

SUMMER 2017

# MEMBERSource

A Newsletter for CareSource Ohio Members

IN THIS ISSUE:

- 3 Pregnant or New Baby?
- 4 Unwanted Medications
- 5 Renew Your Medicaid Coverage!
- 7 Mens Health
- 8 Teen Corner



## INTRODUCING THE CARESOURCE APP

Easy access to your health plan. That's what the CareSource mobile app gives you. You will have important plan information close at hand and "on the go." The new CareSource mobile app is available at no cost to you. Download it now and use it to manage your CareSource health plan on the go.

Our convenient and easy-to-use mobile app lets you:

- View your member ID card
- Access your secure My CareSource® account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

To take advantage of all the app features, be sure you have a My CareSource account. You can set up your My CareSource account directly through the app or at [MyCareSource.com](http://MyCareSource.com).



The CareSource mobile app is available for both iPhone and Android systems.

**Get it through the Apple App Store or Google Play today!**



## REVIEWING YOUR EXPLANATION OF BENEFITS STATEMENT

One of the ways CareSource monitors fraud, waste and abuse is by sending an Explanation of Benefit (EOB) to some members. We also look for any medical identity theft. Not everyone will receive an EOB. Please remember that **this statement is not a bill**. If you receive an EOB, please check for these three things:

1. **Are there any services, supplies or equipment listed that you did not receive?**
2. **Are there services that were billed more than once?**
3. **Are any of the dates of service unfamiliar to you?**

By checking these things, you will help us make sure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know immediately by contacting our Special Investigations Unit. You can:

- Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711); choose the option for reporting fraud
- Write us a letter or complete our Confidential Fraud, Waste and Abuse Reporting Form found on **CareSource.com** and send it to:  
**CareSource**  
**Attn: Special Investigations Unit**  
**P.O. Box 1940**  
**Dayton, OH 45401-1940**
- Email **fraud@caresource.com**
- Fax **1-800-418-0248**

You do not have to give us your name.

If you choose to be anonymous, we will not be able to call you back for more information. Please give as many details as possible. **Your report will be kept confidential to the extent permitted by law.**

## EXPRESS BANKING

We have partnered with Fifth Third Bank to offer our members 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**.



## Congratulations On Your New Baby

Your newborn should see the doctor seven times before age 15 months. These well-child checkups help ensure your baby gets off to a good start. They make sure that babies grow and develop as they should. They also catch any potential problems early. These exams may include immunizations, discussing your baby's feeding habits, sleep/wake schedule, illness prevention and more.

Ask your baby's doctor when your baby should have these checkups. You can also find the schedule in your Member Handbook. They start right away. The first visit should be 3-5 days after bringing your baby home. The second one should be within one month of birth.

## QUIT FOR TWO

Have you tried to quit smoking on your own with no success? You're in luck. We want to help you find a path to success. It is one of the best things you can do for your baby. Smoking during pregnancy is harmful for your baby's health. It can cause your baby to be born too early or too small. It also increases the risk of SUIDS (Sudden Unexplainable Infant Death Syndrome). No matter how far along you are in your pregnancy, you and your baby will be healthier if you quit now.

Ask your doctor about stop-smoking resources available at no cost to you. You can also call Member Services at 1-800-488-0134. Ask to hear more about stop-smoking options and other prenatal benefits we offer.

## EARN MONEY ON A REWARDS CARD: SIGN UP FOR BABIES FIRST

You can earn money for taking care of yourself and your baby. It's easy. Sign up for a CareSource Babies First rewards card.

Are you newly pregnant or nearing your due date? Have you recently given birth? Then it's not too late to sign up.

You can get **up to \$150** on your card if you get these services:

- Your 1st, 5th and 12th OB/GYN visit while pregnant
- Your postpartum OB/GYN visit 3-8 weeks after your baby's birth (or sooner if your doctor recommends it)
- Up to seven well-baby visits with your baby's PCP (through 18 months of age)

Sign up in two ways:

- Call Member Services at **1-800-488-0134** or
- Fill out the 3-line form at **CareSource.com/ohbabiesfirst**.

Use your card at stores like Walmart, Rite Aid and others. You can buy baby-care items, baby toys and clothes, or lotions, hair care and weight-loss foods for yourself. The list is extensive and includes typical drug store items.

# GET RID OF YOUR UNWANTED MEDICATIONS

Do you have expired drugs in your home? Do you have medications that you are not taking anymore? Leftover medications can pose a health risk for others. Toddlers, teens and pets are the most at risk.

Take these steps to get rid of unwanted medications the safe way:

- Go to the nearest “take back” location to dispose of old drugs. Not all expired drugs should be thrown out or flushed down the toilet. This can pollute our waters. The safest way to get rid of your old drugs is a community “take back” program. To find a location near you, go to <https://www.deadiversion.usdoj.gov/pubdispsearch/>.
- For more details on how to properly dispose of medicines go to [www.FDA.gov](http://www.FDA.gov).
- Talk to your local pharmacist about “take back” efforts.

## *Antibiotics Aren't Always the Answer*

Antibiotics only treat infections caused by bacteria.

These include strep throat, whooping cough and urinary tract infections, among others.

Antibiotics do not treat viruses. For a virus, like a cold, talk to your doctor about symptom relief. You can also:

- Drink more fluids.
- Get plenty of rest.
- Use warm compresses over the nose and forehead to help relieve sinus pressure.
- Use a cool mist humidifier or saline nasal spray. This can help relieve a stuffy nose.

To learn more, go to [www.cdc.gov/getsmart](http://www.cdc.gov/getsmart).

## DRUG LIST UPDATES

CareSource has a searchable drug list on our website. It can help you find out which drugs are covered. Use the “**Find My Prescriptions**” link under “**Quick Links**” to find the medicines covered under your plan.

Quarterly changes and updates to the list are online, too. Just go to this link:

**[CareSource.com/members/ohio/ohio-medicaid/my-pharmacy/preferred-drug-list/](http://CareSource.com/members/ohio/ohio-medicaid/my-pharmacy/preferred-drug-list/)**

If you don't have access to the internet, please call Member Services. The number is on the back of your member ID card. We will help you.



## WHERE'S A NURSE WHEN YOU REALLY NEED ONE? JUST A PHONE CALL AWAY!

Dealing with an injury or illness can be stressful. Getting an answer doesn't have to be. You can call our team of professional nurses 24 hours a day, 7 days a week. Our nurses are ready to talk through your symptoms. They will help you figure out your next steps for care. A nurse will advise on how to care for an illness or injury at home or provide guidance about whether and when to see a health care provider.

Do you have a sick newborn and need advice? Or maybe you're not feeling well, but you're unsure if you should seek medical care? Stop worrying and start dialing. Call our nurse advice line. The number is on your member ID card.



## RENEW YOUR MEDICAID COVERAGE

To stay a CareSource Medicaid member, you have to renew your Medicaid benefits once a year. We usually send you a reminder. The Ohio Department of Medicaid will send you a form when it is time to renew. You can do so:

- **By mail.** Fill out the form and mail it back to your county Job and Family Services (JFS) office.
- **Online.** If you applied for Medicaid online, go to [benefits.ohio.gov](https://benefits.ohio.gov). Click on "Renew My Benefits."
- **In person.** Go to your county JFS office.



## CHECKUP CHECKLIST

Get ready for your upcoming doctor's visit. Use this checklist for your next appointment.

- Take your CareSource ID card. Show it before you get services.
- Be on time. If you have to cancel, call 24 hours in advance.
- Write down any questions you have and take them with you.
- Bring a list of your medications to show the doctor. Include over-the-counter drugs.
- Ask questions. Make sure your doctor explains anything you don't understand.
- Take paper and a pen to write down important details you need to remember.

## KNOW YOUR BMI

Your BMI is your body mass index. It is a simple measure you can use to know if you have a healthy body weight. It can also help your doctor decide if you are at risk for health problems like heart disease or stroke.

BMI is based on your weight and height. Your BMI will show if you are:

- Underweight
- Healthy weight
- Overweight
- Obese

Talk to your doctor. Ask to have your BMI checked. Then discuss the steps you can take to stay in or move to the healthy weight zone. This may include a diet and exercise plan tailored just for you to reach your goals.



# MEN'S HEALTH: HEART DISEASE RISK FACTORS

One in every four men will die from heart disease. It is the leading cause of death for men in the United States.

You can help your heart stay healthy. Know and control your risk factors. They include:

- High blood pressure
- High cholesterol
- Smoking
- Diabetes
- Overweight
- Poor diet
- Lack of exercise
- Family history

Many men have no symptoms. Reduce your risk by making healthy lifestyle choices. Early detection is key to better outcomes. Talk to your doctor about your risk factors and how you can take control of your heart health.

*Source: [www.cdc.gov/heartdisease/about.htm](http://www.cdc.gov/heartdisease/about.htm)*

## PROSTATE CANCER SCREENINGS

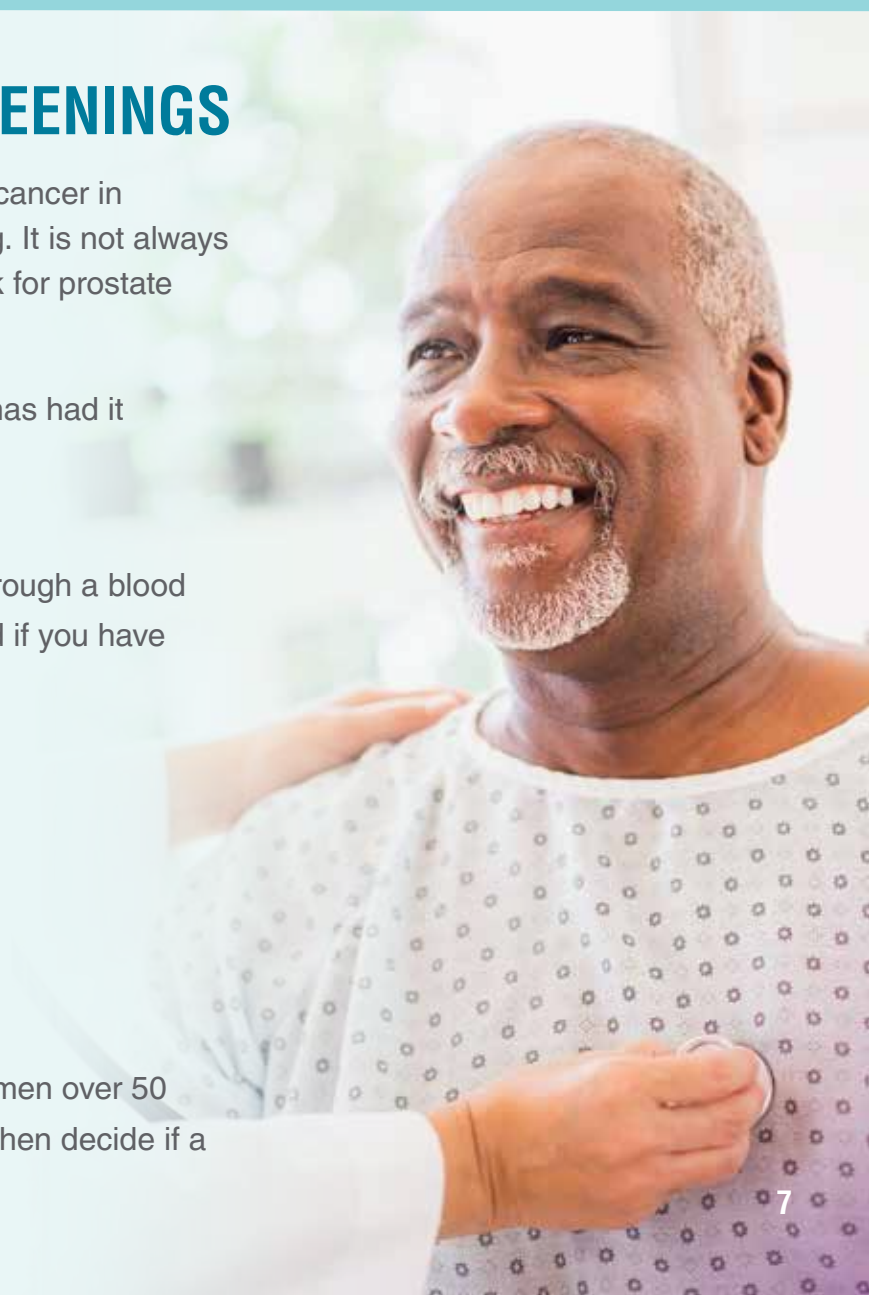
Prostate cancer is the second most common cancer in American men. It is not usually life threatening. It is not always treated when it is detected. You may be at risk for prostate cancer if:

- You have a close family member who has had it
- You are over age 50
- You are African-American

Your doctor can screen for prostate cancer through a blood test called a PSA test. It is only recommended if you have symptoms. Some symptoms are:

- Difficulty starting urination
- Weak or interrupted flow of urine
- Frequent urination, especially at night
- Difficulty emptying bladder completely
- Pain or burning during urination
- Blood in the urine or semen

These symptoms can have other causes. So men over 50 should talk to their doctor about risk factors. Then decide if a screening is right for you.



# TEEN CORNER

Every age group can have different questions about staying healthy, including teenagers. We're here to help answer your questions.

## “Do I still need to get an annual checkup?”

Yes! Your body is growing and changing. It's important to have a checkup once a year. The doctor can make sure your health is good. He or she can clear you to play sports and answer your questions about your health. These questions can be about your physical health – your body – or about things going on at home and at school.

## “If I feel OK, why do I need to go to the doctor?”

Your doctor can help keep you healthy. If there are any little problems, a doctor can help make sure they don't become big problems. While it's not always the most fun thing to do, it's more fun to go for a checkup than to wait until you are sick or have health problems.

## STEPS TO A HEALTHY SMILE

- Visit your dentist every six months.
- Brush twice a day.
- Floss once a day.
- Know the signs of cavities.  
They include:
  - Tooth pain
  - Sensitivity to hot or cold food or drinks
- Know the signs of gum disease.  
They include:
  - Swollen or red gums
  - Bleeding gums when brushing teeth
  - Bad breath
  - Loose teeth



We know it's important to get to your doctors' appointments on time. Transportation can be a factor. Earlier this year CareSource held "focus groups" with our transportation partners. We discussed ways to ensure our members arrive on time.

Here are some of the suggestions:

- Make reminder calls to members about their pickup time
- Develop a Tip Sheet for members with important points:
  - Be ready when the driver arrives.
  - Cancel two (2) hours in advance of pick-up time.
  - Non-Emergency Transportation (NET) assistance is also available. Call your County case worker for more information.

We are all in this together. CareSource, members and transportation partners must work together to ensure safe and satisfying rides.

## HELPING YOU STAY SAFE

Public health threats are hard to predict. CareSource wants to help make sure you are ready for the unexpected. You can take steps to help keep you and your family safe.

For tips to prepare, visit [CareSource.com/connect/caresource-in-the-community/are-you-ready-for-a-disaster](http://CareSource.com/connect/caresource-in-the-community/are-you-ready-for-a-disaster).

## KEEP TRACK OF YOUR HEALTH

A personal health record is a handy tool. You can use one to collect and track your health information all in one place. You can use a paper or online tool, and you can get one at no cost to you. There are many options. One online example is HealthVault.

Find out more at [www.healthvault.com](http://www.healthvault.com).



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.  
**JUST DIAL 1-800-488-0134 (TTY: 1-800-750-0750 OR 711).**



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

CareSource.com

## HOW TO REACH US

**Member Services Dept:**

**1-800-488-0134**

(TTY: 1-800-750-0750 OR 711)

**CareSource24®**

24-Hour Nurse Advice Line:

**1-866-206-0554**

## 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



## HAVE FUN AND DON'T GET HURT

Summer is here. It is a great time to become more active. Here are some tips to help you stay safe both inside and out.

### Outside

- Wear helmets and protective gear when biking or playing contact sports.
- Dress appropriately for the temperature outside.
- Avoid unfamiliar dogs or animals.
- Do not bother a dog when it is eating or sleeping.

### Inside

- Do not leave hot pans unattended on the stove.
- Always test hot food or drink temperature.
- Keep a smoke detector on every level of your home. Check batteries once a year.
- Remove clutter through the house.
- Use nightlights to help prevent falls.
- Make sure area rugs are secured to the floor so they do not slide.