



FALL 2019

MEMBER *Source*

A Newsletter for CareSource® Members

Tired of Snail Mail? Go Green!

Members ask for it, and we deliver! We are expanding our text and email notifications to reduce paper use and mail whenever we can. Some things have to be mailed because it is the law. Many others can be sent electronically.

You can choose to get an email or text notification instead of a paper Explanation of Benefits (EOB).

If you have already chosen to receive email or text from us, you will receive your EOB solely through your **MyCareSource.com** secure account. Your EOBs are already available in your account. We will send you a text or email (by your preference) to let you know when a new EOB is ready for you to review. You can view your claims and EOB two ways:

- 1 You can see individual claims under the Claims tab. Click on the + on the right side of the page to see the detail for each claim.
- 2 You can see a PDF of your EOB by clicking on the Documents tab.

Go to the **Preferences** tab in **MyCareSource.com** to tell us to send notices to you by email or text when possible. Make sure we have your correct email and mobile telephone number, then check the box to allow us to send email and text to you.

If you don't have a My CareSource® account, setting one up is easy! Visit **MyCareSource.com** and click **Sign Up** today!



CareSource®

Need Care? You Have Choices!

Emergency Rooms (ERs) are for emergencies. If you've ever been to one for a minor injury or illness, you know waiting to see a doctor can take a LONG time. And it can be EXPENSIVE.

If you need care on the weekend, or at night, you may think the ER is your only option. We want you to know it isn't. You have choices for where to get the best care for your situation.



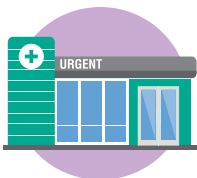
CareSource24® is our 24 hour, 365 day, Nurse Advice Line. Call for advice on treating minor injuries and illnesses at home. See if you should go to the ER, or if you can use telemedicine, go to a clinic, or even wait to see your PCP. The CareSource24 telephone number is on the back of your CareSource ID card.



MYidealDOCTOR™ is a great choice for conditions that might get worse without quick attention. You can call 24 hours a day, 7 days a week, for things like infections, rashes, allergies, and more. Call 855-879-4332 or visit myidealdoctortelehealth.com. Best of all, it is the same cost as a PCP visit.



Walk-in convenience clinics are great for care when your PCP is closed or you can't get in soon enough. These clinics are in local pharmacy or grocery stores, like CVS Minute Clinics®. They are normally open evenings and weekends, with no appointment needed.



Urgent care clinics are for injuries or illnesses, when you may need a shot or x-ray. They can treat many of the same things the ER can, including minor broken bones and wound care. They are open most evenings and weekends.



Emergency Rooms are for true emergencies... things like heart attacks, stroke, trouble breathing, and serious injuries.

The CareSource mobile app can help you find the nearest in-network provider or link you directly to MYidealDOCTOR. Get it on Google Play or the App Store.



You can get care when you need it and save money, if you choose the best place for your care.

Fast and Easy Health Care

Can't get in to see your PCP? Feel You Need an Urgent Care or Emergency Room (ER)? **Try MYidealDOCTOR instead!**

Use your smart phone or computer to connect with a doctor – anywhere, anytime.

Telemedicine uses your computer or smart phone to deliver health care services without an in-person visit to your doctor. MYidealDOCTOR™ is your 24/7/365 telemedicine provider.

Many medical issues can be treated quickly from home or work!

Of course, a doctor can't set a broken bone through your phone screen, but many common conditions can be treated through telemedicine, such as:

- Asthma, respiratory and sinus infections
- Bladder infections and UTIs
- Colds and flu
- Diarrhea or constipation
- Fever
- Headaches
- Insect bites
- Skin rashes, infections, or inflammation
- Vomiting, heartburn and nausea
- And more



Nearly any service you can get at an urgent care clinic, you can get through MYidealDOCTOR. It is a great choice, and may save you a trip to the doctor's office or ER. Call 855-879-4332 or visit myidealdoctortelehealth.com.

MYidealDOCTOR does not prescribe DEA controlled substances and should not be used for any medical condition where an in-person exam is needed because of severe symptoms. In the case of a medical emergency, patients should go to the Emergency Room (ER) or call 911.

We Make it Easy to Find a Doctor

Do you need to find a doctor, hospital, or other health care provider? We make it easy. You can use our online tool any time to search for a health partner in our network. Our tool is fast, convenient and updated daily with the most recent information.

Features

- **Search** by name, location, specialty and more.
- **Filter** your results to find what you need quickly.
- Enable 'Location Services' to get **suggested options** based on where you are.
- **Sort** your results by name, distance or relevancy.

If you need help, you can use the online tutorial. It will show you how simple it is to find what you need. Go to <https://findadoctor.CareSource.com> to get started.





Communicating With Care

If there is a CareSource member in your family whose primary language is not English, call us. We offer language interpreters for members who need assistance communicating with CareSource.

By calling the Member Services department at **1-800-479-9502** (TTY/TDD: 800-750-0750 or 711), you can speak with an interpreter over the phone.

We can also provide some printed materials in other languages or formats, such as large print, or we can explain materials orally, if needed. This is a free service to you. We make it easy to stay in touch with CareSource. Let us know when you have questions. We are here to help.

Take Your Medicine

Taking medicine as prescribed by your doctor is a key part of staying healthy. Keep these tips in mind to help you stay on track.

✕ Problem

I forget to take my medicine.

✓ Solutions

- Take it at the same time each day. You are more likely to form a habit of it. Write yourself a note, set an alarm or download an app on your cell phone, or ask your pharmacy about a pill box or organizer to help you remember to take your medication.

I have to take too many pills.

- Ask your doctor about alternative drugs you could take less often. There may be a combination drug you could take that would require fewer pills

I don't like how my medicine makes me feel.

- Talk to your doctor or pharmacist. Ask if there is anything you can do to prevent a side effect. Ask about alternatives that may not cause the same problems.

Once you start taking a medication, always keep your follow-up appointments with your health care provider. If you can't, call them right away to reschedule. A Care Manager can help you stick to your medication plan, remind you of doctor visits, and more. Call Member Services at the number on your member ID card if you need help.

New Pharmacy Innovation Partner

Beginning January 1, 2020, medication claims will be processed by our new pharmacy innovation partner, Express Scripts. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for you.

How Will These Changes Affect You?

- You will receive a new insurance card in the mail. Remember to bring your new card with you to health care appointments and to your pharmacy.
- CareSource is working hard to ensure that changes to your pharmacy benefits are limited. If you ever have questions about which medications are covered, you can see the CareSource preferred drug list on the Pharmacy page of your plan. You can also find a local pharmacy on using the Find a Pharmacy quick link.

You will get more information about this change over the next couple of months. Please review any letters you receive and contact CareSource if you have any questions.



Drug Safety: Prescription Drug Take Back Day

Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly. The misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

The National Prescription Drug Take Back Day will be October 26, 2019. This is a great chance to clear old medications out of your medicine cabinet. You can dispose of medications that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round visit takebackday.dea.gov.

Drug List Updates

CareSource has a searchable drug list on our website.

Log on to: **CareSource.com/members/tools-resources/find-my-prescriptions/**

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services at the number on your ID card if you don't have access to the internet. We can help you.



Personal Support for **You**

We all have our struggles. Finding support to focus on your emotional health is important. Whether you are expecting a new child, looking to manage depression, anxiety, or chronic pain, or dealing with the overwhelming tasks of daily life, CareSource is here to support you. There are online resources and tools available in myStrength that you can use.

myStrength is a free, personalized resource to improve your mood and help you overcome the challenges you face. It is safe and secure, and just for you. It has proven tools that can help strengthen your mind, body and spirit.

Log into your My CareSource account and click the myStrength link to activate this resource today.

If you have questions about myStrength or are having issues logging in, call Member Services or your Care Manager for help.

Has Your Child Been Screened for **Lead Poisoning?**

Did you know children under age six have a higher risk of lead poisoning? Lead poisoning hurts the brain and nervous system, and can slow down the growth and development of your child. Some of the effects of lead poisoning may never go away.

Most children who have lead poisoning do not look or act sick. Talk to your child's health care provider about getting a lead screening. This is a covered benefit for Marketplace members. Look in your Member Handbook to learn more about well child preventive care and how often your child should get an exam.

Reference: Centers for Disease Control and Protection



See what's new with the **CareSource mobile app.**

- View and share your digital CareSource ID card.
- Find a doctor, hospital, clinic, urgent care or pharmacy near you.
- Call CareSource24, Nurse Advice Line and speak with a registered nurse 24 hours a day, 365 days a year.
- Access your secure My CareSource account.
- Connect with MYidealDOCTOR, our telemedicine provider.
- View your claims.
- Check your copayments, deductibles, balances and make a payment.
- And more!

Download the app and check it out now.



For more information, visit **CareSource.com** 8

Get Active!

Body mass index (BMI) is a calculation that uses your height and weight to help find out if you are at a healthy weight. BMI estimates how much body fat you have. Having too much body fat can be a problem because it may lead to sickness and other health problems.

Doing plenty of physical activity is one way to help keep your BMI in check. Staying active is one of the best things you can do for your health overall. And if you have an optional adult Dental and Vision plan, you can join Active&Fit at no cost! This fitness benefit gives members access to a network of fitness centers or up to two home fitness kits each benefit year.

There are several benefits of staying active, including:

- Improved sleep
- Reduced risk of falling
- Improved balance
- Greater joint mobility
- Prevents weak bones and muscle loss
- Extended years of active life
- Healthy aging
- Reduced chronic disease
- Maintaining healthy BMI

The best way to come up with a plan to stay active or find out your BMI is to talk with your health care provider. When you have your health care provider calculate your BMI, you will know the results are right and your health care provider can answer any questions you have. If your health care provider tells you your BMI is high or that you need to be more active, try not to let it get you down. Instead, talk about what you should do to lower your BMI and increase your physical activity.

Did You Know?

Members with an optional adult Dental and Vision plan have two options for participating in the Active&Fit program. Find out more about the Active&Fit program by visiting www.ActiveandFit.com or calling **1-877-771-2746** (TTY: 1-877-710-2746).

Taking care of your health sooner rather than later can help you avoid obesity and developing more serious health problems later on in life.

Sources: Centers for Disease Control and Prevention and KidsHealth





Have Diabetes?

Take Steps to Protect Yourself From Kidney Disease

If you have diabetes, your blood glucose (sugar) levels are often too high. Over time, this can damage your kidneys. Your kidneys clean your blood. If your kidneys are damaged, waste and fluids build up in your bloodstream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It usually occurs slowly, over many years. Most people with diabetic kidney disease do not have symptoms. You can take steps to protect your kidneys and to prevent or delay kidney damage.

The only way to know whether you have diabetic kidney disease is to get regular screenings. These screenings include a urine test to detect protein in your urine and a blood test to show how well your kidneys are working.

You should get tested every year for kidney disease if you have type 2 diabetes or have had type 1 diabetes for more than five years.

CareSource offers a Disease Management Program that can help you learn about your health and how you can better manage your specific health conditions. Our goal is to make sure you have the right tools to stay as healthy as possible. This program is available to you at no cost. If you would like more information about this program, please call **1-844-438-9498** (TTY: 1-800-750-0750 or 711).



Thank You for Being a CareSource Member!

We are happy to serve you. We care about your health and well-being. Mark your calendars for 2020 Open Enrollment—**November 1 through December 15**. Starting in October, you'll be able visit **Enroll.CareSource.com** to shop and compare CareSource plans, and enroll in the CareSource plan of your choice. In late October you'll receive a renewal letter outlining any changes to your plan, and new or updated services and benefits for 2020. We're excited for the opportunity to serve you for another year!



PO Box 8738
Dayton, OH 45401-8738

CareSource.com

Member Services Dept:

1-800-479-9502

TTY 1-800-750-0750

CareSource24®

24-Hour Nurse Advice Line:

1-866-206-4240

TTY 1-800-750-0750

JOIN US



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**

No Internet? Call Member Services for help.



Tips for **Cold and Flu Season**

Cold and flu season is coming. Keep you and your family healthy by following these simple tips.

1. **Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one. CareSource members can get a yearly flu shot at no charge.
2. **Know where to go.** Flu shots are available from doctor's offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area.
3. **Learn the signs of a cold vs. the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu virus can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask your health care provider if an antibiotic is really needed.
4. **Call if you need help.** You can call CareSource24 Nurse Advice Line any time. The number can be found on your CareSource member ID card.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ် ပြုပြင်ဆင်ခြင် အသံဖြင့် ဖြိုဖြတ်ရပေါ်ရှိ အသံဖြင့် ဖြို ဝက်ငါး ငါးခုထိ ဖြိုဖြတ်နိုင်ပါသည်။

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。

CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service-Nummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે [થી] કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અધિકાર છે. તે ખર્ચ વિના તમને રીઅમિટ કરી શકે છે. તે ભાષા સેવા તમને મદદ કરી શકે છે. તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます（無償）。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

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.

UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.

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>.