

SUMMER 2018

# MEMBERSource

A Newsletter for CareSource Members

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## HEALTH CARE AT YOUR FINGERTIPS... IN A SNAP!

You can now talk to a health care provider using your telephone or computer, 24 hours a day, 7 days a week! With MYidealDOCTOR™, members can consult with a board certified doctor about illnesses and minor injuries when you can't wait to see your primary care doctor, but don't need to go to the emergency room.

### Some of the great reasons to use MYidealDOCTOR:

1. Call from the comfort of your home, day or night
2. Call from your phone, or use your tablet or computer
3. Talk to a doctor within minutes of calling
4. Your prescription, if needed, is called in to a local pharmacy

### Some reasons you might want to talk to MYidealDOCTOR:

1. Flu or cold symptoms
2. Sinus infection / allergies
3. Bladder infection
4. Minor injuries
5. More

### *It is easy and quick!*

Call MYidealDOCTOR at 1-855-879-4332 or go to [www.MYidealDOCTOR.com](http://www.MYidealDOCTOR.com). If you are unsure if you need to see a doctor or go to the emergency room or urgent care, you can call our 24-hour nurse advice line on your ID card.

### Our members say:

*"This is by far the best benefit with my CareSource insurance."*

*"The doctor called back within 8 minutes. That was impressive."*

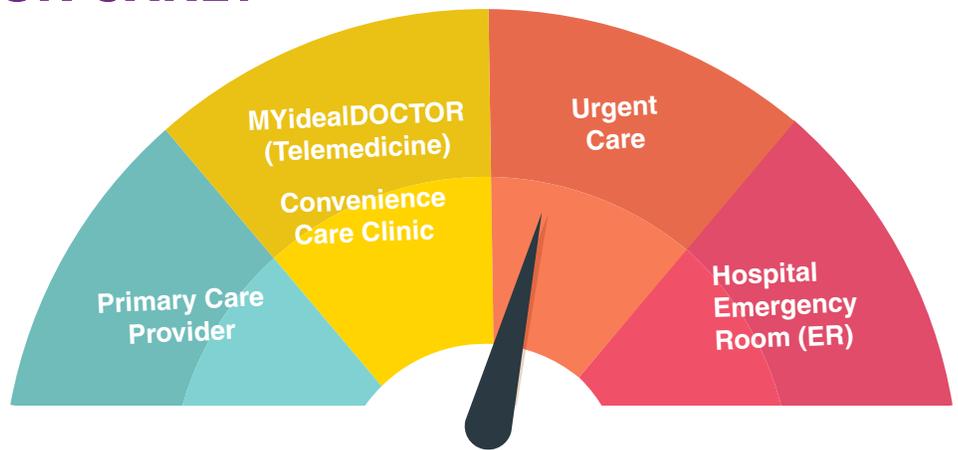
*"This is such a great service provided. It's pretty neat to be able to talk to a doctor—even when I didn't have time to go to a doctor—and I was able to get better quickly."*



CareSource®

# WHERE DO I GO FOR CARE?

Sometimes, you may be unsure of where to go or who to call for a health need. The guide below will help you to decide what type of care provider to choose for your health situation.



## Primary Care Provider (PCP)

PCPs take appointments during regular business hours. Your PCP knows you and your health and is the best place to go for routine care, common illness and advice.

## MYidealDOCTOR (Telemedicine)

A fast and easy way to get care when your doctor is out or your issue is urgent, but not an emergency. You can use MYidealDOCTOR by calling 1-855-879-4332, visiting their website at [www.myidealdoctor.com](http://www.myidealdoctor.com) or downloading the MYidealDOCTOR app to your smartphone.

## Convenience Care Clinic

Convenience care clinics, such as those found inside CVS and Kroger, are best used when you can't see your PCP and you need to be seen quickly for minor injuries, illness, or immunizations. They are usually open 7 days a week with evening and weekend hours.

## Urgent Care

Most urgent care providers are open 7 days a week with evening and weekend hours. Use when your doctor is not available and your condition or injury can't wait. Members use urgent care for x-rays, deep cuts or minor infections.

## Hospital Emergency Room (ER)

Open 24 hours a day, 365 days a year. Go to the ER when you are very sick, need immediate help or have a life threatening situation like chest pain, a head injury or trauma.

## CareSource24

If you aren't sure if you need to see a doctor, go to a clinic or go to the emergency room, you can call CareSource24® first at 1-866-206-4240. The CareSource24 nurse advice line can help you decide the best course of action for your symptoms and can even transfer you directly to MYidealDOCTOR. No need to make another call.



## REVIEW YOUR EOB STATEMENTS

Your Explanation of Benefits (EOB) statement helps you and CareSource monitor potential fraud, waste or abuse. **This statement is not a bill.** If you receive one, please help us by checking these things:

- Services, supplies or equipment that you did not receive
- Services that were billed more than once
- Dates of service that are not familiar to you

If you suspect errors or fraud, please let us know. You can:

- Call **1-800-479-9502** (TTY: 1-800-750-0750 or 711). Choose the menu option to report fraud.
- Write us a letter or fill out our confidential reporting form, which can be found at **CareSource.com**.

Mail it to:

CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

You do not have to give us your name when you write or call. If you don't mind giving your name, you can:

- Send an email to [fraud@caresource.com](mailto:fraud@caresource.com)
- Send a fax to 1-800-418-0248

If you do not give your name, we will not be able to call you back for more information, so give as many details as possible. Your report will be kept confidential to the extent allowed by law.

### BE PREPARED

Top three things to take to your next doctor's visit

1. Your member ID card
2. A list of questions to ask your doctor
3. A list of all the medications you are taking

## Drug List Updates

Find out if your drugs are covered under **your plan**.  
**Just go to this link:**

**[CareSource.com/find-my-prescriptions](https://www.caresource.com/find-my-prescriptions)**

A complete list of covered medications, quarterly changes and updates can be found at **CareSource.com**, on your plan's Pharmacy page. Please call Member Services if you don't have access to the internet. We can help you.

# KEEP YOUR CHILD HEALTHY: EPSDT HELPS

Help your child stay healthy all year with a health checkup. This visit allows your child's health care provider to find and treat any problem early. EPSDT visits cover your child's preventive health care at recommended ages; these visits include school health requirements.

## Exams include:

- Health & developmental history of your child/ youth and the family
- Physical exam (includes height and weight check, blood pressure and more...)
- Health education about safety and health risk factors based on your child's age & history
- Shots (age recommended Immunizations)
- Screenings (vision, dental, hearing, mental health, substance use, growth & development, nutrition, lead & other labs and more...)
- Referrals to dentists and other specialists
- Lead screening – A simple blood test completed by your health care provider to find out if your child has been exposed to lead and needs more care.



## Don't Forget Dental Care

Find an in-network pediatric dentist. Dental services can be started as early as 6 months of age if a need is identified.

Dental services include:

- Two annual dental visits
- Two (2) dental cleanings a year
- Fluoride varnish treatments
- Dental sealants for children/ youth at risk of tooth decay
- Other medically necessary dental services

## WHAT IS DURABLE MEDICAL EQUIPMENT?

Durable Medical Equipment, or DME, refers to equipment or supplies that are ordered for you by a doctor, are used repeatedly for a medical purpose, and are appropriate for home use. Prior authorization is usually required and of course, medical necessity is important.

Examples of DME include blood sugar test strips, oxygen tanks, crutches, wheelchairs and hospital beds, among many others. For more details, see your member handbook or the prior authorization list on [MyCareSource.com](https://www.mycare.com). You can also call Member Services with questions.

## Pregnant? Don't Smoke

Smoking is unhealthy for both you and the baby. It can cause your baby to be born too early or too small. It also increases the risk of certain birth defects and even death.

If you smoke, talk to your doctor about the best stop-smoking strategy for you. You can also call Member Services. We can tell you about stop-smoking options and other prenatal benefits we offer. It's never too late to quit. It's the best thing you can do for you and your baby.



## MEN'S HEALTH AND WELLNESS

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Here are some tips for staying healthy.

- **Eat healthy foods** including fruits and vegetables.
- **Stay fit** with regular exercise.
- **Don't smoke.** If you do smoke, talk to your health care provider about how to quit.
- **Reduce stress** by learning to recognize and manage it.
- **Get an annual health checkup** and know your family health history.
- **Know the major signs of a heart attack:**
  - Pain or discomfort in the jaw, neck, back, arms or shoulder
  - Feeling weak or light-headed
  - Chest pain or discomfort
  - Shortness of breath
- **Talk to your health care provider about prostate cancer screening.**

## KEEP YOUR BLOOD PRESSURE IN CHECK

Are you at risk for high blood pressure? Blood pressure tends to rise with age. You may also be at risk if you:

- Are overweight
- Have certain medical conditions like diabetes
- Take certain medicines

**These tips can help you learn more and keep it under control:**

- Get your blood pressure checked at every doctor's visit.
- Ask your health care provider what a healthy blood pressure is for you.
- Do you take blood pressure medicine? If so, always take it as prescribed.

## CAN'T GET AN APPOINTMENT WITH YOUR DOCTOR?

You can visit a convenience clinic at a nearby drug or grocery store. Walk-ins are welcome, and many are open evenings and weekends. Clinics can provide:

- Diagnosis of common illnesses or injuries
- Vaccinations
- School physicals
- And more

To find a clinic near you:

1. Go to **CareSource.com**.
2. Click on **Find A Doctor/Provider**.
3. Search for "clinics."

You can also call Member Services for help. The phone number is on your ID card.

# IS ANXIETY GETTING IN THE WAY OF YOUR LIFE?

Anxiety is very common. It doesn't always appear as worry. Sometimes it takes on the form of:

- Muscle tightness
- Lightheadedness
- Poor sleep
- Rapid heartbeat
- Irritability
- Shaking
- Fatigue

You can find tools and techniques to help ease stress at myStrength, an online wellness tool available at no cost to you. Access it at <https://www.mystrength.com/r/caresource>. Find the app at [www.mystrength.com/mobile](http://www.mystrength.com/mobile).

# SET IT AND FORGET IT!

## ***Automatic Bill Pay Makes Remembering to Pay Your Premium Easy!***

To set up automatic recurring 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.

# HAVE AN ASTHMA ACTION PLAN

**20 MILLION** People in the U.S. have asthma

Asthma is a disease that affects your lungs. During an asthma attack, your airways shrink and less air gets in and out of your lungs. Mucous clogs up your airways even more. This makes it hard to breathe.

Asthma can be controlled by taking medicine and avoiding triggers that cause an attack. Common triggers include tobacco smoke, dust mites, mold, air pollution and pets. You must remove the triggers that can make your asthma worse.

If you have asthma, you should have an asthma action plan. An asthma action plan is a written plan you develop with your health care provider. It helps you manage your asthma. It includes:

- **Your daily treatment plan** includes what medicine(s) to take and when to take them.
- **How to manage your asthma long term**
- **How to handle worsening asthma or attacks**
- **What to do in an emergency**





## EYE CARE FOR DIABETICS

If you have diabetes, it can affect the blood vessels in your eyes. When eye problems are caught early, there are very good treatments. Even if you see fine, you need regular dilated eye exams to protect your sight.

Ask your health care provider to help you find an eye doctor who cares for people with diabetes. You should have your eyes dilated and examined once a year.

### We're Here to Help

CareSource has disease management programs. They can help you or your child with diabetes, asthma or high blood pressure.

We may send you information in the mail to help you better manage your condition. We encourage you to talk with your health care provider. If you have questions, please call us at **1-844-438-9498**.



## MANAGE YOUR HEALTH PLAN ON THE GO WITH THE CARESOURCE APP!

- Access your secure My CareSource® account
- View or share your digital member ID card
- Find a doctor, hospital, clinic, urgent care or pharmacy
- Make a payment
- Call to speak to a doctor or nurse
- Call CareSource Member Services
- 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.*



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

**JUST DIAL 1-800-479-9502 (TTY: 1-800-750-0750 OR 711).**



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

CareSource.com

**Member Services Dept:**  
**1-800-479-9502**  
(TTY: 1-800-750-0750 or 711)

**CareSource24®**  
24-Hour Nurse Advice Line:  
**1-866-206-4240**

## 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)

Non-Profit  
US Postage  
PAID  
CareSource

# PREVENT INFECTIONS AND ILLNESS

Antibiotics are used to treat or prevent some types of infections caused by bacteria. Antibiotics don't work on viral infections, such as the common cold or flu.

## Handwashing Helps with Prevention!

Washing your hands is one of the most important ways to avoid getting sick and reduce the spread of germs. Follow these five easy steps recommended by the Centers for Disease Control and Prevention:

- 1. Wet:** clean with running water, turn off the tap and apply soap.
- 2. Lather:** including the backs of your hands, between your fingers, and under your nails.
- 3. Scrub:** for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- 4. Rinse:** well under clean running water.
- 5. Dry:** using a clean towel or air dry them.



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>.

