

MEMBERSource

A Newsletter for CareSource Members

IN THIS ISSUE:

- 2 JobConnect Member Moments
- 3 Have you used Find a Doctor/Provider?
- 4 Opioid update
- 5 Concerned about addiction?
- 6 Mens health tips
- 7 Schedule a well child exam



NEW TO OUR PLAN?

If you're new to CareSource and already have health care visits scheduled, please let us know right away. In some situations we may allow you to receive care from a provider that is not in the CareSource network. We know how important it is for you to get the care you need. If you do not call us to tell us about services already approved or scheduled, the claim may not be paid. Some examples might be:

- Scheduled surgery
- Third trimester pregnancy care
- Chemotherapy or radiation treatments

See your member handbook for more information. Call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711) today or as soon as possible. We will help transition your care to CareSource.

LEARN AND EARN

As an Indiana HIP/HHW member, you have access to **My CareSource®**, a private, personal account where members 18 and over can learn about programs like managing chronic diseases like diabetes and quitting tobacco. Not only can you learn and get healthier, you can earn rewards for doing it. If you have not already created an account, log on to **MyCareSource.com**



JOBCONNECT MEMBER MOMENTS

Toni made the commitment to be a part of the Life Services program six months ago. She was living in a shelter with her two kids and four of her grandchildren. Tragedy struck the family and she had to take in two more grandchildren. A total of six kids and Toni, all alone, with no place to call home.



Toni had a Section 8 housing coupon she brought with her from Ohio, but it was about to expire. JobConnect Life Coach Jessica Rockhill found a way to “port” the coupon from Ohio to Indiana. With only two days left on the coupon, Toni found a three-bedroom house and Life Coach Esther Lewis was able to help Toni find the resources to pay the deposit. Toni is now working as a patient aide in a nursing home and CareSource is providing free passes for the kids to the local Boys & Girls Club.



Life Services and JobConnect are included in your HIP/HHW CareSource plan. If you want to learn more, email **LifeServicesIndiana@caresource.com** or call 1-844-607-2832 to speak to a Life Services team member.

We want to hear from you

CareSource is dedicated to getting feedback from members like you.

During the year, we hold surveys including the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and Member Advisory Councils. We want to know what we are doing well and where we can be better.

If you get the opportunity to participate in one of our surveys or Advisory Councils, we'd love to hear how we can improve the care and service you receive. Thank you for being our member and helping us be a better health plan!

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).





HAVE YOU USED THE “FIND A DOCTOR/PROVIDER” TOOL?

Need to find a doctor, hospital, pharmacy or other health care provider? Just use our easy online tool. It's fast and convenient. Our tool is updated daily with the most recent information. Visit our website to get started. Some features are shown here.

SEARCH	Search by doctor name or facility. You can also search by specialty or location.
FILTERS	Filters allow you to narrow your results and find what you need quickly.
LOCATION	When 'Location Services' are enabled, Find a Doctor can suggest options near you.
SORT	Sort your results. List them by name, distance or relevancy.

GET A CHECKUP ONCE A YEAR

Be sure to see your health care provider once a year for a checkup. This visit is important for your health and wellness. Checkups when you are not sick allow time to form a trusting relationship with your health care provider and set goals for your health.

Preventing disease before it starts is critical to helping people live longer, healthier lives. Preventive health care services include immunizations, screenings for common chronic and infectious diseases and cancers, clinical and behavioral interventions to manage chronic disease and reduce associated risks, and counseling to support healthy living and self-management of chronic disease.

During this visit, your health care provider will:

- Update the health-risk assessment you may have completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your medical providers and suppliers
- Screen for cognitive issues
- Update your screening schedule from previous wellness visits
- Update your risk factors and conditions, and the care you are receiving or that is recommended
- Provide health advice and referrals to health education or preventive counseling services or programs

Preparing for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can
- Write down any questions or concerns

If you need help getting an appointment with your health care provider or would like to find a new one in your area, please contact Member Services.



OPIOID UPDATE

Indiana now requires all Medicaid health plans to place limits on opioid prescriptions. All long-acting opioid pain drugs require prior authorization (PA). Your doctor will submit a PA to show this prescription medically necessary. Our team will review this PA before the drug is given to you. Some examples of long-acting opioids are: Fentanyl, Methadone Hydrochloride, Morphine Sulfate and Oxycodone Hydrochloride.

Limits for short-acting opioid pain drugs are:

- 60 Morphine Equivalent Dose* (MED) per day per prescription – MED is a conversion of opioids to an equivalent dose of morphine. This is done to compare doses and evaluate risk.
- 7-day supply per prescription
- 14-day supply total in a 45-day period
- Some examples of short-acting opioids are: Morphine Sulfate, Hydrocodone and Oxycodone.

Why are these limits being put into place?

This program has been put into place to help fight opioid addiction and to ensure the right medicine is prescribed to our members to help ease pain and to lessen the chance of addiction.

What does this mean for you?

Is your prescribed dose higher than these limits? If so, your pharmacist may have to change the quantity or ask your provider to send a PA request to us. The request will tell us why the drug must be used as prescribed. Members with conditions like cancer or sickle cell disease are not subject to these limits.

What can you do?

Talk to your provider at your next visit. Remind him or her about the limits. They are shown on the Preferred Drug List on **CareSource.com**.

FIND MY PRESCRIPTIONS WEB PAGE MAKES YOUR JOB EASIER

If you haven't used it yet, be sure to check out the Find my Prescription web page where you can find your plan's Preferred Drug List (PDL) or use the Find My Prescriptions search tool.

By looking up your medicine before dropping off your prescription to the pharmacy, you can save time by making sure it is covered. If the medicine is not covered, you can also search for generic options that might be covered. You can also find out if you need prior authorization from CareSource before filling your prescription or if there are any dosage or quantity limits.

To use Find My Prescriptions or link to the Preferred Drug List, visit **CareSource.com/members/indiana/hip-hhw/pharmacy/find-my-prescriptions**. You may also learn more about pharmacy policies at <https://www.caresource.com/providers/policies/>.

Remember, you can use the Find My Prescriptions search tool through the CareSource Mobile App. Download the free CareSource app from the App Store for iPhone or Google Play for Android today!



PREVENT FRAUD WITH THE FOUR R's

The **Healthy Indiana Plan (HIP)** and **Hoosier Healthwise (HHW)** have a program to handle cases of health care fraud, waste and abuse. You are our first line of defense! You can help protect yourself and your loved ones. Just use the four R's:

1. **Record** – Record dates of doctor's appointments, tests, and services you receive on a calendar. Save receipts and statements from providers. This will help you keep track of services you have received.
2. **Review** – Review your Explanation of Benefits (EOB) statements. Compare them with the dates on your calendar. If you find things you don't have a record of, it's possible you may have been billed for services you did not receive.
3. **Report** – If you suspect fraud or abuse, call us at **1-844-607-2829 (TTY: 1-800-743-3333 or 711)**. Follow the prompts to report fraud. We will review your report to be sure everything's okay.
4. **Remember** – Protect your member ID card. Only show it to your doctor or other health care provider. Never give your card to someone in exchange for a special offer. Never let another person use your card.



DRUG AND ALCOHOL SCREENINGS CAN PREVENT FUTURE PROBLEMS

When you visit your doctor, he or she may ask you about your drug and alcohol use. This is a type of screening. It helps your doctor find any conditions related to drug or alcohol use that have not yet been diagnosed.

The screening can help:

- Find patterns of unhealthy use
- Provide a brief intervention
- Refer you to treatment, if needed
- Prevent future problems

For more details, go to:

www.integration.samhsa.gov/clinical-practice/screening-tools#drugs

KEEPING YOUR HEART HEALTHY



February is American Heart Month.

Here are some things you can do to keep your heart healthy:

- Have your blood pressure checked regularly. Many people who have high blood pressure don't know it.
- Get a cholesterol check. High cholesterol gives you a greater risk of heart disease and stroke.
- Quit smoking. If you smoke, quit. It's a big step you can take toward having a healthy heart.

The American Heart Association recommends just 40 minutes of moderate to vigorous aerobic exercise 3-4 times a week. Even brisk walking will do.

Here are some reasons why physical activity is proven to improve both mental and physical health.

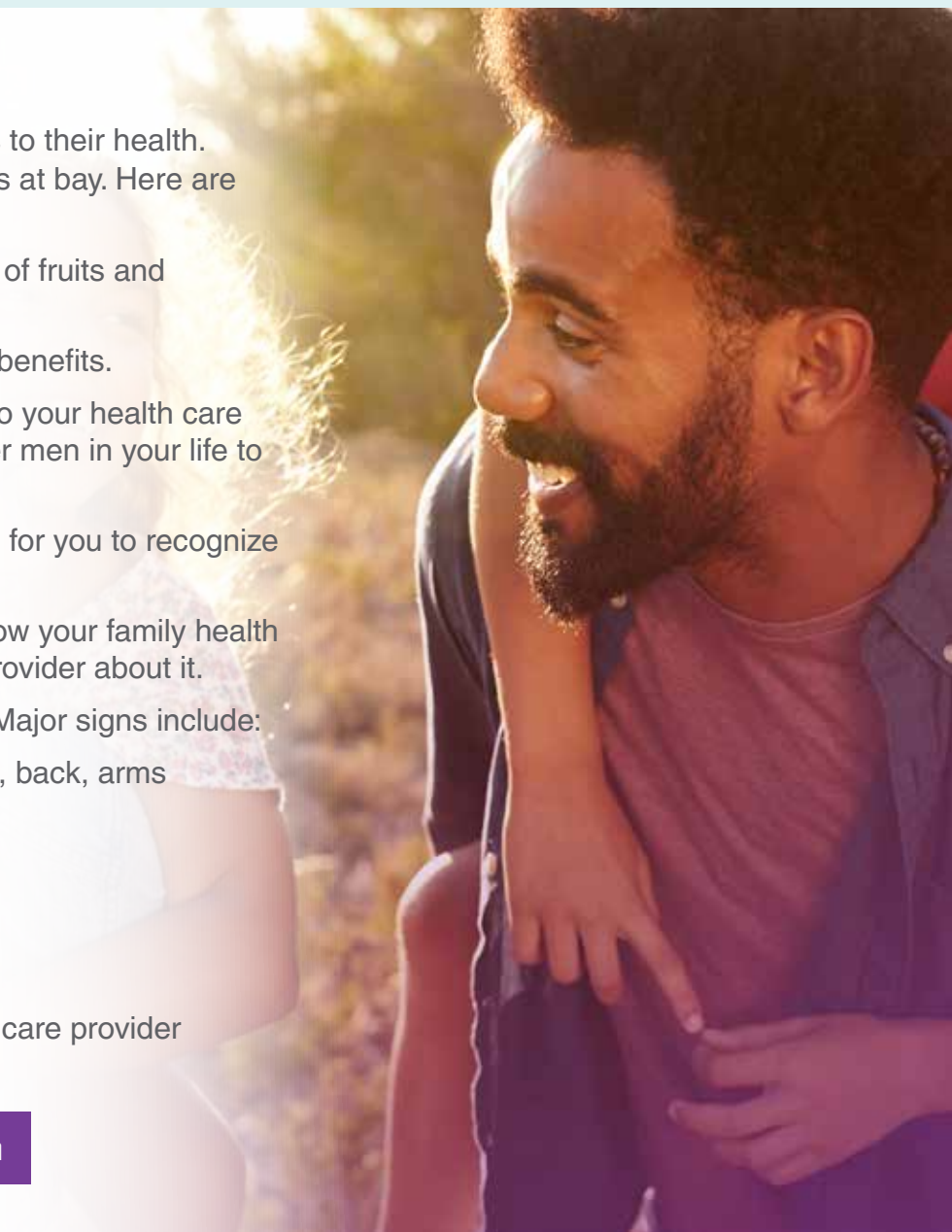
- Physical activity boosts mental wellness
- Physical activity increases immunity
- Physical activity reduces risk factors
- Physical activity prolongs your optimal health

See for yourself. Once you get over the inertia and find creative ways to fit physical activity into your life, we think you'll agree that the effort to get moving is worth it!

MEN'S HEALTH

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Here are some tips:

- **Eat healthy foods.** Include a variety of fruits and vegetables each day.
- **Stay fit.** Regular exercise has many benefits.
- **Don't smoke.** If you do smoke, talk to your health care provider about how to quit. Urge other men in your life to quit, too.
- **Reduce stress.** Learn the best ways for you to recognize and manage it.
- **Get an annual health checkup.** Know your family health history and talk to your health care provider about it.
- **Know the signs of a heart attack.** Major signs include:
 - Pain or discomfort in the jaw, neck, back, arms or shoulder
 - Feeling weak or light-headed
 - Chest pain or discomfort
 - Shortness of breath
- **Prostate cancer.** Talk to your health care provider about the right decision for you.





MANAGING DIABETES

Do you have diabetes? Screening and early treatment can prevent or minimize complications. Follow these steps:

- 1. Schedule a visit with your health care provider.**
- 2. Ask your health care provider what tests you need to help manage your diabetes. Get these important tests:**
 - Blood pressure check at every visit.
 - Hemoglobin A1C test at least twice a year. This measures your average blood glucose level for the past two or three months.
 - Urine and blood test to check kidney function at least once a year.
 - Blood lipids (fats) test at least once a year. This includes total cholesterol, LDL (“bad”) cholesterol, HDL (“good”) cholesterol, and triglycerides.
 - Foot check at each visit and a thorough foot exam at least once a year.
 - Dilated eye exam each year with an eye care professional.
- 3. Know your results. Discuss them with your doctor.**
- 4. Ask your doctor what you can do to manage your diabetes. This may include:**
 - Changes to your diet
 - Exercise
 - Medication
- 5. Write down the date and time of your next visit.**

You should also get a dental checkup twice a year, an annual flu shot, and a pneumonia shot.

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. The HHW program calls for early and periodic screening, diagnostic, and treatment (EPSDT) services.

We cover these exams at no cost to you. Children should have nine exams at specific intervals by age 2. Then they should have one per year from ages 3-20.

Visits include an exam and health history review. They may also include screenings, immunizations, health education, tests, or referrals, as needed.

Call your child’s doctor to schedule an exam. To learn more, please see your Member Handbook. You can also visit our website for more details.



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
(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)

Non-Profit
US Postage
PAID
CareSource

**IT'S NEVER TOO LATE
TO GET A FLU SHOT!**



**Flu
Shots**

**ALL DAY
EVERY DAY!**

Given by a licensed
healthcare professional

WINTER WELLNESS TIPS

**It's cold and flu season. Are you ready?
These tips can help you stay well.**

- ✓ **Get a flu shot.** Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. It's the best way to prevent the flu.
- ✓ **Wash your hands.** It helps to stop the spread of germs.
- ✓ **See your doctor.** If you haven't had an annual checkup, call your doctor today. Regular exams can help find problems early when they are easier to treat.
- ✓ **Call our 24-hour nurse hotline.** Our nurses can answer your questions. They can help you figure out if you need to seek medical attention. You'll get simple and helpful advice. Just give us a call. The number is located on your member ID card.



THANK YOU FOR BEING A CARESOURCE MEMBER.

We want to remind you that you can find the most up-to-date information about your benefits and services on our website at **CareSource.com**. You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmacies; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.



- How you can get information about our health partners including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of CareSource's service area.
- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource's commitment to protect your privacy in all settings and CareSource's policy on sharing personal health information with plan sponsors and employers.

There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Needs Screening (HNS) on CareSource.com. This HNS can also be found by logging into your My CareSource® account. When you complete the HNS, you will get tips that may help you improve your health. You can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711)

Thank you,

CareSource



If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ከፍተኛ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြောဆိုသည့် အသံဖြင့် ဤကြက်ပေါ်ရှိ အသံဖြင့် ဤ ဝက်ဘ် ငြိမ်မှုထိန်းသိမ်းမှုကို သိရှိနိုင်ပါသည်။

CHINESE

如果您或者您在帮助的人对 CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请拨打您的会员 ID 卡上的会员服务电话号码。

CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuuf fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service Nummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે થી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્તી મેળિનો અવિકર છે. તે અર્થ વિન તમ રી ભ પ મ i પ્ર પત કરી શક ર છે. દ ભ વપરો તિ કરિ મ દે,કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstubleift met het Ledenservice nummer op uw lid ID -kaart.

RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.

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>.