



SPRING 2021

# MEMBER *Source*

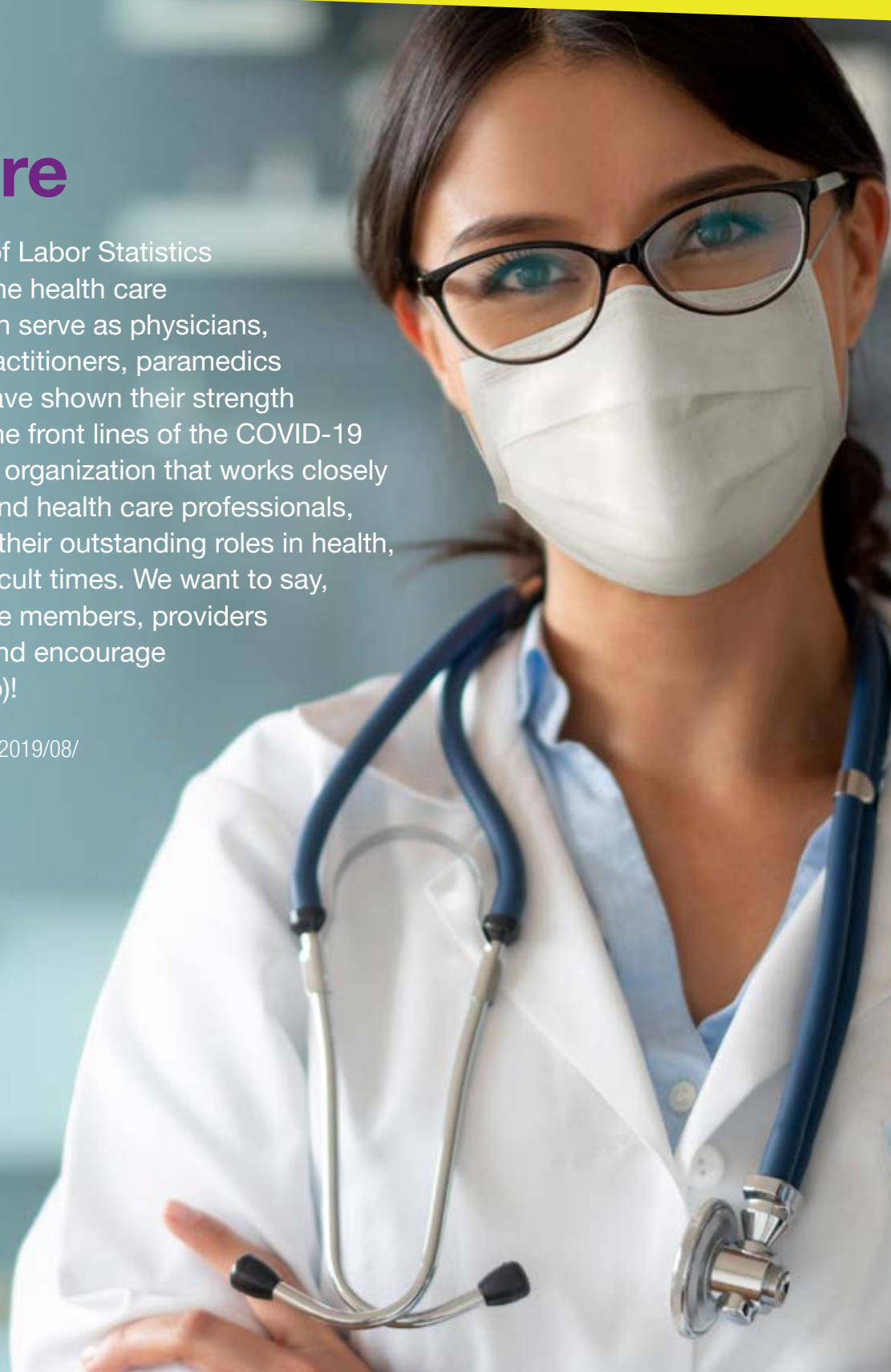
A Newsletter for CareSource® Members

## Women in Health Care

The United States Bureau of Labor Statistics reports that 76 percent of the health care workforce is female. Women serve as physicians, registered nurses, nurse practitioners, paramedics and more! These women have shown their strength by continuing to serve on the front lines of the COVID-19 pandemic. As a health care organization that works closely with our female members and health care professionals, it is important to recognize their outstanding roles in health, especially during these difficult times. We want to say, ***'thank you'*** to all our female members, providers and all essential workers (and encourage you to say, ***'thank you,'*** too)!

Sources [www.census.gov/library/stories/2019/08/your-health-care-in-womens-hands](http://www.census.gov/library/stories/2019/08/your-health-care-in-womens-hands).

  
**CareSource**®





## PREVENT Cervical Cancer

Cervical cancer is a type of cancer that starts in the cervix. The cervix is the lower part of a woman's uterus, where a baby grows during a pregnancy. All women are at risk for cervical cancer, but it is found most often in women over the age of 30.

The human papillomavirus (HPV) is the most common cause of cervical cancer. HPV spreads mainly through sexual activity. In most people with HPV, the body can clear the infection on its own. An infection that does not go away on its own may cause cancer over time.

There are steps you can take to prevent cervical cancer:

- 1 Quit smoking.** Smoking can weaken your body's immune system. This can make it harder for the body to fight cancer cells.
- 2 Have routine pap tests.** Pap tests, or pap smears, look for pre-cancerous cells on the cervix. Getting a routine pap test can help find issues early before they get worse.
- 3 Get the HPV vaccine.** Children and young adults should get the HPV vaccine. It helps protect against the types of HPV that most commonly cause cervical cancer.
- 4 Limit sexual partners.** Use barrier protection to reduce risk of HPV and other STIs.

Learn more about cervical cancer at [cdc.gov/cancer/cervical/](https://cdc.gov/cancer/cervical/).

## Heart Disease: Differences Between Men and Women



Heart disease is often tied to men, but it is the leading cause of death for both men **and** women in the United States.

Women often get heart disease at an older age than men. Heart disease in women usually happens after menopause. This is when the level of the hormone estrogen drops. Women may have other risk factors for heart disease that men don't have. Risk factors like endometriosis and polycystic ovary disease that only impact women can increase the likelihood of developing heart disease.

The signs of a heart attack can also be different in men and women. While many people have the classic symptoms of a heart attack like sudden chest pain, women are more likely to have less common symptoms that happen more slowly. Less common symptoms include nausea or vomiting, fatigue, and dizziness, among others.

Protect your heart. Go to [cdc.gov/heartdisease/](https://cdc.gov/heartdisease/) to learn more about your risk and what you can do to live a heart healthy life.

Source: <https://health.clevelandclinic.org/women-men-higher-risk-heart-attack/>





## Breast Cancer **AWARENESS**

Breast cancer is the second most common cancer in the United States. It is the second-leading cause of cancer death in women. There is no sure way to prevent breast cancer, but there are ways to lower your risk.



Get regular physical exercise.



Have a healthy weight.



Eat healthy foods.



Limit alcohol.

The earlier breast cancer is found, the better chance for successful treatment. Women between ages 50 and 75 should get a mammogram at least once every two years. *All* women should talk with their PCP about when to start screening. Staying informed is key to prevention!

## What to Expect at a *Mammogram* Visit

A mammogram screening is used to examine breast tissue and find any abnormalities. Research shows having a yearly mammogram can help detect cancer earlier, when it is most treatable.

### During Your Visit

You and a trained technician will be the only ones in the exam room. The technician will place your breasts one at a time in between two plastic plates. You will likely feel pressure while taking the X-ray images, but not for long. The screening lasts about 10 minutes.

**TIP: Make sure you do not wear deodorant, lotion or perfume on the day of your visit.**



### COVID-19 Safety

Health care offices **MUST** follow the Centers for Disease Control and Prevention (CDC) guidelines for COVID-19. You and the technician will be required to wear a mask during your visit. You can always call your provider before the visit to ask any questions you may have.

It's vital to include mammograms in your preventive health care routine. Don't delay!

Source: [www.cdc.gov/cancer/breast/basic\\_info/mammograms.htm](http://www.cdc.gov/cancer/breast/basic_info/mammograms.htm)

# the importance of Prenatal & Postpartum Care

One of the best ways to have a healthy birth is having a healthy pregnancy. Your first step should be going to regular prenatal visits. During these visits, you and your provider can talk about treatments, birth plans and answer any questions you may have.



There are other ways you can help support a healthy pregnancy:

**Prenatal care** should start a few months before you become pregnant. Below are some healthy habits to follow:



Don't smoke or drink alcohol



Take vitamins like Folic Acid



Eat healthy



Talk to your provider about any medical problems you have

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**Postpartum care** should start right after giving birth. Postpartum care includes:



Getting enough rest (sleep when your baby sleeps)



Eating right



Drinking plenty of water



Going to postpartum visits (one to six weeks after delivery)

Sources: [www.healthline.com/health/pregnancy-care#takeaway](http://www.healthline.com/health/pregnancy-care#takeaway), [myfamilybirthcenter.com/the-importance-of-postpartum-care/](http://myfamilybirthcenter.com/the-importance-of-postpartum-care/)



# myStrength is Here to Help

myStrength<sup>SM</sup> offers tools and resources you can use 24 hours a day. myStrength provides support and encouragement, and info specific to being a new parent. Sign up today through the My CareSource member portal or go to [mystrength.com/r/CareSource](http://mystrength.com/r/CareSource) to learn more.

There are many hormone changes during pregnancy and after delivery. After your baby is born, your body goes through a lot of changes both physically and emotionally. All of these changes can lead to anxiety, low self-esteem and depression. These feelings often go away on their own without any treatment. If you are feeling sad longer than two weeks, tell your provider. They can create a plan to help you feel better.



## CareSource24<sup>®</sup> Nurse Advice Line

Our knowledgeable, caring Registered Nurses are here 24/7 to talk with you. They can offer advice about your injury, illness, or answer your health questions. They can also help you decide when self-care, a doctor's visit, urgent care, or an ER visit is necessary. Unsure of when and where to get care? Call the CareSource24<sup>®</sup> Nurse Advice Line to talk to a Registered Nurse.



Call **1-866-206-7879**.

# COVID-19: Be Safe, Be Smart.

The COVID-19 pandemic has entered a second wave, causing even more infections and death around the world than the first. You still need to protect yourself against infection. Following Centers for Disease Control and Prevention (CDC) guidelines can help reduce your risk of infection.



1. Wear a proper face mask (N95 certified or double cloth). Protective eyewear may be needed in close social settings.



2. Wash your hands often with soap and water.



3. Wear protective gloves when you are cleaning or caring for someone who is sick.



4. Social distance at least six feet apart from others outside of your home.



5. Stay at home as much as you can. Only go out for essential needs.

We cannot let our guard down even with an effective vaccine available for general use in 2021.



# You have **COVID-19**, **Now What?**

## Next Steps to Your Recovery

After testing positive for COVID-19, you may wonder what happens next. You've been told to stay home, monitor your symptoms and wash your hands but what other actions should you take?



1

### **Contact a provider.**

If you are ill, contact your primary care provider (PCP) or CareSource24®. They can assist you with your medical needs and answer questions you may have.



2

### **Protect your loved ones.**

Choose a room for you to be away from people and pets you live with. If you can, use a separate bathroom. If your living quarters are small, wear a mask around other people and pets. Try to keep interactions brief.



3

### **Monitor your symptoms.**

Follow the action plan set-up by your provider. Understand the warning signs and when you should seek emergency medical attention.



4

### **Don't share things with healthy people.**

Avoid sharing dishes, cups, eating utensils and bedding in your home. Thoroughly clean each item after use.



5

### **Clean surfaces every day.**

Make sure high-touch surfaces are cleaned daily. This includes your "sick room" and bathroom. Let someone else handle the daily cleaning for common areas in your home.



6

### **Quarantine.**

Quarantine for 10 days after you test positive or start having symptoms. After you have at least 24 hours with no fever (without using medication to bring it down) you can be around others

Your PCP will let you know when you can return to work or be around others. **REMEMBER:** You should continue to wear a mask and keep a safe distance from others even after recovery.

Source: [www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)



## Tips to **Limit Stress** Without Smoking

We all react differently to stressful events in our daily life. For people who smoke, stress can be a major trigger. However, former smokers have found ways to deal with their stress, boredom, anger, sadness and anxiety without relapsing and you can too!

Tips to de-stress without smoking:

1. Know the triggers that give you the urge to smoke.
2. Find other ways to cope. Try reading a book, taking a walk or talking with a friend.
3. Understand the signs of stress. Headaches, anxiety/nervousness or feeling overwhelmed are common signs.

**5 D's** when you feel the urge to smoke:

- 1 Delay**
- 2 Drink** water
- 3 Do** something else
- 4 Deep** breathe
- 5 Discuss** with a friend

The Tobacco Quit Line provides free coaching. Nicotine replacement therapy is offered at no charge to eligible members. Call 1-800-QUIT-NOW (1-800-784-8669) to enroll or ask questions.



## High Cholesterol **FACTS**

Cholesterol is a waxy, fat-like material. High cholesterol is when your blood has unhealthy levels. This can lead to heart attack and stroke.

Many factors like age, sex, diet, and physical activity level affect cholesterol levels. Children also can have unhealthy cholesterol levels, especially if they're overweight or their parents have it. Talk with your primary care provider (PCP) about how often to get a cholesterol screening. Learn what your numbers mean for you.

If you have unhealthy cholesterol levels, your PCP may help you make a management plan to lower your levels. If lifestyle changes alone are not enough, your PCP may prescribe a statin or other cholesterol-lowering medication to help you get and keep a healthy cholesterol level.







Heart disease is the leading cause of death in the United States. The good news is you can greatly reduce your risk of heart disease by making lifestyle changes. Use the list of tips to keep your heart strong and healthy!

- Know your health history.
- See your PCP regularly.
- Quit smoking.
- Drink five or more glasses of water every day.
- Keep a healthy weight.
- Limit alcohol.
- Get active (at least 30 minutes per day).
- Learn to manage stress and cope with problems.
- Get enough sleep (seven to nine hours per night).
- Choose healthy foods.
- Limit sugary drinks.



### What's on a heart-healthy grocery list?

- ✓ Leafy greens (spinach, collard greens, kale and cabbage)
- ✓ Fruits and vegetables
- ✓ Whole grains (plain oatmeal, brown rice, and whole-grain bread or tortillas)
- ✓ Nuts
- ✓ Eggs
- ✓ Legumes (kidney beans, lentils, chickpeas, black-eyed peas and lima beans)
- ✓ Low-fat dairy
- ✓ Lean protein
- ✓ Healthy oils (olive oil, canola oil)



## Reward Yourself for Staying Healthy

CareSource rewards you for staying healthy. With each healthy activity you complete, you can earn rewards! Use your rewards to buy gift cards to the stores that matter most to you. For a full list of eligible activities and to learn more about the MyHealth program, go to [MyCareSource.com](https://www.mycare.com).

# Tips for Choosing a New Primary Care Provider (PCP)

When it comes to questions about your health or scheduling a visit to treat an illness, your first call is likely to your PCP. But how do you choose a PCP? And which type of doctors are PCPs, anyway? Use the tips below when choosing a PCP for yourself or your family:



- 1. Check to see if the doctor is a part of the CareSource network:** Having an in-network provider means your care will be covered and that your provider understands your plan. Visit **CareSource.com** and use the **Find a Doctor/Provider** tool.
- 2. Find the best fit and type of doctor:** Based on your health care needs, there are different types of PCPs:
  - Family practice providers for comprehensive care for all ages.
  - Internal medicine providers who treat only adults.
  - Pediatricians are providers who specialize in children 18 years of age and younger.
  - Obstetricians and Gynecologists (OB/GYNs) treat women only. Some women choose to get all their care in one place.
  - Physician’s assistants or nurse practitioners provide primary care services and prescriptions. Services generally cost less than a certified M.D.
- 3. Location:** Choose a PCP located near your home or work. This will make appointments more convenient.

Source: <http://www.nlm.nih.gov/medlineplus/ency/article/001939.htm>



**Go Green!**

Get your invoice through your secure **MyCareSource.com** account. Your invoice is always in the **Documents** section of My CareSource®. Now you can reduce your mail and help the environment.

Click the **Get Started** button on the “Go Green” banner on your account home page or Preferences page to stop receiving paper copies of your invoice. We will send you an email and/or text letting you know when your new monthly invoice is ready. You can update your preferences to start receiving paper invoices again at any time.

Save a stamp! Pay your bill through your My CareSource account (click **Pay Bill** on the home page) or use **CareSource.com/MPpay**. Both ways are quick, secure and easy!





## Stay Active **All Day**

We are all guilty of spending a lot of time sitting – in your car, at your desk and on the couch. Studies show that too much sitting can raise your risk for breast cancer, colon cancer and may take years off your life. Luckily, an easy fix is simply moving more. Here are four ways to get more activity into your day. Your health will thank you.



**1**

**WALK MORE.** With walking, there is no gym required. To burn calories pick up the pace and give more time to each walk. Try using a pedometer to track your steps.



**2**

**STAND UP:** Work is a place where many sit for hours. Take a five-minute break at least once an hour to start moving. You will burn calories and boost your productivity.



**3**

**CLEAN YOUR HOME:** Cleaning your home regularly is another way you can stay active. Cleaning can work many muscle groups without you even realizing it. To step it up, try tightening your abdominal muscles for a few minutes throughout each hour

**4**

**COMMERICAL BREAK SESSION:** Squeeze in exercise while watching TV or when the kids are napping. Try some jumping jacks, pushups or sit-ups. Go for some fat-blasting moves during commercial breaks.



If you have an optional Adult Dental, Vision and Fitness plan, find a fitness center or learn about home fitness options by calling Active&Fit® at 1-877-771-2746 or visiting [ActiveandFit.com](http://ActiveandFit.com) for more information.

\*Active&Fit is only for members who have an optional Adult Dental, Vision and Fitness plan.



## Are You Up-to-Date on **Your Vaccines?**

Due to COVID-19, fewer people are visiting the doctor to get their vaccines. It is important to get all your vaccines on time to keep you and your loved ones safe. Vaccines help people stay healthy and stop the spread of illnesses. Your pharmacist or primary care provider (PCP) might be able to help. Ask your pharmacist or PCP if they can help you get up-to-date on all of your vaccinations. Be sure to ask your pharmacist or PCP about the COVID-19 vaccination too.



## Your Feedback is **Important.**

Quality care is our goal. CareSource collects member feedback in a variety of ways year round. Each Spring, we conduct the Qualified Health Plan (QHP) Enrollee Experience survey to learn more about your overall healthcare experiences. If you receive the survey by email, mail, or phone, we hope you take it. We value your feedback!





# REPORTING

## Fraud, Waste and Abuse

CareSource takes cases of fraud, waste and abuse seriously. Learn about what types of activities are fraud, waste and abuse on our website at **CareSource.com**. There are ways to anonymously report anything that does not seem right:

1. **Call** Member Services and follow the prompts to report.
2. **Write to us.** You can fill out our Fraud, Waste and Abuse Reporting Form online or send a letter to:

CareSource  
Attn: Program Integrity Department  
P.O. Box 1940  
Dayton, OH 45401-1940

Other ways to report that are **not anonymous** include:

3. **Fax** us at 1-800-418-0248.
4. **Email** a message to [fraud@CareSource.com](mailto:fraud@CareSource.com).



## Pharmacy Updates

CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by going to the **Find My Prescriptions** link under Member Tools & Resources. You'll find the most current changes and updates, too. If you don't have access to the internet, we can help you. Call Member Services to find out more information.

## Stay Healthy and Prevent the FLU

Flu viruses can spread from person to person through coughing or sneezing. People may also get the flu by touching something with live flu viruses on it, and then touching their mouth or nose.

You can help prevent the spread of the flu by washing your hands often for at least 15-20 seconds. **The best way to prevent the flu is to get a flu vaccine each year.**





# — Thank You — for Being a CareSource Member



## Health and Wellness Programs

Thank you for being a member of CareSource. Our mission is to make a lasting difference in our members' lives by improving their health and well-being. CareSource has programs that can help you reach your best health.

CareSource may sign you up in these programs. We do that based on news we get from your doctor, pharmacy, or other health care source. That is why you may get materials sent to you by CareSource. We may also call you about these FREE programs. You can also call CareSource and ask to sign up. We want to help you with your health.

### Programs include:

- ✓ One to One Care Coordination – helps members with chronic illness and functional impairments, multiple co-morbidities or at-risk pregnancies. It may include face-to-face visits, telephonic interactions, electronic communications, mailings, and health partner collaboration.
- ✓ MyHealth Journeys - encourages members to use CareSource online tools that encourage lifestyle habits. This includes things such as eating healthy, being physically active, and proactively managing chronic conditions.
- ✓ Tobacco Free - uses telephonic coaching to encourage non-pregnant members to opt-in to a tobacco cessation program. The program focuses on topics like nicotine dependence, benefits of quitting, and medications that help a person quit.
- ✓ Health Coaching - A telephonic program focused on disease-specific education for members with diabetes, asthma, and hypertension.
- ✓ MyStrength Tool - offers a FREE online self-management tool to connect members with resources to improve behavioral health and overall well-being.

To learn more call 1-844-438-9498.





# Thank You for Being a CareSource Member

## Information About your Benefits and Services

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 ensure 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 can get help.
- 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.
- A description of the availability of the independent, external appeals process for utilization management decisions by CareSource.
- 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 benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; 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.
- Information about copayments and other charges for which you are responsible.
- How to get services if you travel, and any restrictions on your benefits.
- How you can get our printed information or get help talking with us in another language about how we manage care and services, or about benefits, access to services and other issues.
- How you may submit a claim for covered services, if needed.
- Learn about our health partners, including their board certification, the medical school they went to and where they completed their residency.
- How to choose your primary care doctor and make appointments.
- How to get specialty care, mental health care and hospital services.
- How to 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 to get care and coverage when you are out of CareSource's service area.
- How to tell us if 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 **Find A Doctor** tool 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 Assessment (HNA) on our website. Go to **CareSource.com/members/my-caresource-account** and click on **Health Assessment & Screening**. When you complete the HRA, you will get tips that may help you improve your health. You also have access to tools that help you better understand what you can do to improve your health.

If you would like more information, or do not have access to the internet, call Member Services at **1-888-815-6446** (TTY: 1-800-648-6056 or 711).

Thank you,

 **CareSource**



PO Box 8738  
Dayton, OH 45401-8738

CareSource.com

**Member Services:**

**1-888-815-6446**

(TTY: 711)

**CareSource24®**

24-Hour Nurse Advice Line:

**1-866-206-7879**

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# Important Plan Information



## We Want to Hear From YOU!

We love our members. That's why we want to hear from you! Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes two to three minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/NewsletterSurvey)

**Thank you for trusting CareSource with your health care needs.**