

FALL 2018

MEMBERSource

A Newsletter for CareSource Members

IN THIS ISSUE:

- 2 Addiction: Take the First Step
- 3 Where To Go For Care
- 4 Earn Rewards With Babies First
- 11 Keeping Kids Healthy



OPEN ENROLLMENT: WATCH FOR IT!!

Open enrollment is a time period when you can sign up or change your health plan. You will get a notice from the Indiana Family and Social Services (FSSA) about your choices and what you need to do.

- Hoosier Healthwise (HHW) open enrollment starts in November.
- Healthy Indiana Plan (HIP) enrollment happens at your enrollment anniversary date.

For each plan, you will be contacted by Indiana's FSSA when it is time for you to renew your enrollment. **It is important for you to respond to these communications when they ask you to take action. If you do not respond, you may have a break in coverage or lose your coverage.** Should you have a change of address or telephone number, it is important for you to update your local Division of Family Resources with the correct information. You can do this in person or by calling **1-800-403-0864**. By updating DFR, this will help you to receive notices in a timely manner.

DRUG LIST UPDATES

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

CareSource.com/find-my-prescriptions

You'll find the most current changes and updates, too. Just call Member Services if you don't have access to the internet. We can help you.


CareSource[®]

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 at **1-844-607-2828** (TTY: 1-800-743-3333). We can help you find a provider and schedule an appointment. You can also reach our Care Advocates through the addiction treatment phone number at 1-833-674-6437.

Talk with your doctor. You can use our Find a Doctor tool on CareSource.com to locate doctors who treat addiction in your area. Your Care Manager can also help you.

After your plan for recovery is in place, you can earn rewards for taking action. To learn more, visit your plan web page at <https://www.caresource.com/members/indiana/hip-hhw/health/behavioral-health>

TRANSPORTATION BENEFIT UPDATE

All HIP* and HHW Package A and C** Plans include transportation (rides) benefits. Rides to the locations listed below are covered under the non-emergency transportation (NEMT) benefit:

- Any covered doctor visit or health care appointment
- The local Women, Infants and Children (WIC) office
- Service redetermination appointments with the state
- CareSource sponsored events

Please call 1-844-607-2829 to arrange a ride at least two business days before your appointment. You can also call us if you have a ride concern or issue. Remember, if you have an emergency, please call 911 or go directly to the nearest ER.

*HIP Basic members that do not receive dental, vision or chiropractic coverage are not eligible for transportation to those appointments.

**HHW C members are eligible for ambulance transport between medical facilities when requested by a participating physician with a \$10 copay.



WHERE TO GO FOR CARE

Knowing where to get health care can be difficult. It depends on the type of care you need. Here are some tips.

Doctor's Office	<ul style="list-style-type: none"> • Routine and preventive care • Checkups and shots • Most illnesses and injuries
Telemedicine (MYidealdoctor)	<ul style="list-style-type: none"> • Cold/flu/cough • Congestion/sinus infection • Pink eye or rashes
Convenience Care Clinics	<ul style="list-style-type: none"> • Minor illnesses or injuries • Evening or weekend hours when your doctor's office is closed
Urgent Care	<ul style="list-style-type: none"> • When your doctor's office is closed
Emergency Room	<ul style="list-style-type: none"> • Life-saving care only • When you need treatment right away • Serious accidents or illnesses

If you don't know what to do, we can help. Just call our 24-hour nurse advice line. The number is on your member ID card. You can also use the CareSource mobile app.

HEALTH SPOTLIGHT: HEPATITIS C, HIV

Over the last several years, care for HIV and Hepatitis C have improved greatly. Those who receive treatment have mild or no symptoms at all. Many who are infected have no idea they need treatment and are experiencing severe symptoms. Without care, these viruses may get worse.

HIV stands for human immunodeficiency virus. It is the virus that can lead to acquired immunodeficiency syndrome (AIDS) if not treated.

Hepatitis C (Hep C) is also a viral infection that may harm your liver. The virus spreads through contact with an infected person's blood.

Knowledge is power. If you think you could be affected by Hep C or HIV, schedule time with your Primary Medical Provider (PMP). Knowing your status will give you the information you need to work with a health provider and live your healthiest life.

To learn more about Hep C and HIV, log into your private My CareSource® account. To learn more about symptoms, treatment and prevention visit your My CareSource account. CareSource offers this FREE benefit to members age 18 and older. Log on to **MyCareSource.com**. Click on the Health tab at the top of the page, then MyHealth. Through MyHealth, CareSource members can view their custom health journey. You can learn from the small step guides that help you learn about health and wellness topics. Don't have a My CareSource account? Click on visit My CareSource to register.

You may also be able to earn rewards by completing a Journey through MyHealth.

<https://www.hiv.gov/hiv-basics/overview/data-and-trends/statistics>

NIH U.S. National Library of Medicine

KNOW YOUR BLOOD PRESSURE NUMBERS

Managing your blood pressure (BP) is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit. When getting your BP measured, ask about your numbers and what they mean. Each person’s health is different. Work with your health care provider and discuss your ideal blood pressure.

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

Earn Rewards with Babies First

Pregnant? Just had a baby? Be sure to sign up for Babies First. You can earn up to \$200 in rewards for getting health care for you and your child.

Visit <https://secureforms.caresource.com/en/BabiesFirst/IN> to learn more and sign up.

WHEN IS IT TIME TO MOVE FROM A PEDIATRICIAN’S CARE?

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care partner 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 health partner for your child by age 18. If needed, Member Services can provide information to help with a smooth transition in choosing a new primary medical provider for your child.



The ABCs of Caregiving

Many people are helping an aging parent or experiencing the demands of single-parenting. It can be difficult, especially when you must also juggle work or school and all other daily responsibilities. Keep these tips in mind to help you stay healthy, too.

- A** **A** Accept offers of help from others. Suggest specific things people can do to help you.
- B** **T**ake **b**reaks often. Caregiving is hard work. Take time to recharge your own batteries.
- C** **C**are for your own health. Try to eat well and get enough sleep. This will help you stay healthy and strong enough to take care of your loved ones.



WE'RE HERE WHEN YOU NEED US

CareSource Mobile App

Get the CareSource app! Manage your health plan on the go!

- Access your secure My CareSource® account
- View or share your digital Member ID card
- Find a doctor, hospital, clinic, urgent care or pharmacy
- HIP members can access Power Account
- Call CareSource Member Services & JobConnect
- Call to Speak to a Doctor or Nurse
- Take your Health Needs Screening

And more!

Download the CareSource mobile app for free.

** 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.*

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

Visit **my.CareSource.com** to sign up.

Starting in fall 2018, you can earn \$20 in rewards for completing your Health Needs Screening within your first 90 days as a new member with CareSource!

You may complete the screening using your My CareSource® account, visit the health kiosks located in Walmart pharmacies or call 1-844-207-6137.

To find a health kiosk near you, visit <https://my.pursuanthealth.com/locations>.

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



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.

“You never fail until you stop trying.”
— Albert Einstein

Could You Be Pregnant?

CareSource members 18 and over can get a pregnancy test at no cost to you, from your local Kroger. Visit the pharmacy window, show your member ID card and tell the pharmacist you would like a pregnancy test. You will also get a helpful handout with next steps you can take if the test is positive or negative. You can get one test each month.

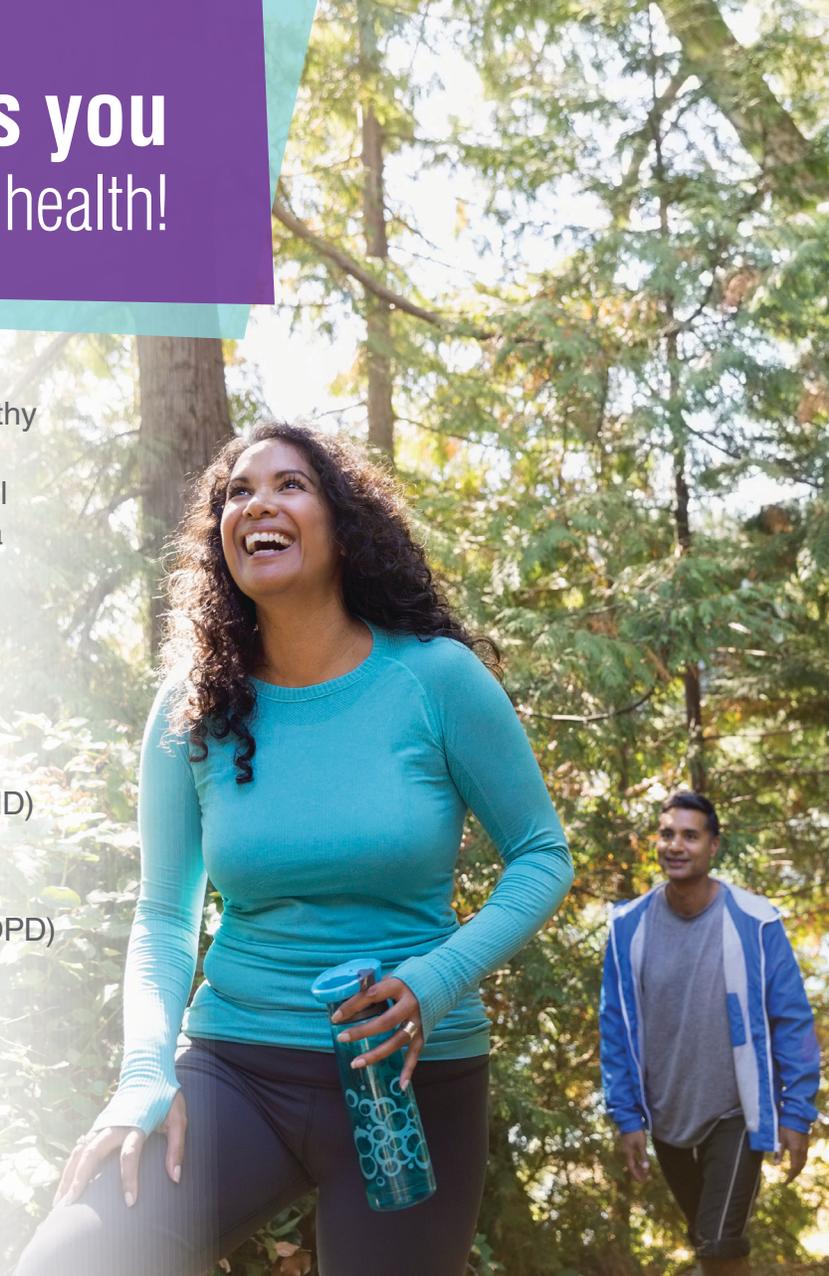
Finding out you're pregnant is an exciting time! CareSource has programs in place to help you through your pregnancy. Contact Member Services for more information.

CareSource rewards you for taking good care of your health!

We know how important it is for members to take steps to stay healthy. That's why we reward Healthy Indiana Plan (HIP) members for taking good care of themselves. HIP members with certain medical diagnoses can earn up to \$200 per condition or a total of \$300 per year in rewards!

CareSource rewards HIP members with these conditions for taking important steps to manage their health:

- Asthma
- Attention Deficit Hyperactivity Disorder (ADHD)
- Autism/PDD
- Chronic Kidney Disease (CKD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Depression
- Diabetes
- Hepatitis C
- Human Immunodeficiency Virus (HIV)
- Substance Use Disorder (SUD)



GET STARTED NOW!

1. Take the Health Needs Screening (HNS) each year to start earning rewards.

YOU CAN TAKE IT:

- Online at MyCareSource.com through MyHealth, at a health kiosk located in a Walmart pharmacy near you, calling 1-844-207-6137 or by filling out the paper copy from your new member kit.
 - By completing and returning the copy in your new member kit. To get a new copy, call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).
2. Earn rewards with online education, care management and coaching, preventive screenings, taking medicines as prescribed and more. See the rewards chart on the next page for details. There is nothing for you to submit!
 3. Track your rewards by using the free CareSource mobile app or your MyCareSource account.
 4. Use your rewards to get gift cards to places such as: iTunes, Google Play, Old Navy, TJMaxx, Marshalls, Panera Bread or Domino's Pizza.



Check the chart below to see how you can earn rewards based on your condition.

To earn rewards, HIP members must have one of the listed health conditions. Rewards are based on medical or pharmacy claims, MyHealth or other CareSource records.

ACTIVITY	FREQUENCY
Take online health classes through MyHealth	Up to three times a year
Connect with a Care4U Care Manager (Call Member Services for info about our programs)	Rewards given for participation
Take certain medicines as prescribed (for ADHD, asthma, COPD, CHF, CAD, depression, diabetes, Hepatitis C, HIV)	Up to four times each year
CKD kidney disease screening	Once a year
COPD take corticosteroids if prescribed after a hospital stay or ER visit	If needed when health changes
CAD take beta-blockers as prescribed after a heart attack or other cardiac event	Up to four times each year
Depression 7 day follow-up appointment after hospital discharge	If needed when health changes
Diabetes HbA1c testing	Up to three times a year
Diabetes retinal eye exam	Once a year
Diabetes urine protein test	Once a year
HIV viral load test	Once a year

Questions? Call Member Services at **1-844-607-2829** (TTY: 1-800-743-3333 or 711).

This content is for informational purposes only, does not constitute medical advice, and is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of a physician or other qualified health provider with any questions you may have.

Este contenido es únicamente para fines informativos, no constituye recomendación médica alguna y tampoco pretende ser un sustituto para la recomendación médica profesional, diagnóstico o tratamiento. Siempre consulte a un médico u otro proveedor de salud calificado cualquier duda que pueda tener.



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 a well-child checkup. At these visits, your child's health care provider will:

- Track growth and development
- Talk about any concerns you may have
- Provide immunizations that can prevent illness

Immunizations can protect your child from serious diseases. They can save your family time and money. They can prevent long-term disabilities and prolonged time away from school and work.

The American Academy of Pediatrics recommends a schedule of vaccines throughout your child's life. To learn more, go to [CareSource.com](https://www.caresource.com) or www.healthychildren.org.



CONVENIENCE CARE CLINICS

If you are not able to see your PMP, we want to make it easy for you and your family to get medical help when you need it most. CareSource members can go to select clinics inside of CVS (MinuteClinic®) and Kroger (The Little Clinic) and Walgreens to see board-certified family nurse practitioners for basic care. At the clinic, you can*

- Get vaccines
- Get health screenings and physicals
- Get care for aches and pains, illnesses and minor injuries

Most clinics are open into the evening, 7 days a week. Appointments are usually available the same-day, and walk-ins are welcome. Retail Convenience Care Clinics are part of the CareSource commitment to providing convenient health care access. You can find these network providers through Find a Doctor/Provider, our online search tool.

**child immunizations are not covered by convenience care clinics. Please see your PMP or other approved provider.*

MAKING YOUR PAYMENT IS EASY

Automatic payments make remembering to pay on time easy!

1. First, log in to your My CareSource account and select Pay Bill from the right side menu.
2. Choose Manage Automatic Payments and click continue. You are now on the secure payment site.
3. Next, confirm your member information and follow the prompts to set up your monthly payment.

You can cancel automatic payments at any time.

MANAGING DIABETES – KNOW YOUR A1C

Hemoglobin A1C (HbA1C) is a blood test that measures your average blood glucose levels over the past 2-3 months. This test is performed at your health care provider's office and does not require you to fast. A1C tests are completed at least twice a year for individuals whose blood sugar is controlled and every 3 to 4 months if you are having trouble getting to your goal. A common target goal for A1C is about 7%. Your A1C goal may vary based on your age, how long you have had diabetes, and whether you have had heart problems. Discuss your A1C goals with your health care provider.

Make sure you are following your diabetes management plan to help control your blood sugar and keep your A1C controlled. This includes:

- Watching what you eat and drink
- Staying physically active
- Losing excess weight
- Taking your blood sugar medicines as directed by your health care provider



EXPRESS BANKING

We have partnered with Fifth Third Bank to offer our members Fifth Third Express Banking®. This is a bank account from Fifth Third 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.

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, acupuncture or over-the-counter or prescription drugs. Opioids generally aren't a good fix for back pain. Visit www.takechargeohio.org for more information.

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.

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.deadiversion.usdoj.gov/drug_disposal/index.html

JOBCONNECT MEMBER MOMENTS

Becky* had her big break at last. She had a shot at a real career, but could not find a ride to work. Until Becky was connected to the Life Services program, she had a hard time finding help. Soon Becky was meeting with Life Coach Jessica Rockhill. Coach Jessica arranged transportation and Becky was hired for a full time job with a future. Becky uses a bus pass provided by CareSource. The next milestone in Becky's Life Services plan is to get her driver's license.

As a CareSource member, Life Services and JobConnect are part of your plan. If you are the parent of a CareSource member, you have access to Life Services (even if you are not a CareSource member). To learn more, call **1-844-607-2832** or **contact us via email at LifeServicesIndiana@caresource.com**.

**Name changed to protect member privacy.*



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

JUST DIAL 1-844-607-2829 (TTY: 1-800-743-3333 OR 711).



P.O. Box 8738
Dayton, OH 45401 8738

CareSource.com

HOW TO REACH US

Member Services Dept:
1-844-607-2829

(TTY: 1 800 743 3333 OR 711)

CareSource24®

24 Hour Nurse Advice Line:

1 844 206 5947

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

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New Medicine? Ask Your Doctor

Has your doctor recommended a new medicine for your health condition? Here are some questions to ask:

- How does it work?
- When and how often should I take it?
- Should I take it with or without food?
- Will it interact with any of my other medicines?
- What are the common side effects?
- What should I do if I miss a dose?
- Are there other treatment options?

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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.