

SUMMER 2018

MEMBERSource

A Newsletter for CareSource Members

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REACH YOUR DREAMS WITH CARESOURCE JOBCONNECT

88% CareSource JobConnect members who have found jobs and retained employment

Our Life Services program can help you get and keep the job you need to get ahead. Your own CareSource Life Coach can help you with:

- Finding a job
- Interviewing skills
- Budgeting
- Completing your GED
- And more!

Life Services is offered at no cost to you. This service is also available to parents or guardians of CareSource members. Let us help you build a personal plan for success.

Would you like more details?

Call Life Services at **1-844-607-2832**

Complete the online form:

<https://secureforms.caresource.com/en/lsrinfo/IN>

Or email us at LifeServicesIndiana@caresource.com.

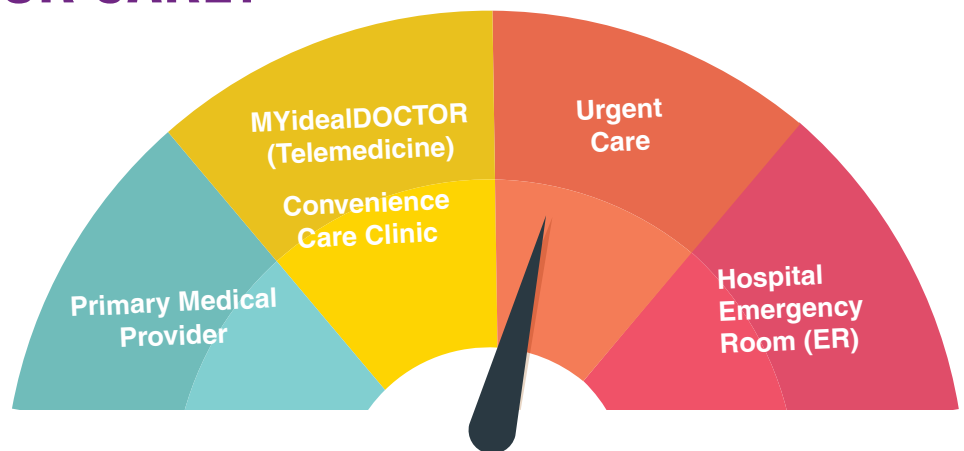
IS YOUR PROVIDER IN NETWORK?

When using your HIP/HHW benefits, be sure to see an in-network health provider. If you use a provider that is out-of-network, you may be billed for visit. To find out if your provider is in-network, use the Find a Doctor/Provider tool on **CareSource.com**. If you have questions or if you need help finding an in-network provider, call Member Services team at **1-844-607-2829** (TTY: 1-800-743-3333), Monday through Friday, 8 a.m. to 8 p.m.


CareSource[®]

WHERE DO I GO FOR CARE?

Sometimes, when we have a health need, we are unsure of where to go or who to call. The guide below will help you to decide what type of care provider to choose for your health situation.



Primary Medical Provider (PMP)

PMPs take appointments during regular business hours. Your PMP knows you and your health and is the best place to go for routine care, common illness and advice.

MYidealDOCTOR (Telemedicine)

A fast and easy way to get care when your doctor is out or your issue is urgent, but not an emergency. You can use MYidealDOCTOR™ by calling 1-855-879-4332, visiting their website at www.myidealdoctor.com or downloading the MYidealDOCTOR app to your smartphone.

Convenience Care Clinics

Convenience care clinics can be found inside many retailers including: Minute Clinic (CVS), the Little Clinic (Kroger) and Walgreens. These clinics are best used when you cannot see your PMP and you need to be seen for cough, sinus, colds and sore throats or immunizations. They are usually open 7 days a week with evening and weekend hours. To find a clinic near you, use the **CareSource.com** Find a Doctor/Provider tool (located on left side under “Quick Links” and search under “clinics.”)

Urgent Care

Most urgent care providers are open 7 days a week with evening and weekend hours. Use when your doctor is not available and your condition or injury can't wait. Members use urgent care for x-rays, deep cuts or minor infections.

Hospital Emergency Room (ER)

Open 24 hours a day, 365 days a year. Go to the ER when you are very sick, need immediate help or are in a life-threatening situation, like having chest pain, a head injury or trauma.

CareSource24

If you aren't sure if you need a doctor or if you should go to the emergency room, you can call CareSource24® first at 1-844-206-5944 (TTY: 1-800-255-0056 or 711). The CareSource24 nurse advice line can help you decide the best course of action for your symptoms. They can even transfer you to MYidealDOCTOR. No need to make another call.



REVIEW YOUR EOB STATEMENTS

CareSource sends Explanation of Benefits (EOB) statements to some member households. This helps us monitor potential fraud, waste or abuse. **This statement is not a bill.** If you receive one, please help us out. You can check for these things:

- Are there any services, supplies or equipment listed that you did not receive?
- Are there services that were billed more than once?
- Are there dates of service listed that are not familiar to you?

If you suspect errors or fraud, please let us know. You can:

- Call **1-844-607-2829** (TTY: 1-800-743-3333 or 711). Choose the menu option to report fraud.
- Write us a letter or fill out our confidential reporting form. You can find the form at **CareSource.com**.

Mail it to:

CareSource

Attn: Special Investigations Unit

P.O. Box 1940

Dayton, OH 45401-1940

You do not have to give us your name when you write or call. If you don't mind giving your name, you can:

- Send an email to fraud@caresource.com
- Send a fax to 1-800-418-0248

If you do not give your name, 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 allowed by law.

BE PREPARED

Top three things to take to your next doctor visit

1. Your member ID card
2. A list of questions to ask your doctor
3. A list of all the medications you are taking

Drug List Updates

Find out if your drugs are covered under your plan. Just go to this link:

CareSource.com/find-my-prescriptions

Quarterly changes and updates at **CareSource.com**, on your plan's Pharmacy page. Please call Member Services if you don't have access to the internet. We can help you.



IS ANXIETY GETTING IN THE WAY OF YOUR LIFE?

Anxiety is very common. It doesn't always appear as worry. Sometimes it takes on the form of:

- Muscle tightness
- Irritability
- Poor sleep
- Fatigue

You can find tools and techniques to help ease stress at myStrength, an online wellness tool available at no cost to you. Access it at www.mystrength.com/r/caresource. Find the app at www.mystrength.com/mobile.

BREAST PUMP BENEFIT

Do you breastfeed your baby or plan to when the baby is born? We want you to have the tools you need to do it successfully. You can get a breast pump to help when you need to be away from your baby. Pumps are available through Ameda Direct at no cost to you.

Two ways to order

1. Online:

Go to <https://insured.amedadirect.com>.
Fill out the online form.

2. By phone:

Call 1-877-791-0064.

Ameda Direct will contact your health care provider to verify the order. Then the pump will be shipped to you directly. Ameda also provides you with access to online breastfeeding information and a call center with a lactation specialist.

Earn rewards with Babies First

Having a healthy baby starts before you are pregnant. See a health care provider before and during your pregnancy. It's the best thing you can do for your new bundle of joy!

Be sure to sign up for Babies First. You can earn up to **\$150** in rewards for going to the doctor while you are pregnant and after your baby is born. Here's how it works:

1. You will get a rewards card in the mail. It will look like a credit card.
2. Your health care provider will let us know of your visits. Then we load a reward total on the card.
3. You can use rewards at any of the approved stores on the list that came with your card.



WHAT IS A GRIEVANCE?

If you are unhappy with the quality of care, services received or the care available to you, you have the right to inform CareSource. This is called filing a grievance.

How do Grievances work?

- Grievances can be in writing or over the phone, but must be on record.
- Once recorded, CareSource will let you know within 3 days that your grievance was received.
- Within 30 days of receipt, CareSource will notify you of the decision about your grievance.

If you are unhappy with the grievance decision, is there anything that can be done?

- Yes, you can file an appeal. An appeal means that your grievance (formal complaint) will be reviewed one more time.
- In order to file an appeal, you must file it within 33 calendar days of the date on the grievance decision letter.
- Once recorded, CareSource will let you know within 3 days that your appeal was received. We will inform you of the decision about your appeal within 30 days.

Independent Review:

An independent review is the next step if you are unhappy about an appeal denial. You can ask for an external independent review of any appeal denial made by CareSource if the reason for the decision involves the terms “medical necessity” or “experimental or investigational.” To ask CareSource to send the case for independent review, you must call or write to us within 33 calendar days of the date on the appeal denial letter.

State Fair Hearing

After an appeal or after the Independent review, if you are still not happy with the decision, you may ask for a “State Fair Hearing” at the Family and Social Services Administration (FSSA). You must contact FSSA within 33 calendar days of the date on the most recent appeal denial letter.

Mail: Hearings and Appeals Section, MS-04
Indiana Family and Social Services Administration
402 West Washington Street, Room E034, Indianapolis, IN 46204
Phone: 317-232-4405 or 317-232-4411 Fax: 317-232-4412

Special Situations for faster review

If you or your provider believes that waiting the standard amount of time to review or appeal may harm your life or health and/or it could delay healing, you may ask for the case to be expedited (reviewed faster). To ask for an expedited review, you must call or write to CareSource right away. CareSource resolves expedited grievance/appeal requests within 48 hours of receiving.

If you have any questions about the grievance process, please call Member Services.

WHAT IS DURABLE MEDICAL EQUIPMENT OR DME?

It might sound complicated to you. Durable Medical Equipment, or DME, refers to equipment or supplies that are ordered by a doctor and used repeatedly for a medical purpose. These items are appropriate for home use. Prior authorization is usually required and of course medical necessity is important. Examples include blood sugar test strips, oxygen tanks, wheelchairs and hospital beds, among many others. For more details please see your member handbook or current prior authorization list. You can also call member services with questions.

HIP MEMBERS: STAY COVERED

Thank you for being our member. Watch your mail. Indiana's Family and Social Services Administration (FSSA) sends a form to you when it is time for you to renew your coverage.

You can renew online, by mail or in person. If you don't take action, you may lose your coverage. Learn more at: www.in.gov/FSSA

Remember, in order to keep your HIP benefits, you will need to follow the instructions sent by mail from FSSA. CareSource does not process your renewal.

HAVE AN ASTHMA ACTION PLAN

20 MILLION People in the U.S. have asthma

Asthma is a disease that affects your lungs. During an asthma attack, your airways shrink and less air gets in and out of your lungs. Mucous clogs up your airways even more. This makes it hard to breathe.

Asthma can be controlled by taking medicine and avoiding triggers that cause an attack. Common triggers include tobacco smoke, dust mites, mold, air pollution and pets. You must remove the triggers that can make your asthma worse.

If you have asthma, you should have an asthma action plan. An asthma action plan is a written plan you develop with your health care provider. It helps you manage your asthma. It includes:

- **Your daily treatment plan** – This includes what kind of medicine(s) to take and when to take them.
- **How to manage your asthma long term**
- **How to handle worsening asthma or attacks**
- **What to do in an emergency**





DIABETIC EYE CARE

Do you have diabetes? Diabetes can affect the blood vessels in your eyes. When eye problems are caught early, there are very good treatments. Even if you see fine, you need regular dilated eye exams to protect your sight.

Ask your health care provider to help you find an eye doctor who cares for people with diabetes. You should have your eyes dilated and examined once a year.

We're Here to Help

CareSource has disease management programs. They can help you or your child with asthma, diabetes or high blood pressure.

We may send you information in the mail to help you better manage your condition. We encourage you to talk with your health care provider. If you have questions, please call us at **1-844-438-9498**.



Tobacco Free

Tobacco use causes health problems and increased health costs. The state of Indiana has introduced a tobacco cessation program giving its members 12 months to stop using tobacco. If you are a HIP Member and do not quit after 12 months as a Healthy Indiana Plan member, you may pay a tobacco surcharge.

CareSource wants to help you quit tobacco! Your plan offers programs to help you to stop using tobacco and you can earn rewards for quitting. To learn more about how to stop using tobacco, visit **CareSource.com** or your My CareSource® account. If you have questions about becoming tobacco free or about the tobacco cessation program, please call Member Services at **1-800-607-2829** (TTY: 1-844-743-3333 or 711).

GET THE CARESOURCE APP! MANAGE YOUR HEALTH PLAN ON THE GO!

- Access your Secure My CareSource® Account
 - View Your digital Member ID card
 - Find a Doctor, Hospital, Clinic, Urgent Care or Pharmacy
 - Call CareSource Member Services & JobConnect
 - Call to Speak to a Doctor or Nurse
 - Take your Health Needs Screening
 - HIP Members: Access your Power Account
- And more!

Download the CareSource mobile app for free.



NO INTERNET ACCESS? NO PROBLEM.

JUST CALL MEMBER SERVICES AT **1-844-607-2829** (TTY: 1-844-743-3333).

WE ARE HERE TO HELP.



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**

 Twitter.com/**CareSource**

 Instagram.com/**CareSource**

 Pinterest.com/**CareSource**

Non-Profit
US Postage
PAID
CareSource

KEEP THOSE GERMS AWAY!

Antibiotics are used to treat or prevent some types of infections caused by bacteria. Antibiotics don't work on viral infections, such as the common cold or flu. Your health care provider can help you decide if you need an antibiotic.

Handwashing Helps with Prevention!

Washing your hands is one of the most important ways to avoid getting sick and reduce the spread of germs. Follow these five easy steps recommended by the Centers for Disease Control and Prevention:

- 1. Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- 2. Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- 3. Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- 4. Rinse** your hands well under clean, running water.
- 5. Dry** your hands using a clean towel or air dry them.



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>.