

Winter 2016

MemberSource

A newsletter for CareSource members



Stay with CareSource during open enrollment

Thank you for being a CareSource member. We appreciate your trust in us to help you get the care you need.

Open enrollment is a time period when you can sign up for or change a Medicaid health plan. You will get a notice from the Ohio Department of Medicaid about your options. From November 1 to December 11, you can decide to stay with CareSource as your managed care plan. Why should you?

Being a CareSource member comes with lots of advantages. They include:

- No copays
- Large health partner network
- 24-hour nurse advice line
- Transportation to approved health care visits and Medicaid redetermination appointments
- Care management for chronic health conditions
- And more

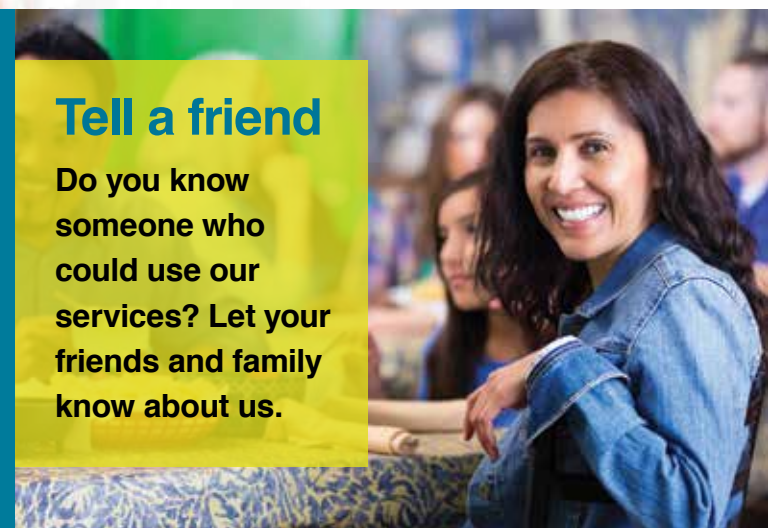
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CareSource[®]
Health Care with Heart

Tell a friend

Do you know someone who could use our services? Let your friends and family know about us.



Find what you need online

You can learn a lot about your health care coverage on our website. We have easy-to-use tools and other information that makes finding what you need quick and convenient for you. They include:

- **Member handbook** – This outlines your covered services, benefits and much more. Find it at [CareSource.com/members/ohio/ohio-medicaid](https://www.CareSource.com/members/ohio/ohio-medicaid). Click on “Plan Documents & Resources.”
- **Find a Doctor** – You can search for a health partner in our network with this tool. Recent updates make it easier than ever to use. We used member and health partner feedback to enhance our system. Searching is simpler and more intuitive. Information about health partners is more detailed and complete. You can search based on name, location, specialty and much more. Just go to <https://findadoctor.CareSource.com>.
- **Preferred drug list** – You can find our drug list online. These are drugs that we like our health partners to prescribe. We include quarterly changes and updates. There is also a convenient search tool so you can find out if the drug you are taking is covered. It is called Find My Prescriptions. Visit [CareSource.com/members/ohio/ohio-medicaid](https://www.CareSource.com/members/ohio/ohio-medicaid). Then click on “Pharmacy” to find these tools.



Breast health

October was Breast Cancer Awareness Month. Now is a great time to make sure you are up to date with your breast cancer screenings. During these tests, health partners check a woman’s breasts for cancer. These tests can help find breast cancer early when it is easier to treat.

Talk to your primary care provider (PCP) or OB/Gyn about breast cancer screening and whether you need a mammogram. You should also discuss your health history and your family health history with your doctor.



Did you know?

My CareSource™ is your personal online account that can help you get the most out of your member experience.

You can:

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

Sign up now! It’s fast, convenient and secure. Just visit <https://my.CareSource.com> to get started.

Care for mom and baby

Did you just have a baby? Congratulations!

Regular visits to the doctor don't stop after your baby is born. Be sure to keep your appointments and those for your baby. They are all important. **Keep these tips in mind:**

- **Schedule a postpartum (after birth) visit to see your doctor.** You should go between three and eight weeks after you deliver. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- **Take your baby to the doctor for well-child exams.** These exams track your child's growth, development and overall health. The doctor may also give required immunizations at these visits. Look in your member handbook. It shows how often your child should get an exam. We cover them at no cost to you.



Breathe easier with COPD

COPD, or chronic obstructive pulmonary disease, makes it hard to breathe. It can also cause:

- Wheezing
- Shortness of breath
- Coughing

Your doctor can confirm COPD with a simple breathing test called spirometry. Ask your doctor if you need this test.

Over time, your COPD symptoms might get worse. While you can't get rid of COPD, you can treat it. Here are some ways:

- Quit smoking. Cigarette smoking is the leading cause of COPD. This is the biggest step you can take to treat it.
- There may be drugs that can help treat your COPD, too. Talk to your doctor to see if this is the right choice for you.
- Get a flu vaccine and a pneumonia vaccine. If you have COPD, your chances of getting the flu or pneumonia are higher.

Stop smoking with a friend

Are you ready to quit smoking? Try quitting with a friend. It can be easier to stop using tobacco if you use the buddy system. You'll have someone to talk to when you have cravings. A friend can help hold you accountable to your goals. You can support and encourage each other on your way to better health.

It's never too late to quit. Talk to your doctor about the best stop-smoking strategy for you.

Suicide prevention resources

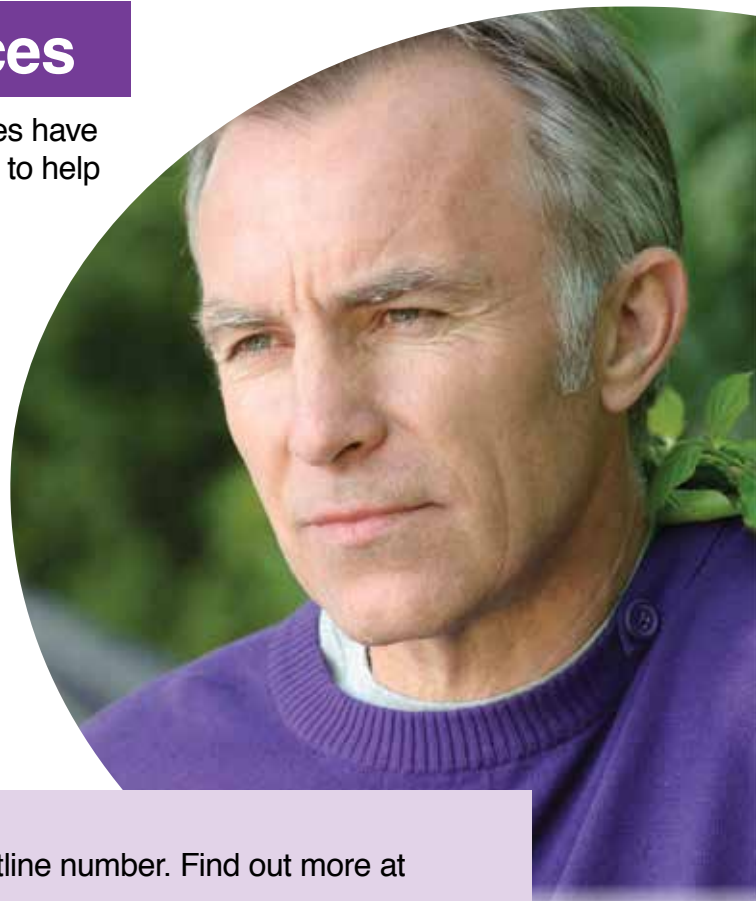
According to the Centers for Disease Control, suicide rates have increased from 1999 through 2014.* Here are some ways to help recognize and prevent it.

Risk factors for suicide

- A previous suicide attempt
- Availability of lethal means
- Limited supportive relationships
- A family history of suicide
- Major physical illness such as chronic pain
- Having depression, a mental illness or substance use disorder

Warning signs

- Hopelessness
- Withdrawing
- Feeling anxious or agitated
- Talking about hurting or killing oneself



HOW YOU CAN HELP

- Know the warning signs and the suicide prevention hotline number. Find out more at www.suicidepreventionlifeline.org
- Help connect your loved one to resources:
 - Encourage a visit to their PCP or behavioral health care provider.
 - Encourage following their mental health or substance use treatment plan.
 - Let them know about the free MY3 mobile suicide prevention app. You can download it at www.my3app.org
 - Encourage keeping follow-up appointments after discharge from a hospital stay.
 - Know where your local crisis center is located. Find it at www.suicidepreventionlifeline.org/our-network
- Encourage positive relationships with family, friends, faith and community.
- Restrict access to lethal means in the home. Find a drug disposal location near you at www.deadiversion.usdoj.gov/drug_disposal/takeback/index.html
- Develop a safety plan. This is a set of steps to follow during a crisis. Learn how at www.suicidepreventionlifeline.org/how-we-can-all-prevent-suicide/

Learn more at www.nimh.nih.gov/health/publications/suicide-prevention-listing.shtml

*Source: www.cdc.gov/nchs/products/databriefs/db241.htm

Drug list updates

CareSource covers all medically necessary Medicaid-covered drugs. Our searchable drug list is on our website. It can help you find out which drugs are covered.

Quarterly changes and updates to the list are online, too. Just go to this link: CareSource.com/documents/oh-med-member-quarterly-pdl-changes/

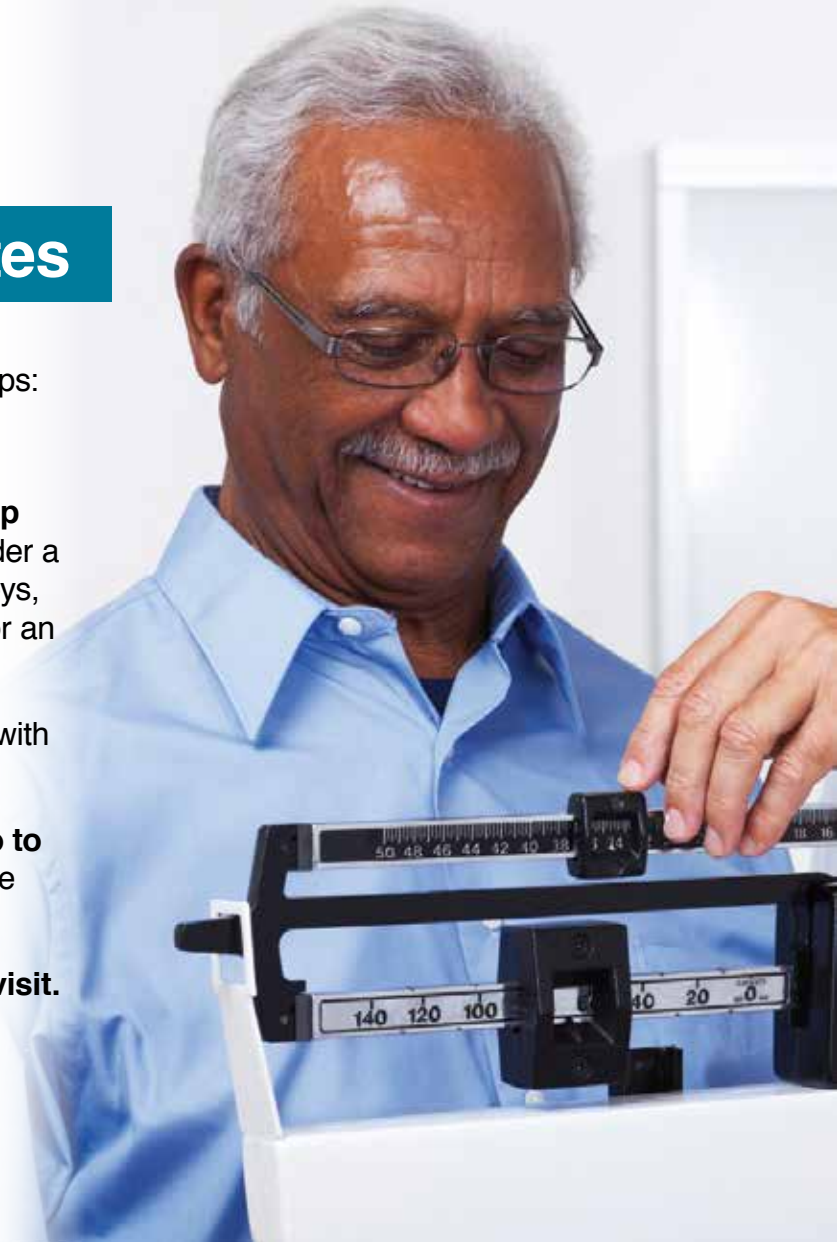
If you don't have access to the Internet, please call Member Services. We will help you.

Steps to manage diabetes

Screenings and early treatment can prevent or minimize diabetes complications. Follow these steps:

- 1 Schedule a visit with your doctor today.**
- 2 Ask your doctor what tests you need to help manage your diabetes.** Your doctor might order a blood sugar test, a lab test to check your kidneys, a cholesterol check, a blood pressure check, or an eye exam, among others.
- 3 Know your results.** Discuss your test results with your doctor.
- 4 Ask your health care team what you can do to help manage your diabetes.** This may include changes to your diet, exercise and medication.
- 5 Write down the date and time of your next visit.**

If you have questions or need help, let us know.



Are you ready for a disaster?

CareSource wants you to be ready for public health threats. These are natural disasters, disease outbreaks, accidents with unsafe substances and terrorist attacks. Public health threats can lower air quality and cause shortages of safe water and food. They can also cut off electricity, gas, and phone services.

These events are hard to predict and out of your control. But you can take steps to help keep yourself and your family safe.

- **Make a family plan.** Choose a friend or a family member who lives out of town to call during an emergency. Decide ahead of time where to go if you are told to leave your home.
- **Know important phone numbers.** Keep them in your cell phone and near your home phones.



Four ways to report fraud, waste or abuse

We have a program to handle cases of fraud, waste and abuse. You can learn about what types of activities are fraud, waste and abuse. Just look on our website at **Caresource.com**. You can report to us anything that does not seem right.

Anonymous options

1. Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Choose the menu option for reporting fraud.
2. Write to us. You can write a letter or fill out our Fraud, Waste and Abuse Reporting Form. You can find the form at CareSource.com.

Mail it to:

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

Other options

3. Send an email to fraud@caresource.com.
4. Send a fax to 1-800-418-0248.

Most email systems are not protected from third parties. This means people may access your email without you knowing or saying it's OK. Please do not use email to tell us something that you think is confidential. Some examples are your social security number, member ID number, or medical diagnoses. Instead, please use the form or phone number above. This can help protect your privacy.

Members provide feedback

CareSource participates in the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey each spring. The survey asks questions about you or your child's health and the care and service you receive. We use your feedback to improve members' experiences with CareSource.

In the most recent survey, members gave high marks to:

- Their ability to get the care they need
- Their ability to get care quickly
- Our customer service

Your input is important to us. If you are asked to take a CAHPS survey, please participate and let us know what you think.

Members on our advisory council have also made suggestions. They offered ideas about how to make sure their health partners are up to date on information about the care they get from other doctors, ways to improve our transportation services, and more.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).





Holiday schedule

Our Member Services department is open Monday through Friday from 7 a.m. to 7 p.m. Eastern Standard Time (EST), except on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- The day before Christmas
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

Start the new year on a healthy note

Plan ahead to make 2017 your healthiest year yet. The new year is a great time to take stock of your health and commit to taking care of yourself. Keep these tips in mind:

- It's not just children who need well-care exams. Teens and adults should also get a preventive care exam each year. Call your PCP today to set up a visit.
- Do you have a chronic health condition like asthma or diabetes? You may need routine screenings or drugs to keep your condition under control. Talk to your PCP about all of the health care visits you will need through the year.

You need to see your doctor even when you are not sick or hurt. Preventive care can help keep you healthy. Your preventive care needs depend on your age, gender and health status. Your doctor can help you decide on the best care for you.

NON-DISCRIMINATION STATEMENT:

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, religion affiliation, health status, or public assistance status.

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.

Chinese

如果您或者您在帮助的人对 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。

MemberSource is a publication of CareSource, a non-profit managed health care plan serving all regions of Ohio.

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Toll-free phone: **1-800-488-0134**

P.O. Box 8738

Dayton, OH 45401-8738



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CareSource.com

HOW TO REACH US

Member Services department:

1-800-488-0134

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

CareSource24®, 24-hour nurse advice line: **1-866-206-0554**

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

NON-PROFIT
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PAID
CARESOURCE

Health Care with Heart®

Wal-Mart offers vision services

CareSource Medicaid members can now go to Wal-Mart Vision Centers for care. You can get covered optical goods at all centers. You can even get covered eye exams at some of them. Please check our website to see which vision care services are covered for you. Just go to CareSource.com/documents/oh-medicaid-benefits-grid.

Two ways to find a Wal-Mart Vision Center

1. Go to CareSource.com. Click on “Find a Doctor/ Provider.” Choose your state and plan. Enter your zip code in step 1. Enter your age in step 2. Vision care providers are shown at the bottom of the list in step 3.
2. Go to www.walmart.com. Click on “Store Finder” to get a map of the stores near you. Click on “Refine your store search” and click on the “Vision Center” box. Then click “Find.”

You must first contact the center you want to visit to make sure the optometrist is in our network before you schedule an appointment.

