to 8 p.m., seven days a week from October 1 to February 14, and Monday through Friday the rest of the year.



WHERE'S A NURSE WHEN YOU REALLY NEED ONE? JUST A PHONE CALL AWAY!

Dealing with an injury or illness can be stressful. Getting an answer doesn't have to be. You can call our team of professional nurses 24 hours a day, 7 days a week. Our nurses are ready to talk through your symptoms. They will help you figure out your next steps for care. A nurse will advise on how to care for an illness or injury at home or provide guidance about whether and when to see a health care provider.

Do you have a sick newborn and need advice? Or maybe you're not feeling well, but you're unsure if you should seek medical care? Stop worrying and start dialing. Call our nurse advice line. The number is on your member ID card.

Best of all, a call to CareSource24 is FREE! Call 1-844-206-5947 (TTY 1-800-743-3333)

TAKE CHARGE OF YOUR MENTAL HEALTH

We are excited to offer a new wellness tool. It is called myStrength. You can access it online or on your mobile device at no cost to you. myStrength's proven tools can help strengthen your mind, body and spirit. Think of it as a health club for your mind.

myStrength offers:

- Online learning – Topics include depression, anxiety, substance use disorder recovery and chronic pain.
- Empowering self-help tools – These include a mood tracker, thought and feeling log, and goal and habit setting tool.
- Wellness resources – Mindfulness and relaxation exercises, physical fitness, smoking cessation, stress management and eating well.
- Inspirational quotes and articles – These can help motivate you to stay healthy.

Ready to start?

1. Visit <https://www.mystrength.com/r/caresource> to get started. Then click "**Sign Up.**"
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile. Download the myStrength app for iOS or Android devices.
Find it at www.mystrength.com/mobile. Use your login email and password to sign in.

Tap into your strength today! If you have any questions, let us know.

Call Member Services at 1-844-607-2829 (TTY 1-800-743-3333).



CHECKUP CHECKLIST

Get ready for your upcoming doctor's visit. Use this checklist for your next appointment.

- ☐ Take your CareSource ID card. Show it before you get services.
- ☐ Be on time. If you have to cancel, call 24 hours in advance.
- ☐ Write down any questions you have and take them with you.
- ☐ Bring a list of your medications to show the doctor. Include over-the-counter drugs.
- ☐ Ask questions. Make sure your doctor explains anything you don't understand.
- ☐ Take paper and a pen to write down important details you need to remember.

KNOW YOUR BMI

Your BMI is your body mass index. It is a simple measure you can use to know if you have a healthy body weight. It can also help your doctor decide if you are at risk for health problems like heart disease or stroke.

BMI is based on your weight and height. Your BMI will show if you are:

- Underweight
- Healthy weight
- Overweight
- Obese

Talk to your doctor. Ask to have your BMI checked. Then discuss the steps you can take to stay in or move to the healthy weight zone. This may include a diet and exercise plan tailored just for you to reach your goals.



MEN'S HEALTH:

HEART DISEASE RISK FACTORS

One in every four men will die from heart disease. It is the leading cause of death for men in the United States.

You can help your heart stay healthy. Know and control your risk factors. They include:

- High blood pressure
- High cholesterol
- Smoking
- Diabetes
- Overweight
- Poor diet
- Lack of exercise
- Family history

Many men have no symptoms. Reduce your risk by making healthy lifestyle choices. Early detection is key to better outcomes. Talk to your doctor about your risk factors and how you can take control of your heart health.

Source: www.cdc.gov/heartdisease/about.htm

PROSTATE CANCER SCREENINGS

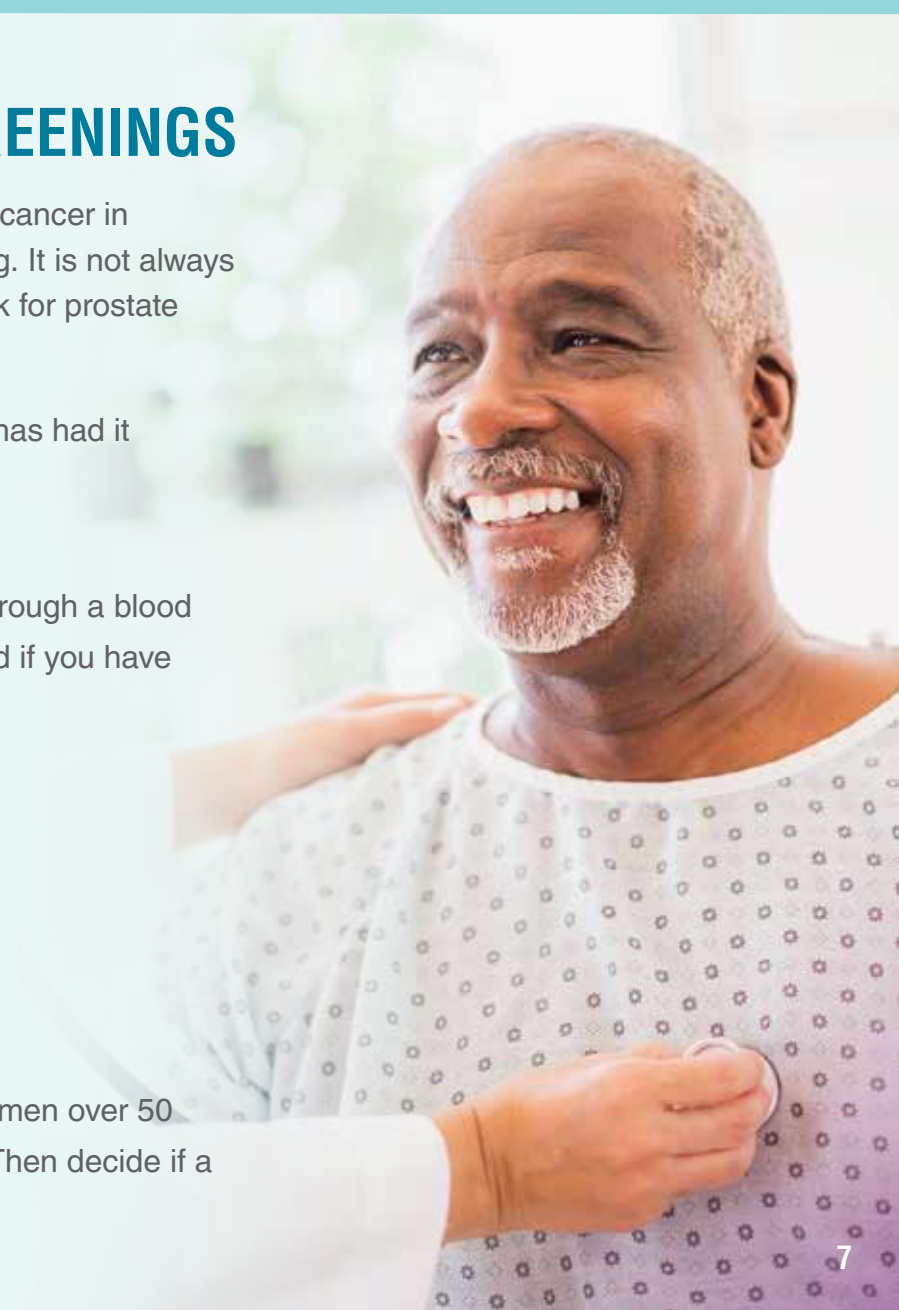
Prostate cancer is the second most common cancer in American men. It is not usually life threatening. It is not always treated when it is detected. You may be at risk for prostate cancer if:

- You have a close family member who has had it
- You are over age 50
- You are African-American

Your doctor can screen for prostate cancer through a blood test called a PSA test. It is only recommended if you have symptoms. Some symptoms are:

- Difficulty starting urination
- Weak or interrupted flow of urine
- Frequent urination, especially at night
- Difficulty emptying bladder completely
- Pain or burning during urination
- Blood in the urine or semen

These symptoms can have other causes. So men over 50 should talk to their doctor about risk factors. Then decide if a screening is right for you.



TEEN CORNER

Every age group can have different questions about staying healthy, including teenagers. We're here to help answer your questions.

“Do I still need to get an annual checkup?”

Yes! Your body is growing and changing. It's important to have a checkup once a year. The doctor can make sure your health is good. He or she can clear you to play sports and answer your questions about your health. These questions can be about your physical health – your body – or about things going on at home and at school.

“If I feel OK, why do I need to go to the doctor?”

Your doctor can help keep you healthy. If there are any little problems, a doctor can help make sure they don't become big problems. While it's not always the most fun thing to do, it's more fun to go for a checkup than to wait until you are sick or have health problems.

STEPS TO A HEALTHY SMILE

- Visit your dentist every six months.
- Brush twice a day.
- Floss once a day.
- Know the signs of cavities.
They include:
 - Tooth pain
 - Sensitivity to hot or cold food or drinks
- Know the signs of gum disease.
They include:
 - Swollen or red gums
 - Bleeding gums when brushing teeth
 - Bad breath
 - Loose teeth

Early treatment results in the best outcomes.

HAVE ASTHMA? BREATHE EASIER

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Asthma affects almost 24 million Americans. Are you one of them? Follow these steps to manage your asthma.

- Avoid triggers that make your asthma worse. Everyone is different. Some common triggers are pollen, smoke, dust mites or exercise.
- If you smoke, get help to stop. Talk with your doctor or Care Manager.
- Take your medicine as prescribed. You may take medicine for long-term control to help prevent symptoms. You may also need quick-relief, or rescue, medicine that helps relieve symptoms when they flare up.
- Follow your asthma action plan. Work with your doctor on a plan just for you. It will help you track your asthma control and get the care you need when you need it.
- If you have questions, talk with your doctor or your Care Manager.

Source: www.cdc.gov/asthma

TRANSPORTATION

Do you need a ride to your doctor's appointment? CareSource wants to help you stay healthy. We provide up to 20 one-way trips per year to any Medicaid-covered health visit.

To schedule a ride, call **1-844-607-2829** (TTY: 1-800-743-3333 or 711). Follow the prompts. You will be connected to the correct transportation vendor.



CALL US

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:

1 844 608 2829

(TTY: 1 800 743 3333 or 711)

CareSource24®

24 Hour Nurse Advice Line:

1-844 206 5947

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Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

Non-Profit
US Postage
PAID
CareSource



HAVE FUN AND DON'T GET HURT

Summer is a great time to become more active. Here are some tips to help you stay safe both inside and out.

Outside

- Wear helmets and protective gear when biking or playing contact sports.
- Dress appropriately for the temperature outside.
- Avoid unfamiliar dogs or animals.
- Do not bother a dog when it is eating or sleeping.

Inside

- Do not leave hot pans unattended on the stove.
- Always test hot food or drink temperature.
- Keep a smoke detector on every level of your home. Check batteries once a year.
- Remove clutter through the house.
- Use nightlights to help prevent falls.
- Make sure area rugs are secured to the floor so they do not slide.