



SPRING 2020

# MEMBER *Source*

A Newsletter for CareSource® Members

## Don't Forget!

## MYidealDOCTOR® is ready to help any time!

Gathering indoors with large groups is a great way to socialize, but also a great way to spread germs. If you catch a bug, or have another non-emergency medical issue but can't get to your primary care provider (PCP), call MYidealDOCTOR any time day or night, 365 days a year.

You can call from work or home. Consult with a doctor in minutes. If needed, a prescription can be sent to the network pharmacy of your choice.

MYidealDOCTOR treats many conditions over the phone or computer, such as:

- coughs/colds/flu
- allergies/sinus
- minor injuries
- minor infections
- sore throat/fever
- rashes
- and more










Feel better faster, with MYidealDOCTOR!  
Use the CareSource App to connect,  
call **1-855-879-4332**, or  
visit [MYidealDOCTOR.com](http://MYidealDOCTOR.com).

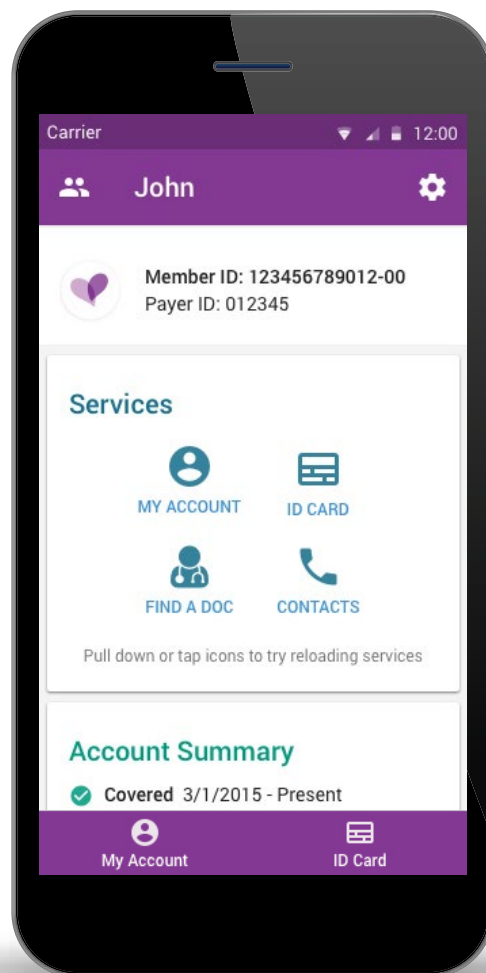
*MYidealDOCTOR should NOT be used for: trauma, chest pain, shortness of breath, bleeding, or prescribing Drug Enforcement Agency (DEA) controlled substances.*



# Your Health Plan at **Your Fingertips!**

Download the CareSource mobile app today from Apple's App Store or from Google Play. Using the mobile app makes it easy to get information about your plan.

-  Download and show your digital ID card
-  Call Member Services with a touch
-  Call the CareSource24® Nurse Advice Line with a touch
-  Access MYidealDOCTOR, your 24/7/365 telemedicine provider
-  Use our Find A Doctor tool
-  Use the Find My Prescriptions and Find a Pharmacy tools
-  Track your Deductible and Out of Pocket spending
-  Review your claims
-  Pay your premium



**Download the app and check it out now.**





# Seven Steps to Stay Healthy with a Chronic Disease

- 1 **Stop smoking:** Talk to your PCP about your options to lower your risk of serious health problems.
- 2 **Start healthy eating habits:** Eat a well-balanced diet of fruits, veggies, whole grains, lean meats, and low-fat dairy products.
- 3 **Get active:** Take a brisk walk for at least 30 minutes a day.
- 4 **Sleep:** Aim to get at least seven hours of sleep each night.
- 5 **Limit alcohol intake:** For women - one drink per day. For men – up to two drinks per day.
- 6 **Complete your preventive screenings:** Get regular preventive health screens, like having a mammogram, colorectal screening, prostate screening and cervical cancer screening.
- 7 **Get your numbers in check:** Knowing your Body Mass Index (BMI), A1C, cholesterol and blood pressure are important to your health. Discuss with your PCP to lower your risk for heart disease and stroke.



**FACT:** Members with a chronic disease have a higher risk of getting the flu. Stay up to date and get your flu shot today!



## What are Statins?

Statins (atorvastatin, lovastatin, pravastatin, and simvastatin) lower cholesterol by blocking how much cholesterol your body makes. This prevents cholesterol from building up in arteries and causing problems.

## Helpful Tips for Your Asthma Triggers

Here are a few tips to help control springtime asthma or COPD triggers, like pollen, air pollution and temperature changes:

- Know the pollen count. Check your local weather forecast or the National Allergy Bureau website to get daily pollen and mold types. Stay indoors during high counts.
- Use your preventive or controller medications as prescribed, even if you are feeling well. If you have quick-relief medicine, keep it nearby in case of a flare-up.
- Use a peak flow meter
- Make a written Asthma Action Plan.

Talk with your primary care provider (PCP) if you begin having trouble controlling your asthma or allergy symptoms. Your PCP can help you recognize what makes your asthma worse, and help find solutions to reduce and avoid asthma triggers.



# Use myStrength to **FINALLY KICK SMOKING!**

Cigarette smoking is the leading cause of avoidable deaths in the U.S. Vaping and e-cigarette use has quickly increased among youth. Nearly seven out of ten smokers want to break the habit but do not know how to start. CareSource and myStrength can help you become smoke-free.

Log onto your My CareSource account and click on the link for myStrength. You will have access to proven methods to help overcome your addiction with cigarettes and e-cigarettes. Think about how freeing it would be to finally become a non-smoker!

## Ready to start using myStrength?

1. Visit [bh.mystrength.com/CareSource](https://bh.mystrength.com/CareSource) and click **Sign-Up**.
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile! Download the myStrength app for iOS and Android phones at [mystrength.com/mobile](https://mystrength.com/mobile) and SIGN IN using your login email and password.



## Pharmacy Updates

CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under Member Tools & Resources. The most current updates can be found there also. If you do not have access to the internet, you can call Member Services at **1-888-815-6446**. A CareSource representative will help you find out if a medication is covered and how much it will cost.



## Drug Take Back Day

Prescription drugs can help you with an illness or can stabilize a health emergency. But drugs that have expired, are misused or get into the wrong hands can lead to harm or death.

Don't keep unused medications in your home. National Drug Take Back Day is **April 25**. To find drug collection sites, visit [takebackday.dea.gov](https://takebackday.dea.gov). These locations can dispose of your medications safely.





## Start Today on a Path to a **Healthier Life**

It's easy! Complete your Health Needs Assessment (HNA) to find ways to lead a healthier and safer lifestyle. You will get a picture of your health and well-being and identify areas you can improve.

You can complete the HNA online. Create or log into your account at **MyCareSource.com**. Click the **Health** tab and take the HNA in the "Assessment" section.



## Flu Shot Facts

**Did You Know:** The sooner you get a flu shot the sooner you are protected? It can take two weeks for full effect. Ask your doctor or pharmacist when flu shots will be available.



## Lead Poisoning: Know the Facts!

Lead is most harmful to children under six. Their growing bodies absorb lead easily. There is no safe lead level in a child's blood. Long-term health problems and even death can result from lead poisoning. A blood test can tell if your child has been exposed. This can be done at age one and again at age two. Talk to your child's primary care provider (PCP) about the test.

Lead poisoning can also be risky to a baby during pregnancy. If mom has been exposed to lead, she is at a bigger risk for miscarriage, stillbirth, early delivery and low birth weight. If you are pregnant and have questions about lead, talk to your care provider.

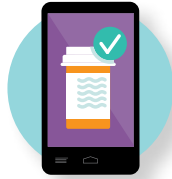
*Source: Ohio Department of Health*



## Your Next Dose

Long-term medications, like those for high blood pressure or diabetes, keep you healthy. CareSource wants to make refilling them easier.

### Helpful ways to remember to refill your drugs:



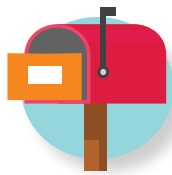
Refill reminders from your pharmacy. Some pharmacies will **call or text you**.



Set up **automatic refills** for your drugs. Ask your pharmacy to set this up.



Have your pharmacy **synchronize your long-term medications**. You won't have to visit them as often.



Sign up for **mail order** or **90-day supplies**. Check your Member Handbook to see if you are eligible.

Don't forget to talk to your doctor and pharmacist often. They can answer your questions, explain what to do if you miss a dose, and how to manage side effects.



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

Our staff of knowledgeable, caring Registered Nurses are here 24/7 to talk to you and offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or the emergency room (ER) is necessary.

Call **1-866-206-7879** to learn more.



## No 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). Our hours are 7 a.m. – 7 p.m. Monday through Friday.

# Are You at Risk for **Prediabetes?**



**One** out of every **three** adults in the United States has prediabetes.



Prediabetes means your blood glucose (sugar) levels are higher than normal but not high enough to be diagnosed as diabetes. People with prediabetes have up to a 50 percent chance of having diabetes in the next 5-10 years.



Ask your health care provider if you should be tested for prediabetes. One test for prediabetes is the Hemoglobin A1C test. It shows your average blood sugar level for the past 2-3 months. If the results are normal, you should be retested at least every three years.



## **Four Ways** to Report Fraud Waste & Abuse

To anonymously report any Fraud, Waste and Abuse cases:

- ① Call **1-888-815-6446** (TTY: 1-800-648-6056 or 711) and follow the steps to report fraud.
- ② Write to us. You can fill out the Fraud, Waste and Abuse Reporting Form found at [www.CareSource.com/members/tools-resources/fraud-waste-abuse/](http://www.CareSource.com/members/tools-resources/fraud-waste-abuse/). You can also send a letter to us at:

CareSource  
Attn: Special Investigations Unit  
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)

Go to **CareSource.com** to learn about what types of activities are considered Fraud, Waste and Abuse.





## A1C Test Results

A1C Level	Diagnosis
Below 5.7 percent	Normal
5.7 to 6.4 percent	Prediabetes
6.5 percent or above	Diabetes



Lifestyle changes can help you be your healthiest best. Consider eating healthier foods and being active for 30 minutes or more on most days.

Source: National Institute of Diabetes and Digestive and Kidney Diseases



## Healthy Habits to Add to Your Daily Routine

Getting more activity in your life can seem hard. Here are some easy ways to add more physical activity to your daily life:

### Find 10 minutes.

10 minutes here and there goes a long way. Try parking in the farthest spot from where you are going. Try taking the elevator only after you have taken the stairs as far as you can go. Think of ways to get in more activity as you go about your daily life.



### Make it a family affair.

Get your family moving with you! Run around the yard, dance around the house, vacuum or dust to music – just get moving!



Most importantly, think progress, not perfection. Changing your lifestyle is not all-or-nothing. It is about making healthier decisions each day, and starting again when you get off track.

Source: [health.gov](http://health.gov)



## It's a new year!

Have you scheduled your **FREE** Annual Wellness Visit?

Don't forget to see your primary care provider (PCP) at least once every 12 months. During this visit, your PCP will review your personal and family health history, your current medications, health concerns or changes since last visit and health screenings you should complete.

Not sure if you have a provider? Call Member Services at **1-888-815-6446** (TTY: 1-800-648-6056 or 711).

## What is **Health Care Quality**?

Quality is a word you often hear when people talk about health care. But, what does 'quality' health care really mean? Quality is how good something is considered. High quality in health care means CareSource always wants to be sure that you:



**1** Get the right care



**2** At the right time



**3** From the right medical expert.

CareSource employs people to ensure that your doctors, nurses and hospitals give you the best quality care available!

# Three ways To pay your monthly premium payments



## Online

You can set up automatic monthly payments or make a one-time payment online through your **My CareSource®** account. Log in at **MyCareSource.com**.

Choose the **Pay Bill** option. Select **Make a Payment** for a one-time payment, or **Manage Automatic Payments** to set up your monthly recurring payment.



## By Phone

Call Member Services at **1-888-815-6446** (TTY: 1-800-648-6056 or 711) and select the **Make a Payment** option, or let the CareSource representative know that you would like to make a payment.



## By mail

Detach the bottom portion of your invoice and write in the amount of your check or money order. Include the slip on the bottom of your invoice with your check or money order. Write your CareSource member ID number on the memo line of your check or money order. Be sure our address shows through the window

\*Online & Phone payments can be made by credit card, debit card or bank account

## How to Avoid the ER

While the Emergency Room is a must for serious emergencies such as heart attacks, stroke, trouble breathing, and more, it's important to be aware and take advantage of the other options available to you to ensure you receive the right care at the right cost for your conditions.



Option:	Availability:	Best for:	Your Cost:
CareSource24®	24 hours a day, 365 days a year	Next step advice	Free
MYidealDOCTOR®	24/7/365	Rashes, allergies, coughs	\$
Primary Care Provider (PCP)	Business hours	Routine care, illnesses, advice	\$
Convenience Care Clinic	Store hours	Sinus, colds, shots	\$
Urgent Care	Some open 24/7/365	Illnesses, breaks, wounds	\$\$
Emergency Rooms	24/7/365	Heart attack, stroke, trouble breathing	\$\$\$\$

# Start Earning Rewards Today!



CareSource rewards you and your family for taking an active role in becoming healthy. Adults can earn rewards with the MyHealth Rewards program. As a CareSource member you are already enrolled, and could be earning rewards right now! To see where you could be earning rewards:

- ① Go to **MyCareSource.com** and click **Login** or **Sign Up** (have your CareSource member ID card handy to sign up).
- ② Click the **Health** link at the top of the home page.
- ③ Scroll to “MyHealth – Wellness Program” and click the **Start** link.
- ④ Click the **Rewards** link at the top of the MyHealth page to see a list of reward activities.

For more info about CareSource Rewards programs, call Member Services.

## Health and Wellness Programs

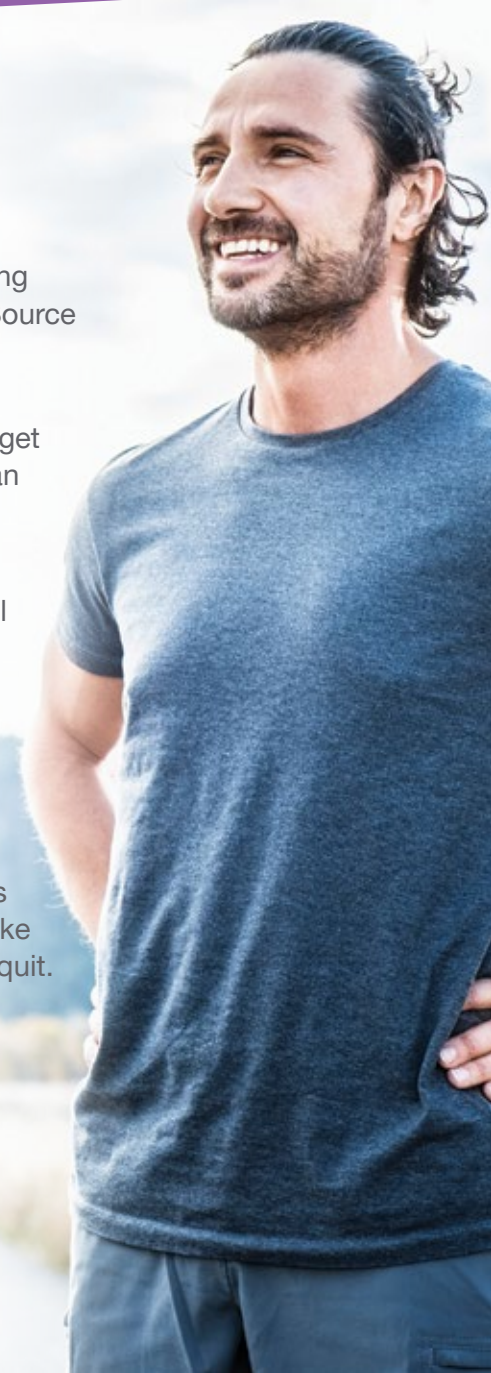
Thank you for being a member of our health plan. Our mission is to make a lasting difference in our members’ lives by improving your health and well-being. CareSource has programs that can help you reach your best health.

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

Programs include:

- **One to One Care Plans:** Helps members with chronic illness and functional impairments, multiple co-morbidities or at-risk pregnancies. It may include face-to-face visits, phone calls, emails or text messages, mailings, and working with a health partner.
- **MyHealth Journeys®:** Encourages members to use CareSource online tools that boost lifestyle habits. This includes things such as eating healthy, being active, and actively managing chronic conditions.
- **Tobacco Free:** Uses coaching by phone to support non-pregnant members to opt-in to a tobacco cessation program. The program focuses on topics like nicotine addiction, benefits of quitting, and medications that help a person quit.
- **Health Coaching:** Offers disease specific education for members with diabetes, asthma, and hypertension.
- **myStrength Tool:** Provides a FREE online tool to connect members with resources to improve behavioral health and overall well-being.

To learn more or sign up for a program, call **1-844-438-9498**.





## Thank You for Being a CareSource Member

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 make sure 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 may get help.
- Information about 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.
- 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.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.
- How you can get information about our health partners, including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can 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 you may obtain care and coverage when you are out of CareSource's service area.
- How you can tell us 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 provider directory 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 Risk Assessment (HRA) 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 can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-888-815-6446** (TTY: 1-800-648-6056 or 711).

Thank you,





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](mailto: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](http://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**

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

**Join Us**

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

## National Day Calendar

### March

Colorectal Cancer Awareness Month

National Nutrition Month

March 6, 2020

March 8, 2020

March 30, 2020

National Dentist Day

International Women's Day

World Bipolar Day

### April

Autism Awareness Month

Sexual Assault Awareness  
Month (SAAM)

April 7, 2020

April 9, 2020

April 14, 2020

World Health Day

National Alcohol  
Screening Day

International Moment  
of Laughter Day