

FALL 2018

MEMBERSource

A Newsletter for CareSource Members

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WE'RE HERE WHEN YOU NEED US

CareSource App

Get the CareSource app for your smartphone or tablet. You can get it from the Apple App Store® or Google Play®. Use it to view your ID card, find a doctor and more. You can also use it to access your My CareSource® account.

My CareSource

This is your personal online account. Use it to:

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

Go to **MyCareSource.com** to sign up.

The App Store is a service mark of Apple, Inc. Google Play is a registered trademark of Google, Inc.

MARK YOUR CALENDAR

Open Enrollment for 2019 is expected to run November 1, 2018 through December 15, 2018. CareSource has exciting new plans and features for 2019.

Stay tuned!



ADDICTION: TAKE THE FIRST STEP

Treatment works. Recovery does happen.

With all we hear about drug addiction, it is important to remember that people do recover every day. Treatment works. Like many other chronic diseases, with the proper treatment and support system, you can manage your addiction. You can live a healthy and happy life.

Treatment may include counseling, behavioral therapy, support groups or medication-assisted treatment. Though not required, detoxification is also available to help your body withdraw from drugs and prepare you for treatment.

I am ready for help. How do I get started?

Asking for help is the first step. Call Member Services. We can help you find a provider and schedule an appointment. You can also reach our representatives through the addiction treatment phone number at:

1-833-674-6437

Talk with your doctor. You can use the **Find a Doctor/Provider** tool on our website to find doctors who treat addiction in your area. If you have a Care Manager, he or she can help you also.

GET ACTIVE. STAY FIT.

The coming months are the perfect time to step it up and get active. Exercise can help you:

- Lower stress
- Lose weight
- Reduce your risk of chronic disease
- Feel happier
- Increase your energy level
- Strengthen muscles and improve balance

Talk to your health care provider about the best fitness plan for you.

There's still time! Members with an optional Dental & Vision plan are still eligible for the Active&Fit® program, which gives you access to a low-cost network of participating fitness centers and select YMCAs or home fitness kits. Visit ActiveandFit.com for more information.

The Active&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Active&Fit is a trademark of ASH and is used with permission.



WHERE TO GO FOR CARE

Deciding where to get health care can be difficult. It depends on the type of care you need.

| | |
|-------------------------|---|
| Doctor's Office | <ul style="list-style-type: none"> • Routine and preventive care • Checkups and shots • Most illnesses and injuries |
| MYidealDOCTOR™ | <ul style="list-style-type: none"> • Common illnesses • 24 hour/7 day access • Go to MYidealDOCTOR.com or call 1-855-879-4332 |
| Convenience Care | <ul style="list-style-type: none"> • When your doctor's office is closed • Extended evening and weekend hours • Inside local pharmacies and grocery stores |
| Urgent Care | <ul style="list-style-type: none"> • When your doctor's office is closed • For more serious or complex illness or injury |
| Emergency Room | <ul style="list-style-type: none"> • Life-saving care only • When you need treatment right away • Serious accidents or illnesses |

Find a provider or clinic using our Find a Doctor/Provider tool at **CareSource.com**. If you don't know what to do, we can help. Call CareSource24®, our 24-hour nurse advice line. The number is on your member ID card. You can also use the CareSource mobile app.

TRY TELEMEDICINE!

*Is your doctor's office closed, or you can't get an appointment soon enough?
Try MYidealDOCTOR.*

Talk to a doctor 24/7, usually in 15 to 30 minutes of your initial call. It is fast and easy, and the doctors are board-certified. Pick up prescriptions at your local pharmacy when needed. Best of all, it is the same copay as your regular PCP visit.

Call **1-855-879-4332**, download the app, or visit MYidealDOCTOR.com anytime.

MYidealDOCTOR should not be used for: trauma, chest pain, shortness of breath, and the prescribing of DEA (Drug Enforcement Agency) controlled substances.

WHAT IS A PRIOR AUTHORIZATION?

A prior authorization is an OK your provider should get from CareSource for some services and medicines BEFORE you get them. Not all services require a prior authorization, but some do, such as hospital inpatient stays and certain diagnostic tests. Many outpatient services will require a prior authorization after a set number of visits. You can see the prior authorization list online on your My CareSource® account or use the link under **Benefits and Services at CareSource.com**.

KNOW YOUR BLOOD PRESSURE NUMBERS

Managing your blood pressure is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit. Know your numbers and what they mean. Talk to your health care provider about your goals. He or she may have target blood pressure numbers for you to maintain.

There are usually no signs or symptoms for high blood pressure. If it is not treated, it can cause strokes, heart attacks or even death. Changing your lifestyle can help control it. Your health care provider may ask that you:

- Eat a healthy diet with less salt
- Exercise regularly
- Quit smoking
- Maintain a healthy weight

You may also need to take medicine to lower your blood pressure. Always take it as directed. If you skip doses because you can't afford the medicine, have side effects or forget to take it, talk to your doctor about solutions. Don't change your treatment without your health care provider's guidance.

| BLOOD PRESSURE LEVEL | SYSTOLIC (mm Hg) (upper number) | | DIASTOLIC (mm Hg) (lower number) |
|---|------------------------------------|---------------|-------------------------------------|
| NORMAL | LESS THAN 120 | and | LESS THAN 80 |
| ELEVATED | 120 – 129 | and | LESS THAN 80 |
| HIGH – STAGE 1 | 130 – 139 | or | 80 – 89 |
| HIGH – STAGE 2 | 140 OR HIGHER | or | 90 OR HIGHER |
| CRISIS – SEE A DOCTOR RIGHT AWAY | 180 OR HIGHER | and/or | 120 OR HIGHER |

**Source: www.heart.org*

A PRIMARY CARE PROVIDER (PCP) IS IMPORTANT!

Having and using a PCP regularly is important.

Regular visits allow your provider to get to know you and schedule important preventive screening tests. Your PCP will be able to help you schedule visits with specialists when needed, and can provide a referral or request a prior authorization from us when necessary.



“Sandwiched” Caregiving

Taking care of several loved ones at once can be a time of joy – but you must take care of you, too! Many people are helping their aging parents while raising children. “Sandwiched” between parent and child and multiple other responsibilities like work, house and finances, can be stressful. Taking care of yourself must be a priority so that you can continue to care for those you love. Keep these tips in mind for balance:

1. Ask for help and accept offers of help from others. Have specific things in mind of how others can help you.
2. Set priorities and be as organized as you can. Stay open to re-prioritize as circumstances change.
3. Eat well, drink water and get enough sleep.
4. Take time for yourself. Keep up with your own interests.
5. Take breaks and find ways to recharge your own batteries.



HELP FOR LOW BACK PAIN

Do you have back pain? You may think you need an X-ray or an MRI, but they may not be needed at all. X-rays can be harmful if they are not necessary. Talk to your health care provider first. He or she will examine you and review your health history. Treatment may include heat, rest, physical therapy, or over-the-counter or prescription drugs. Opioids generally aren’t a good fix for back pain.

If you don’t get better or there are other problems, then your health care provider may recommend other tests. Always follow your health care provider’s treatment plan.



DRUG LIST UPDATES

Which drugs are covered under your plan?
Find out here:

CareSource.com/find-my-prescriptions

Call Member Services if you don’t have access to the internet. We can help you.

DO YOU GET ENOUGH SLEEP?

Chronic sleep loss is linked to several health problems including obesity, heart disease and depression. Both adults and children need to get enough sleep. It helps you focus and improves your mood. Here are some tips to help improve sleep for your family:

- Make sure you sleep in a room that is quiet and dark. Avoid screen time right before bed.
- Be consistent. Go to bed and get up at approximately the same time each day. A similar routine at bedtime can help with falling asleep faster and sleeping more soundly.
- Stay active. Exercise during the day can help make you more tired at night.

The amount of sleep you need changes as you age. Children need more sleep than adults. The chart below shows how much sleep is recommended by age. Learn more at www.cdc.gov/features/sleep.

| Age | Recommended hours of sleep per day |
|-------------|---|
| 4-12 months | 12-16 hours per 24 hours (including naps) |
| 1-2 years | 11-14 hours per 24 hours (including naps) |
| 3-5 years | 10-13 hours per 24 hours (including naps) |
| 6-12 years | 9-12 hours per 24 hours |
| 13-18 years | 8-10 hours per 24 hours |
| 18-60 years | 7 or more hours per night |



Blood Test for Diabetes

Hemoglobin A1C (HbA1C) is a blood test. It shows your average blood glucose levels over the past 2-3 months. It provides a useful gauge of diabetes control. If you have diabetes, get an A1C test done every 3-6 months. Your result should be less than 7 unless your health care provider sets a different goal for you.

This test can also be used to diagnose type 2 diabetes and prediabetes. Lifestyle changes can help delay or prevent type 2 diabetes. If you have risk factors for diabetes, talk to your health care provider. He or she can help you figure out if you should be tested.

EARN REWARDS FOR HEALTHY HABITS

CareSource members can earn rewards for completing healthy activities.

MyHealth Rewards – Diabetic adults 18 years and older can earn up to \$25. Redeem your rewards for gift cards to leading retailers. Go to our secure portal, **MyCareSource.com** and click on the Health tab to find MyHealth.

It all adds up. Find out how you can get started today! Log in to your My CareSource account or call Member Services.

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 ክፍያ 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 ခြွင့်ချက် ပါရှိသည့် သင်၏ အသံဖြင့် ကြိုကြိုခေါ်ဆိုပါ။ အသံဖြင့် ကြို ဝက်ခေါ်ခံယူမှုကို ဝန်ခံသည့် အချက်ရှိပါသည်။

CHINESE

如果您或者您在帮助的对 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-Servicenummer 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 મેળિનિઓ અવિકર છે. તે ખર્ચ વિન તમ રી ભ ધ મ i 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 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 griege, 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.

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>.



KEEPING KIDS HEALTHY

Make sure your kids get important screenings as a part of the well child visit. Call your child's health care provider to ask if it is time for these services:

- Well child visit
- Dental, vision and/or hearing screening
- Blood lead test if never tested
- A review of your child's shot record

Shots can protect your child from serious diseases. They can save your family time and money. They can prevent serious illnesses and prolonged time away from school and work.

The American Academy of Pediatrics recommends a schedule of shots throughout your child's life. To learn more, go to **CareSource.com** or www.healthychildren.org.

TRANSITIONING TO ADULT CARE

Does your teen see a pediatrician?

When children turn 18 years old, they may need to change to a health care provider who focuses on adult care. Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new provider for your child by age 18. If needed, Member Services can help with a smooth transition in choosing a new primary care provider for your child.



HERE'S "2" YOUR TEETH

Dental care habits come in pairs.

Brush your teeth **2** times a day.

Brush for **2** minutes each time
with fluoride toothpaste.

See a dentist **2** times a year.





MAKING YOUR PAYMENT IS EASY

Automatic payments make remembering to pay on time easy! To set up automatic bill payments, log in to your My CareSource account, and select Pay Bill from the right side menu. Then select **Manage Automatic Payments**. Click Continue to go to our secure payment site. Confirm your member information and follow the prompts to set up your monthly payment. It's easy! You can cancel automatic payments at any time.

Money Matters

Spend less than you earn. It's easier said than done, but you can take steps to gain control of your finances.

The first and most important step is to create a budget. A plan will help you stay on track. It is one of the best things you can do to help reduce money worries and stress. For more guidance, go to www.consumer.gov.

EXPRESS BANKING

We have partnered with Fifth Third Bank to offer our members Fifth Third Express Banking®. This is an account from Fifth Third Bank that offers:

- No monthly service charge
- No balance requirement
- No overdraft fees
- A debit card for purchases

Your financial health is key to your well-being. This account is a simple way to manage your money and reach your financial goals. For more details, go to www.53.com/CareSource.



Your marketplace plan documents are available online. You can access your Member Handbook at **CareSource.com/marketplace**.

Access your Evidence of Coverage (EOC), Schedule of Benefits, and other important plan information through your My CareSource® account. Log in and click **Check Plan**.

The Schedule of Benefits, showing your plan's coverage and costs, is linked under **Benefit Detail**. Your EOC is under **Coverage Detail**. You will also find information about referrals and prior authorization requirements, prescription coverage, and more.

These important documents give you information you may need about your covered services and out-of-pocket costs for care.

Get Rid of Medicine Safely

What should you do with leftover medicine? Make sure your unused prescription drugs are not used by someone else. Do not share your medicine with others.

Be smart. Get rid of drugs safely. Here are some tips:

- Use a drug take-back program in your area. Contact your local law enforcement agency. You can also call your local government trash and recycling service. They can give you more details.
- Use an authorized prescription drug collector. This could be a local hospital, pharmacy, police department or store. Visit www.dea.gov to find out more.
- Follow the disposal instructions on the drug label or information sheet. Scratch off identifying information from the label.
- If no instructions are provided, take the drug out of the original container. Add an undesirable substance, like dirt, to the drug. This will make it less usable to others. Place the mixture in a sealed container. Then throw it out.

Learn more:

www.fda.gov/forconsumers/consumerupdates/ucm101653.htm

www.dea.gov/diversion.usdoj.gov/drug_disposal/index.html



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

JUST DIAL 1-888-815-6446 (TTY: 1-800-648-6056 OR 711).



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

CareSource.com

Member Services Dept:

1-888-815-6446

(TTY: 1-800-648-6056 OR 711)

CareSource24®

24-Hour Nurse Advice Line:

1-866-206-7879

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Pinterest.com/**CareSource**

Non-Profit
US Postage
PAID
CareSource

SMART STUDY SECRETS

Start the school year off right with these studying tips:

- 1. Make a plan.** Do homework at the same time each day to establish a routine.
- 2. Stay organized.** Work in a clean, quiet area. Gather supplies before you start.
- 3. Take care of yourself.** Get enough sleep each night. Take regular study breaks. It will help you focus.

*"You never fail
until you stop trying."
— Albert Einstein*

