



WINTER

MEMBER *Source*

A Newsletter for CareSource® Members

MYidealDOCTOR® Consultation

Sometimes, you just need to talk to someone. If you have depression, addiction, or family or work problems, call MYidealDOCTOR. They have licensed counselors available for you to talk with. You can call one time, or set up regular calls. Your mental health and peace of mind is as important as your physical health.

Using MYidealDOCTOR for counseling is private and easy to set up. You can reach them at a touch through the CareSource mobile app. You can also call 1-855-879-4332. Our hours are from 8:00 a.m. to 8:00 p.m. EST, Monday through Friday. Visit MYidealDOCTORtelehealth.com to register, or download the MYidealDOCTOR app for a visit. Appointments should be planned ahead of time. Be sure to tell them the reason for your visit so that you can set up a time that works for you.




CareSource®

Are E-cigarettes Really a Healthier Option?

E-cigarettes also known as “vaping” are electronic smoking systems. They have units filled with a fluid. They have nicotine and flavorings, and can have tetrahydrocannabinol (THC), and cannabinoid (CBD) oils. The fluid is heated into a vapor, which the person breathes in. That’s why using it is called “vaping.”

Vaping is new. We don’t yet know how it changes the body over time. CDC, the U.S. Food and Drug Administration (FDA), and others are investigating the outbreak. They are studying to see if lung problems are linked with these products.

Symptoms

- ✔ Cough, trouble breathing or chest pain
- ✔ Nausea, vomiting or diarrhea
- ✔ Tired, fever or stomach pain

People affected said that they started getting sick over a few days to weeks. A lung infection does not appear to be causing them.



Tips

- You should stop using e-cigarette, or vaping, products, also ones with THC.
- Do not return to smoking tobacco. Try to stop smoking.
- Do not buy e-cigarette, or vaping products off the street. Do not change or add items that are not made by the companies.
- If you have used these products, and you have symptoms listed, see your PMP.

The CDC is working closely with FDA and other partners on this issue. Questions? Call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

*The increase in lung damage cases is both new users and recent reports of earlier users to CDC.

Source: *Centers for Disease Control and Prevention*

The Time is Now – Know the Facts. Get Tested.

Being tested for certain diseases is a big part of your health care. Learn about Hepatitis C and HIV, to find out if you should be tested.



4 MILLION

Americans are living with **Hepatitis C**



You get it through blood products.

This can be from sharing needles, or getting blood between the 1970's or 1980's.



Most show no

sickness - or mistake the sickness for the flu.



Three quarters of Americans born between 1945-1965, have Hepatitis C.

Talk to your doctor about a blood test.



CDC, study says about Americans get **HIV** each year.

50,000



HIV weakens your immune system.

It makes it easy for you to get infections and sick.

IMMUNE SYSTEM



It can be treated through drugs.



If you are between the ages of 15 – 65 and are sexually active, you should get tested.



If you would like to learn more, please call us at **1-844-438-9498**.

Go Green!

Great news! Have you chosen to receive email or text messages from us? If so, you see your Explanation of Benefits (EOBs) on MyCareSource.com. This is your secure account. EOBs are already available in your account. We will send you a text or email when an EOB is ready.

If you would like to start getting communication from us by email or text when possible, tell us in the **Preferences** section of your MyCareSource.com account. Enter your email address and/or phone number. Just check the box to allow CareSource to send email and text you.

If you don't have an account, setting one up is easy! Visit **MyCareSource.com** and click *Sign Up* today!



GET YOUR FLU SHOT — It's not too late!

Did you know the flu season can last from October to May? The Centers for Disease Control and Prevention (CDC) says a flu shot in January or later can still help. Ask your Primary Medical Provider (PMP) or pharmacist about your free flu shot. They may also suggest other shots to help keep you healthy!



Rewards on Your Road to Recovery

CareSource will reward you for taking steps to better your health. Are you a Healthy Indiana Plan (HIP) member? Are you being treated for Substance Use Disorder (SUD) through Intensive Outpatient Programs (IOP)? If so, you can earn rewards!

1. **Get a \$10 reward for each in-network IOP session up to \$100 per calendar year.***
2. **Track your rewards in the free CareSource mobile app or on your MyCareSource account.**
3. **Use your rewards to shop.** You can also save rewards since they add up over time.

How to earn \$300.

Go to up to 10 approved IOP Sessions.* <ul style="list-style-type: none">• <i>To earn rewards for going to SUD IOP sessions, SUD diagnosis must be part of your health record.</i>	+\$100
Earn more in MyHealth rewards by getting: <ul style="list-style-type: none">• <i>an annual health or dental exam.</i>• <i>vaccines (like a flu shot).</i>• <i>preventive tests ordered by your doctor</i>	+\$180
Complete Health Needs Screening (HNS). <ul style="list-style-type: none">• <i>Sign on to My CareSource and click on MyHealth button.</i>	+\$20
	= \$300

These offers can be seen in your MyHealth Journey. If you have questions about MyHealth rewards, call us at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

Need addiction help now?

Call the CareSource Addiction Hotline **1-833-674-6437**

In crisis? Go to the nearest ER or call **911**.

* Please note

- *Rewards based on claims are recorded once claims are sent in by providers and processed by CareSource. May take 1-4 weeks to show rewards in your account.*
- *You must finish the HNS within your first 90 days with CareSource to be eligible to earn reward.*

Diabetes and Nerve Damage

– Keep Your Feet Healthy

If you have diabetes, you are likely to also have neuropathy or nerve damage. This can happen to any part of your body. The nerves in your feet are most often affected. If you have nerve damage, your symptoms might include numbness, tingling or pain. Or, you might show no symptoms at all. You may also find that your ability to feel pain, heat, or cold is lower than before.

You can keep your feet healthy by checking them every day. If you notice any changes in the shape or color of your feet, or how they feel you should let your doctor know.

Make sure your doctor checks your feet at least once a year. Because people with diabetes are more prone to foot problems, a foot care specialist (Podiatrist) may be on your health care team. CareSource may also cover you to have a pair of diabetic shoes. Talk to your health care provider.

If you would like to learn about proper foot care, please call us at **1-844-438-9498** (TTY: 1-800-743-3333 or 711).

Source: Centers for Disease Control and Prevention



Holiday Schedule

CareSource will be closed on the following days:

- New Year's Day: Wednesday, January 1, 2020
- Martin Luther King Jr. Day: Monday, January 20, 2020
- Memorial Day: Monday, May 25, 2020
- Independence Day (Observed): Friday, July 3, 2020
- Labor Day: Monday, September 7, 2020
- Thanksgiving: Thursday, November 26, 2020
- Christmas: Friday, December 25, 2020

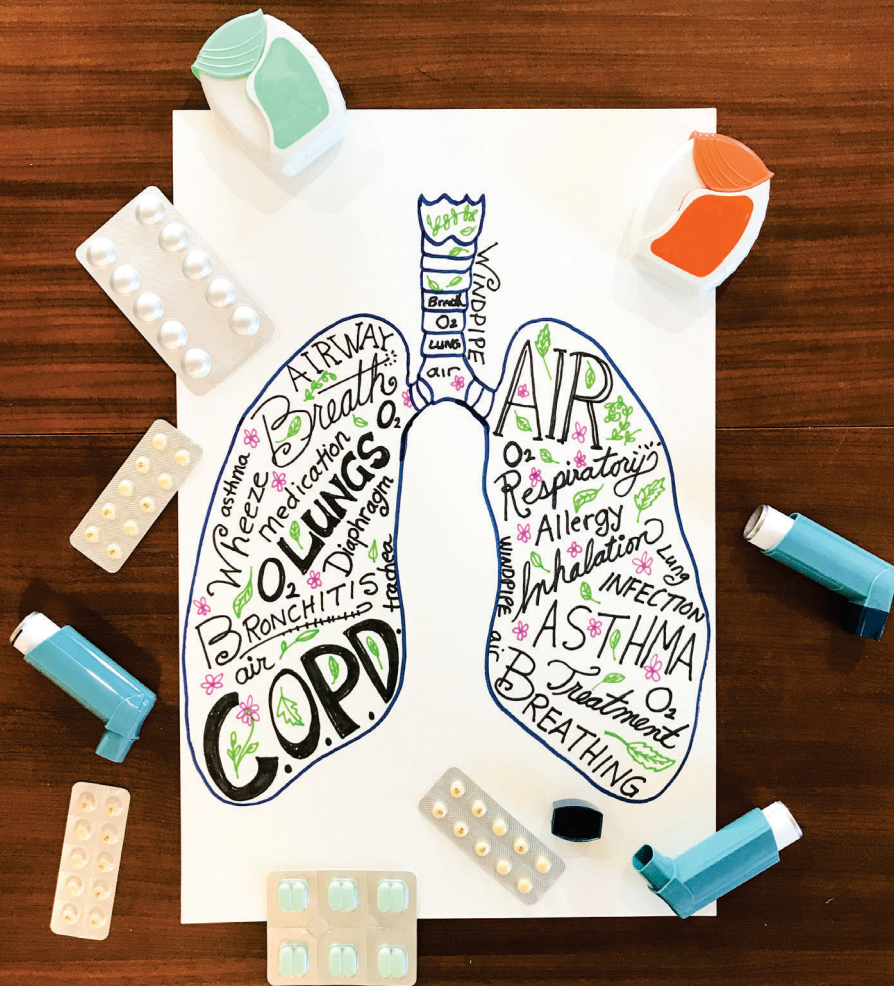


Don't let COPD Slow You Down

Chronic obstructive pulmonary disease (COPD) is a long-term lung disease that makes it hard to breathe. The disease is becoming more common. It affects millions of Americans. It is the third leading cause of disease-related death in the U.S.

The good news is COPD is treatable. Work with your doctor to make a plan that is right for you. With a plan, you will know how and when to take your medicine. And also when to call your doctor and when to get emergency care. A plan will help you track how you are doing, any concerns you may have, and any changes in your health that are important to discuss with your doctor.

If you smoke and would like help stopping or cutting back, please talk with your health care provider. You may also call CareSource or 1-800-QUIT NOW (1-800-784-8669) for free help.



Detecting Fraud, Waste and Abuse – It's About More Than Money

Billions of dollars are spent on misused dollars and hurtful practices each year. But health care fraud, waste and abuse is about much more than money. It's about quality of care. This includes a provider giving care or prescribing drugs that are not needed. This could put your care at risk by giving you to incorrect care. Your well-being is our top priority, we take these notices very seriously.

Call us if you think a provider is doing something wrong.
Call Member Services at **1-844-607-2829**
(TTY: 1-800-743-3333 or 711). Ask to report fraud.

Drug List Updates

Prescription drugs can be an important part of your recovery. CareSource has a searchable drug list on our website. It is updated monthly. Use the **Find My Prescriptions** link under **Quick Links**. You can find the drugs covered under your plan. You can also call Member Services. The phone number is listed on your CareSource member ID card.

Take Care of Your Teeth and **They'll Take Care of You**

Daily brushing and flossing isn't just about fresh breath and a good looking smile. The mouth is the first stop to a healthy body. That's why routine exams and cleanings covered are very important. Look at these 10 diseases and illnesses you can help stop with dental care:

- 1. Heart Disease:**
Such as heart attack and congestive heart failure.
- 2. Clogged Arteries:**
A buildup of plaque in the arteries slows blood flow.
- 3. Stroke:**
A block of blood flow to the brain.
- 4. Tooth Loss:**
The loss of teeth due to gum disease and tooth decay.
- 5. Respiratory Disease:**
Lung issues from breathing problems to lung cancer.
- 6. Infection:**
Infections that can spread to other parts of your body.
- 7. Inflammation in your heart's inner lining**
- 8. Swelling of the mediastinum:**
This area is the heart, blood vessels, windpipe, esophagus, glands, lymph nodes and tissues.
- 9. Pneumonia:**
An illness that fills lungs with fluid.
- 10. Sepsis:**
A reaction to an infection that forms blood clots. This blocks the flow of blood to vital organs.



MAMMOGRAMS HAVE REDUCED BREAST CANCER DEATHS BY UP TO

40%

SINCE 1990.

Talk to your doctor about breast cancer and if you should be tested.

Source: American Cancer Society, Cancer Journal Entry

Possibly Caused By:
Gum Disease (Gingivitis)
Tooth Abscesses





Express Scripts: New Pharmacy Partner Starting January 1, 2020

CareSource® wants to remind you about our new pharmacy partner, Express Scripts. Starting on January 1, 2020, all drug claims will be done by Express Scripts.

Note:

- You should have a new CareSource ID card in the mail. Bring your new card with you to doctors' visits and to your pharmacy.
- Questions about which drugs are covered? You can find the CareSource preferred drug list on **CareSource.com**. CareSource updates the list regularly. The list and the Find My Prescriptions tool are on **CareSource.com**. Use those links to look up the drugs you take.
- You can also find a local pharmacy on **CareSource.com**. We have many that take CareSource. The list of pharmacies may change. If you need help finding a pharmacy, visit CareSource.com or call CareSource.

Please read any CareSource letters you get in the mail. Call Member Services if you have any questions.

Where Should You Go?

What options do you have when you're unable to see your doctor? Match the injury or illness to where you can be treated.

- | | |
|---|-------------------------------|
| _____ 1. Sinus infection | A. Walk-in Convenience Clinic |
| _____ 2. Immunizations (shots) | B. Urgent Care |
| _____ 3. Sudden paralysis or slurred speech | C. Emergency Room (ER) |
| _____ 4. Sprains and strains | D. MYidealDOCTOR |

CareSource24® is our Nurse Advice Line. They are available 24 hours a day 365 days a year. They will direct you to where you should go to be treated.

Answers: see back cover page



Stay Warm, Stay Fit!

As the weather gets cold, we still have to move our bodies. Indoor exercise is a great way to stay healthy. Physical activity is the best tool to improve our health. Below are some fitness options to do indoors when it is cold outside:

- 1 Strength training at home
- 2 Walk laps at the mall
- 3 Community dance class
- 4 Cardio video at home
- 5 Resistance bands
- 6 Yoga
- 7 Take steps instead of elevator
- 8 Pilates
- 9 Cycling bike
- 10 Treadmill



Care for Moms and Babies

Are you thinking about getting pregnant? Expecting a baby soon? Already a mom? Here are some tips to help you and your baby stay healthy.

Before you are pregnant

- If you think you might be pregnant, don't wait. Call your doctor right away to schedule a visit.

While you are pregnant

- Your doctor will schedule many checkups for you over the course of your pregnancy. Don't miss any. They are all important.
- Follow your doctor's advice. Ask questions if you are not sure what to do. Your doctor and our nurse advice line are here to help.
- Sign up for Babies First®. Learn more at [CareSource.com/inbabiesfirst](https://www.caresource.com/inbabiesfirst).
- Don't smoke. If you do, try to quit. Smoking can cause serious harm to you and your baby. We can help you find a path to success. You can:
 - Get stop-smoking tips and resources at the MyHealth link on your My CareSource account.
 - Get coaching through our Tobacco Free program. Access this through the MyHealth link, too.
 - Call 1-855-852-7001. Learn about our Quit for Two program for pregnant members.
 - Call the Quitline at 1-800-QUIT-NOW (1-800-784-8669).

After the baby is born

- Schedule a postpartum (after birth) visit to see your doctor. You should go between three and eight weeks after you deliver. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child exams.





CareSource JobConnect™

Helps Set You Up For Success!

CareSource knows life goals like getting a better job may seem out of reach. Sometimes life gets in the way. CareSource JobConnect helps remove things that keep you from reaching your goals and dreams. As a CareSource member, we can help you find services and support. This service is free to you!

Some of these services are:

- Professional development
- Community Support
- Access to Food Care
- Legal Aid
- Budgeting and Personal Finance
- Housing resources

By taking part in the CareSource JobConnect program, you will get one-on-one coaching. This support in finding work or educational opportunities, and a path to finding support that will give you the best chance at success.

To join, you must be a CareSource member. This includes a parent or guardian of a CareSource member. You must also be at least 14 years old. To learn more:

- Call us at **1-844-543-7378** or
- Email us at **lifeservices@caresource.com**

Want Information from CareSource by Email or Text?

Make the Change Today! It's Easy!

Create or update your online My CareSource® account:

1. Log in or sign up at **MyCareSource.com**
2. Click on the **Preferences** tab
3. Enter your email address and/or mobile phone number
4. Click on **Save**

My CareSource also allows you to get the most out of your member experience. You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Update your contact information
- And more

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، رُجى الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

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

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြုပြင် သြဇာပေး အသံဖြင့် ကြိုကြိုက်ပေးပါရန် အသံဖြင့် ကြို ဝက်စ ငြိမ်မှတ်တံတို့ဖြင့် သို့မဟုတ် စာပို့ပါ။

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 argachuu 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 તેમ ઇથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અવકાશ છે. તે ખર્ચ વિન તમ રી ભ પ મ ઇ પ્ર પ્ત કરી શક ર છે. દ ભ વપરો તિ કરિ મ ટે, 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 दुमाषिए 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 en Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstubliefet 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 вашою 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>.



PO 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)

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5 Steps to Wash Your Hands the RIGHT Way

Stay Healthy, Wash Your Hands

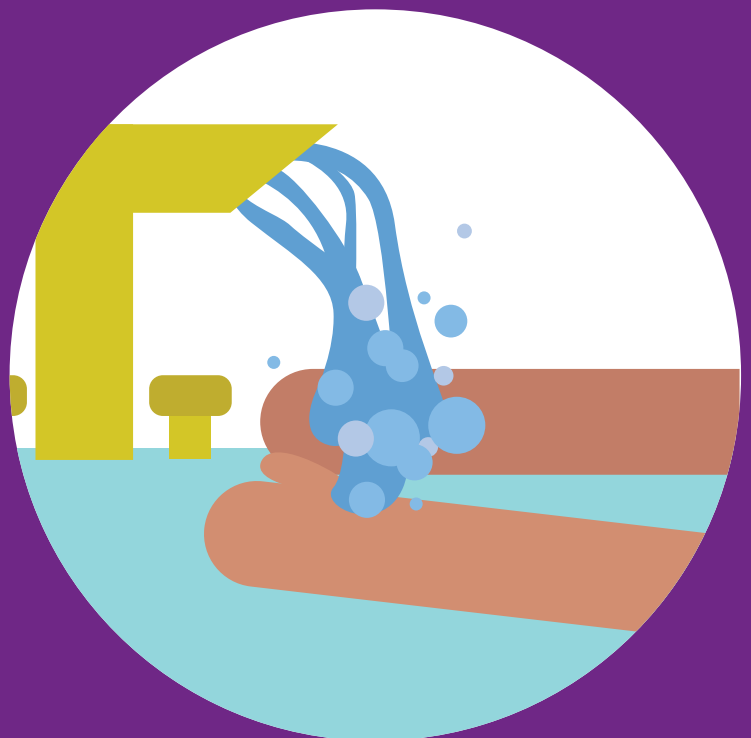
WET your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

LATHER your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

SCRUB your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

RINSE your hands well under clean, running water.

DRY your hands using a clean towel or air dry them.



Answers: 1D, 2A, 3C, 4B