



FALL 2019

MEMBER *Source*

A Newsletter for CareSource® Members

JobConnect Member Moments

True Stories Of Triumph In
Caresource Life Services

Phil



Phil* is in recovery, but his recovery does not define him. After 15 years of substance use that led to incarceration, Phil was in a transitional living program. He was three months sober with support from the Care4U team. Then Phil met with JobConnect coach Kyle Lowe.

"He didn't have anyone asking what he wants to do beyond just staying sober," said Lowe. "Working on goals and a future is really helpful for recovery."

Phil's short-term goals were simple. He wanted to live in his own apartment. He wanted to have a car and pay his bills. He wanted to be self-sufficient. But he hadn't worked in 10 years. So, Lowe got him into a four-week job readiness program.

Next, Phil and Lowe looked at high-wage jobs and discovered a huge demand for welders. The state even provides grants to job seekers to pay for all the training. Even better, JobConnect education partner Ivy Tech offers the required Structural Welding Certificate. Phil signed up for the classes right away. He starts the welding program soon. When he graduates in six months, he will have multiple job offers waiting.

We Can Help You, Too!

Life Services and JobConnect are included in your Healthy Indiana Plan (HIP)/Hoosier Healthwise (HHW) CareSource plan. To learn more, please contact us at:

- Email: LifeServicesIndiana@caresource.com
- Phone: 1-844-607-2832

**Name has been changed to protect member privacy.*

Stay Covered:

Renew Your CareSource Health Care Benefits

Thank you for being our member. We want you to continue to get the health care you need. To stay a CareSource member, you have to renew your benefits with the Division of Family Resources (DFR) office. CareSource does not process your renewal.



How to Renew Your CareSource Benefits

Watch your mail. The state will send you a renewal notice when it is time to renew your Healthy Indiana Plan (HIP) or Hoosier Healthwise (HHW) coverage. It is important to know that if you don't take action, you could lose your eligibility for health care coverage and your extra CareSource benefits.

Renew Your Coverage in One of Three Ways

- ① **Online.**
If you applied for health coverage online, visit <https://fssabenefits.in.gov/#/>
- ② **By Mail.**
Sign the form you get in the mail and send it to your local county DFR office.
Find the office address at: https://www.in.gov/fssa/files/DFR_Map_and_County_List.pdf.
- ③ **In Person.**
Visit your local county DFR office.
Find the address at: https://www.in.gov/fssa/files/DFR_Map_and_County_List.pdf.

Act Now!

We don't want you or your family to lose the extra benefits you have as a CareSource member. It's important that you renew before the deadline to avoid losing your benefits!

Have Questions?

Call your local DFR office. Find the telephone number at: https://www.in.gov/fssa/files/DFR_Map_and_County_List.pdf.



Need Care? **You Have Choices!**

Emergency Rooms (ERs) are for emergencies. If you've ever been to one for a minor injury or illness, you know waiting to see a doctor can take a long time.

If you need care on the weekend, or at night, you may think the ER is your only option. We want you to know it isn't. You have choices for where to get the best care for your situation.



CareSource24® is our Nurse Advice Line and they are available 24 hours a day 365 days a year. Talk to a nurse anytime for advice on how to treat minor injuries and illnesses at home. Our nurses can advise if you can wait for an appointment with your Primary Medical Provider (PMP), whether you should go to the ER, get care at a clinic or use telemedicine. The CareSource24 telephone number can be found on the back of your CareSource member ID card.



MYidealDOCTOR™ is another great option for conditions that might get worse without quick attention. You can call from anywhere, 24 hours a day, 7 days a week, for things like infections, rashes, allergies, coughs and more. You can usually talk with a provider in about 15 minutes! Call **1-855-879-4332** or visit **myidealdoc.com**.



Walk-in convenience clinics are great for quick care when your PMP is closed or you can't get in soon enough. These are clinics you find in your local pharmacy or grocery, like CVS Minute Clinics. They are normally open evenings and weekends with no appointment needed.



Urgent care clinics are for injuries or illnesses, where you may need a shot or x-ray. They can handle many of the reasons people go to an ER including treatment for minor broken bones and wound care. Urgent care clinics are normally open evenings and weekends.



Emergency Rooms are for true emergencies... things like heart attacks, stroke, trouble breathing, and serious injuries.



The CareSource mobile app can assist in helping you find the nearest in-network provider and can also link you directly to MYidealDOCTOR. You can download the CareSource mobile app from the app store.

You can get quick care when you need it if you choose the best place for your care.



Communicating With Care

If there is a CareSource member in your family whose primary language is not English, call us. We offer language interpreters for members who need assistance communicating with CareSource.

By calling Member Services at **1-844-607-2829** (TTY for the hearing impaired: **1-800-743-3333** or 711), you can speak with an interpreter over the phone.

We can also provide some printed materials in other languages or formats, such as large print, or we can explain materials orally if needed. This is a free service to you. We make it easy to stay in touch with CareSource. Let us know when you have questions. We are here to help.

Tired of Snail Mail? Go Green!

Now you can choose to get an email or text notifications instead of paper Explanation of Benefits (EOBs).

If you have already chosen to receive an email or text from us, you will receive your EOB solely through your **MyCareSource.com** secure account. Your EOBs are already in your account. We will send you a text or an email (by your preference) to let you know when a new EOB is ready for your review. You can view your claims and EOB two ways:

1. You can see individual claims under the "Claims" tab. Click on the + on the right side of the page to see the detail for each claim.
2. You can see a PDF of your EOB by clicking on the "Documents" tab.

Update your Preferences in **MyCareSource.com** to get communication from us by email or text when possible. Make sure we have your correct email and/or mobile number, and that you check the box to allow us to send email and text notifications to you.

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



Fast and Easy Health Care

Can't get in to see your Primary Medical Provider? Feel You Need an Urgent Care or ER? **Try MYidealDOCTOR™ instead!**

Use your smart phone or computer to connect with a doctor – anytime, anywhere.

Telemedicine uses your computer or smart phone to deliver health care services without an in-person visit to your doctor. MYidealDOCTOR is your 24/7/365 telemedicine provider.

Many medical issues can be taken care of quickly from home or work!

Of course, a doctor can't set a broken bone through your phone screen, but many common conditions can be treated through telemedicine, such as:

- Asthma, respiratory and sinus infections
- Bladder infections and urinary tract infections (UTI)
- Colds and flu
- Diarrhea or constipation
- Fever
- Headaches
- Insect bites
- Skin rashes, infections, or inflammation
- Vomiting, heartburn and nausea
- And more

Many services you can get at an urgent care clinic, you can get through MYidealDOCTOR. It is a great choice, and may save you a trip to the doctor's office or ER. Call **1-855-879-4332** or visit **myidealdactor.com**.

MYidealDOCTOR does not prescribe DEA controlled substances and should not be used for any medical condition where an in-person exam is needed because of severe symptoms. In the case of a medical emergency, patients should go to the Emergency Room (ER) or call 911.

Personal Support for **You!**

We all have our struggles. Finding support to focus on your emotional health is important. Whether you are expecting a new child, looking to manage depression, anxiety, or chronic pain, or dealing with the overwhelming tasks of daily life, CareSource is here to support you. There are resources and tools available in myStrength that you can use.

myStrength is a free, personalized resource to improve your mood and help you overcome the challenges you face. myStrength is safe and secure, just for you. It has proven tools that can help strengthen your mind, body, and spirit.

Log in to myStrength through your MyCareSource account and click the myStrength link to activate this resource today.

Having trouble logging in? Call Member Services at **1-844-607-2829** (TTY for the hearing impaired: **1-800-743-3333** or 711), or your Case Manager if you need help.



New Pharmacy Innovation Partner

Beginning January 1, 2020, medication claims will be processed by our new pharmacy innovation partner, Express Scripts. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for you.



How will these changes affect you?

- You will receive a new insurance card in the mail. Remember to bring your new card with you to health care appointments and to your pharmacy.
- CareSource is working hard to ensure that changes to your pharmacy benefits are limited. If you ever have questions about which medications are covered, you can see the CareSource preferred drug list on **CareSource.com**. You can also find a local pharmacy on **CareSource.com**.

You will get more information about this change over the next couple of months. Please read any letters you receive and contact CareSource if you have any questions.

Drug Safety: Prescription Drug Take Back Day

Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly. The misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

The National Prescription Drug Take Back Day will take place on October 26, 2019. This is an ideal time to clear old medications out of your medicine cabinet. You can get rid of medications that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round, visit **takebackday.dea.gov**.

Drug List Updates

CareSource has a searchable drug list on our website.

Log on to: **CareSource.com/members/tools-resources/find-my-prescriptions/**

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711) if you don't have access to the internet. We can help you.



Our **Mobile App** is Easy to Use

See what's new with the CareSource mobile app.

- View and share your digital CareSource member ID card.
- Find-A-Doctor, hospital, clinic, urgent care or pharmacy near you.
- Call CareSource24, our Nurse Advice Line, and speak with a registered nurse 24 hours a day, 365 days a year.
- Access your secure My CareSource account
- Connect with MYidealDOCTOR, our telemedicine provider.
- View your claims.
- Check your copayments, deductibles, balances and even make a payment.*
- And more!

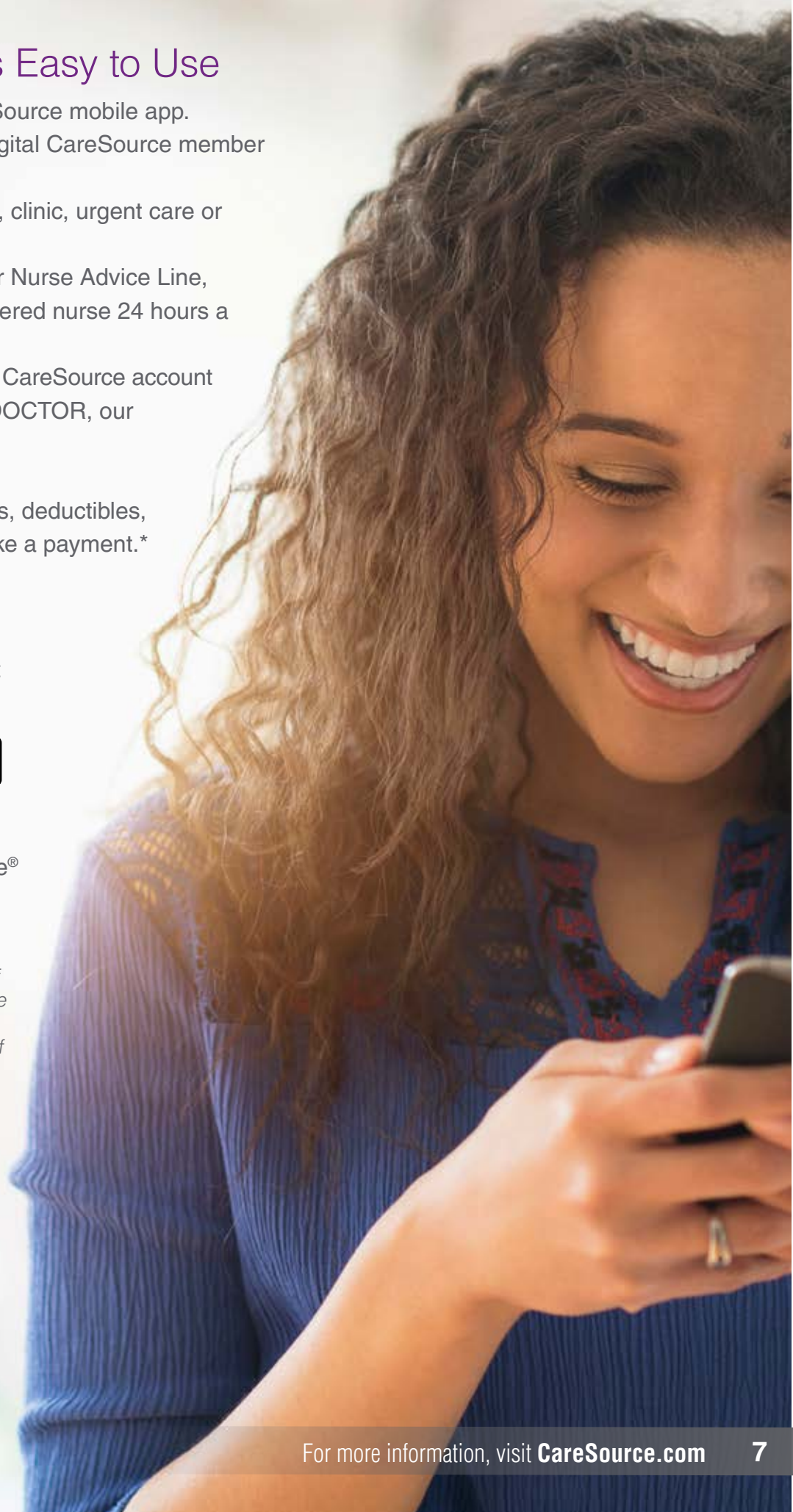
**If applicable based on health plan*

Download the app and check it out now.



The CareSource mobile app is available through the App Store® for iPhone® or Google Play® for Android®*.

** iPhone is a registered trademark of Apple, Inc. the App Store is a service mark of Apple, Inc. Google Play and Android are registered trademarks of Google, Inc.*





Get Active!

Body Mass Index (BMI) is a calculation that uses your height and weight to help find out if you are at a healthy weight. BMI estimates how much body fat you have. Having too much body fat can be a problem because it may lead to sickness and other health problems.

Doing plenty of physical activity is one way to help keep your BMI in check. Staying active is one of the best things you can do for your health overall. There are several benefits of staying active, including:

- Improved sleep
- Reduced risk of falling
- Improved balance
- Greater joint mobility
- Prevents weak bones and muscle loss
- Extended years of active life
- Healthy aging
- Reduced chronic disease
- Maintaining healthy BMI

The best way to come up with a plan to stay active or find out your BMI is to talk with your health care provider. When you have your health care provider calculate your BMI, you will know the results are right, and your health care provider can answer any questions you have. If your health care provider tells you your BMI is high or that you need to be more active, try not to let it get you down. Instead, talk about what you should do to lower your BMI and increase your physical activity.

Sources: Centers for Disease Control and Prevention and KidsHealth.

Earn Rewards with **Kids First!**

CareSource wants your child to be healthy. That's why the CareSource Kids First program rewards your child for getting regular checkups, dental care, flu shots and more. Kids ages 16 months to 18 years old can earn rewards in the program. Start earning rewards today, enroll now at **CareSource.com/KidsFirstIN**.



Has Your Child Been Screened for Lead Poisoning?

Did you know that children under 6 years old have a higher risk of lead poisoning? Lead poisoning hurts the brain and nervous system and can slow down the growth and development of your child. Some of the effects of lead may never go away.

Most children who have lead poisoning do not look or act sick. Talk to your child's health care provider about getting a lead screening. This is a covered benefit under the early and periodic screening, diagnostic and treatment (EPSDT) services. Look in your Member Handbook to learn more about EPSDT and how often your child should get an exam.

Reference: Centers for Disease Control and Protection



Have Diabetes?

Take Steps to Protect Yourself From Kidney Disease

If you have diabetes, your blood glucose (sugar) levels are often too high. Over time, this can damage your kidneys. Your kidneys clean your blood. If your kidneys are damaged, waste and fluids build up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It usually occurs slowly, over many years. Most people with diabetic kidney disease do not have symptoms. You can take steps to protect your kidneys and to prevent or delay kidney damage.

The only way to know whether you have diabetic kidney disease is to get regular screenings. These screenings include a urine test to detect protein in your urine and a blood test to show how well your kidneys are working.

You should get tested every year for kidney disease if you have type 2 diabetes or have had type 1 diabetes for more than five years.

CareSource offers a Disease Management Program that can help you learn about your health and how you can better manage your specific health conditions. Our goal is to make sure you have the right tools to stay as healthy as possible. This program is available to you at no cost. If you would like more information about these conditions, please call **1-844-438-9498** (TTY: **1-800-743-3333** or 711).

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

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያገዝት 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 ခြွေးချက် ပြုပြင်မှု သင်္ကြန် အသံဖြင့် ကြိုကြိုကြိုခေါ်ဆို အသံဖြင့် ကြို ဝက်ဝံ ငြိမ်သက်စွာ ဝန်ဆောင်မှုပေးနိုင်သည့် အခွင့်အလမ်းရှိပါသည်။

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 gaaaffii 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 તમે iથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની મેળિનો અવિકર છે. તે ખર્ચ વિન તમ રી ભ પ મ i પ્ર પત કરી શક ર છે. દ ભ વપરો તિ કરિ મ કે,કુપા 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 दुभाषिण 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 griegel, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft 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.



Notice of Non-Discrimination

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>.





P.O. Box 8738
Dayton, OH 45401-8738

HOW TO REACH US

Member Services Dept:

1-844-607-2829

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

CareSource24®

24-Hour Nurse Advice Line:

1-866-206-5947

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

JOIN US



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

Tips for Cold and Flu Season

Cold and flu season is coming. Keep yourself and your family healthy by following these simple tips.

- **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. CareSource members can get a yearly flu shot at no charge.
- **Know where to go for shots.** Flu shots are available from doctors' offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area.
- **Learn the signs of a cold versus 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 your health care provider whether an antibiotic is really needed.
- **Call if you need help.** You can call CareSource24, our nurse advice line, at any time. The number can be found on your CareSource member ID card.