




SPRING 2022

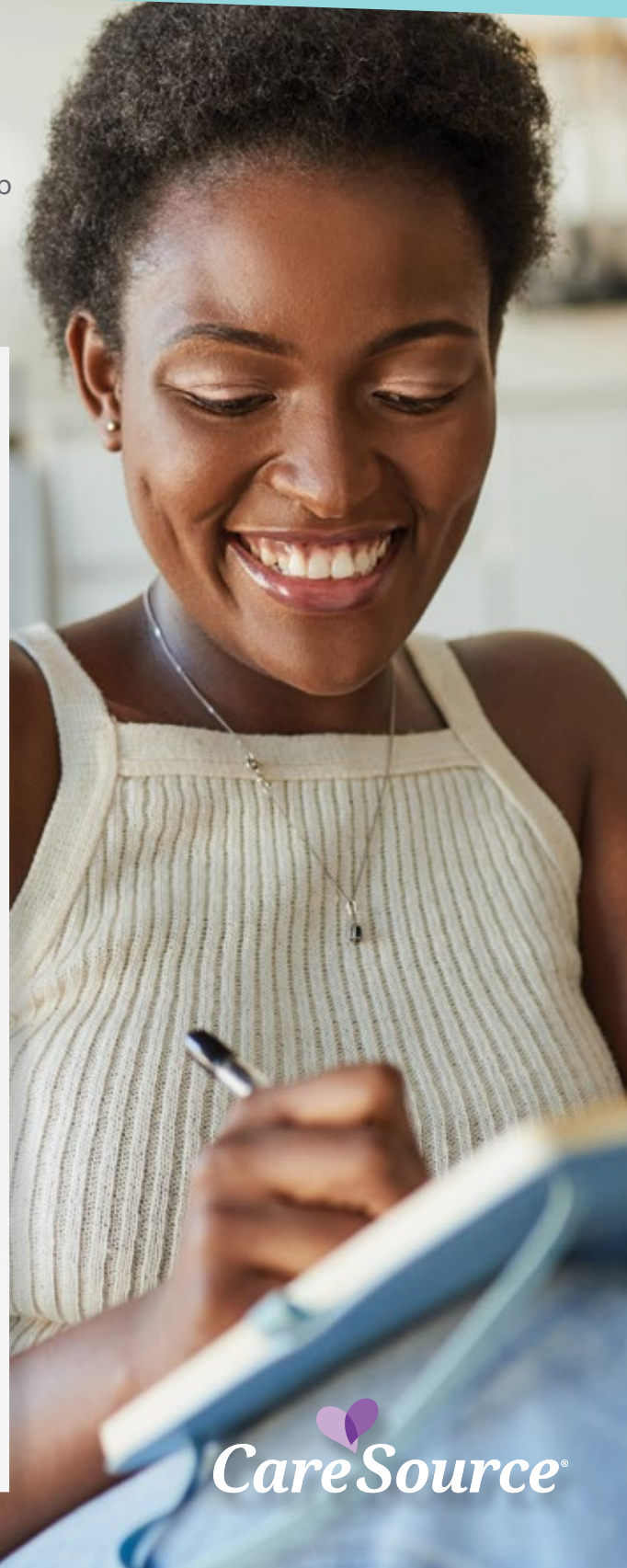
MEMBER *Source*

A Newsletter for CareSource® Members

Keep Health at the Top of Your To-Do List

At CareSource, we know that life can be hectic. We're here to help make things a little easier. Below is a checklist to keep all of your wellness to-dos handy. Plus, we've listed some of the *extra* ways we help you as a CareSource member!

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- ✓ **Preventive Care** — it's key for the whole family! Preventive care is always covered. Plus, with CareSource, you'll **never have a copay for a health care visit.**
 - ☐ Check in with your provider for yearly wellness visits if you're an adult or have regular Healthchek visits if you're under the age of 21. You can even earn up to \$50 through our rewards programs for going to your yearly wellness visit!
 - ☐ Get recommended preventive cancer screenings.
 - ☐ Visit your dentist twice each year and an eye doctor once each year. Find a provider at **findadoctor.CareSource.com** or call Member Services.
 - ✓ **Care Beyond Health** — access to healthy food, housing and community resources impact your overall health.
 - ☐ Connect with a personal Life Coach or get help finding a job through CareSource Life Services®.
 - ☐ Use our MyResources online search tool to find free or low-cost resources for food, shelter, school financial support and more.
 - ☐ Get a free ride to pick up food at food pantries, food banks or other food sites if you need it. Just call Member Services to schedule a food trip.



CareSource®



Hey Alexa! Link My CareSource®!

Do you have an Amazon Alexa® device?

Would you like to learn more about your CareSource health plan, benefits or prescriptions without having to call or go online? You can enable the new CareSource Alexa Skill on your device. It's easy and free!

How can CareSource and Alexa help you? Just say, "Alexa, open CareSource". Get answers to questions like:

- *Do I have any prescription refills?*
- *How can I reach my Care Manager?*
- *What vision services are covered?*
- *What do I do if I lose my CareSource member ID card?*
- *How can I get a ride to my doctor?*

Visit the [CareSource Alexa Skill Page](#) on Amazon.com to get started.

Once you're there, click Enable, and follow the steps to link Alexa with your My CareSource® account. Email VoiceSupport@CareSource.com if you have any questions.



Schedule a Ride with Us at

Your Fingertips

Did you know you can schedule your own transportation using the **Provide A Ride** mobile app? All you need is your CareSource member ID and a smartphone with a Wi-Fi or data connection.

Visit the Apple App Store or Google Play Store and search **Provide A Ride** to download the app. You can also call Member Services at the number on the back of this newsletter and say 'transportation' to schedule a ride.

LOOK!

New Vision Benefits



Caring for your eyes can lead to a better quality of life. Your eyesight impacts your performance at work, school and at home. You should see an eye care provider at least once each year. Routine eye exams are covered by CareSource. You also get lenses and frames at no cost to you. New in 2022, CareSource now provides up to \$100 toward your fitting fee and new contacts! Visit findadoctor.CareSource.com, or call Member Services to find an eye care provider near you. We are here to help.



CareSource Recognizes National Developmental Disabilities Awareness Month

March is National Developmental Disabilities Awareness Month.

Developmental disabilities are a group of conditions due to an impairment in physical, learning, language or behavior areas. These disabilities usually last throughout a person's life. They can start before birth or can happen after birth due to an injury or infection.

Some examples are:

- Vision loss,
- Hearing loss,
- Autism spectrum disorder (ASD),
- Down syndrome and
- Cerebral palsy.

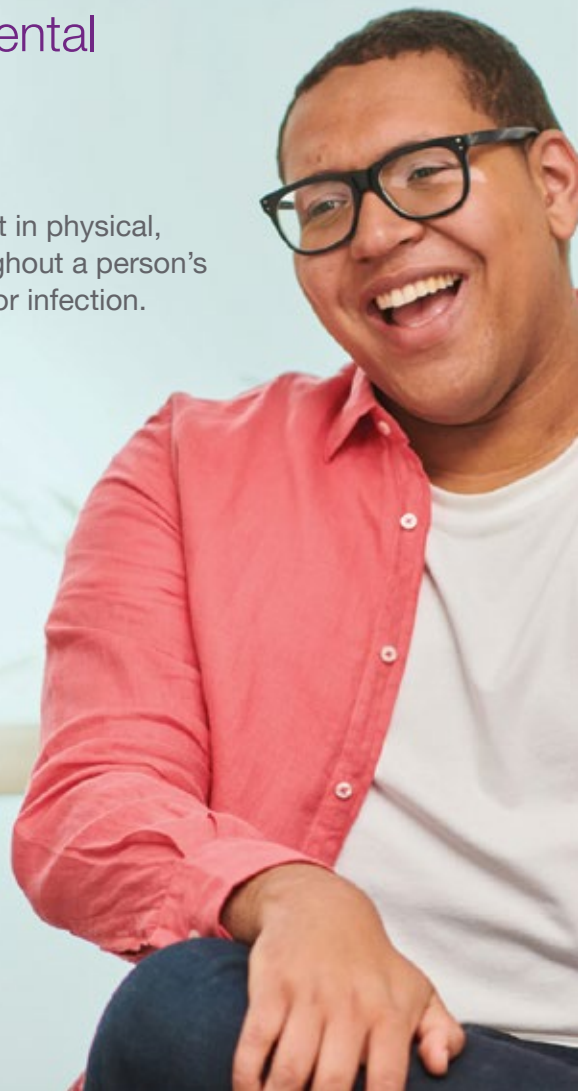
CareSource believes that people with developmental disabilities can live, work and thrive in our communities with support, autonomy and quality of care.

Help us celebrate and support these members of the CareSource community! To learn more, visit www.cdc.gov/ncbddd/developmentaldisabilities/index.html.

Sources:

Centers for Disease Control and Prevention (CDC). www.cdc.gov/ncbddd/developmentaldisabilities/index.html

MedlinePlus. <https://medlineplus.gov/developmentaldisabilities.html>



5-Minute Homemade Peanut Butter

INGREDIENTS:

2 cups dry roasted peanuts*
1–2 tablespoons honey or sugar
Additional salt to taste

INSTRUCTIONS:

Place peanuts in food processor. Turn the food processor on and let it run for four to five minutes. You'll see the peanuts go in stages from crumbs to a dry ball to a smooth and creamy peanut butter. Stir in the honey or sugar and salt to taste.

Store in the fridge for two to four weeks.

**This recipe can be made with sunflower seeds instead of peanuts if you have a peanut allergy.*

Want more recipes and to stay connected?

CareSource Circle is an online community where your voice can shape the future of your health plan. You can also receive CareSource updates, find new recipes, discover health tips, get to know other CareSource members and so much more. Become a Circle member today at CareSource.com/CircleOHMed!





Five Steps

to Start the Year Off on the Right Foot

New Year's resolutions can get broken quickly when you're trying to do too much too fast. Here are some simple changes to ease yourself into this year and make it a little better than the one before.

1

Check in with your body. Before jumping into a new workout regimen, make sure you are healthy enough for physical activity. This could mean a quick trip to your primary care provider's (PCP) office for a wellness exam.

2

Walk every day. Walking can help with many issues and give you more energy while lowering anxiety and lifting spirits.

3

Set a realistic goal and start small. Tying your goal to a milestone is a great way to stay focused and create a timeline. Listen to your body and give yourself plenty of time to recover as you go.

4

Lose the diet; commit to healthy habits.

Did you know it takes your brain up to 20 minutes to realize you are full? Eat meals without focusing on your smartphone or watching TV. Choose healthier options, focus on the actual act of eating, slow down and listen to what your body needs.

5

Mix it up. Keep your workout interesting!

By adding variety, you can increase your progress and decrease your risk for injury.



Safely Dispose Drugs

Do you have expired prescription drugs or medications you no longer use? These drugs can be a health risk for toddlers, teens or family pets if they are within reach. They can also be misused. Most people who misuse drugs get them from friends or family. These drugs should be safely disposed so that they do not cause harm.

CareSource has free DisposeRx® packets to help you safely get rid of these drugs at home. These packets are easy to use, safe for the environment and will help reduce drug misuse. Get your free packet at secureforms.CareSource.com/DisposeRx or call Member Services.

Find even more ways to safely dispose of drugs in your community. Learn more at FDA.gov/DrugDisposal.



Medication Adherence Made Easier

Managing your medications can seem like another chore on your to-do list. Taking your medications correctly is a big part of your health. This means taking the right dose at the right time. It also means getting your medications from the pharmacy on time.

Many pharmacies offer ways to make it easier for you to get your medicine:

- Your local pharmacy might be able to fill all your medications on the same day.
- Your local pharmacy might be able to deliver your medications right to your door with mail-order delivery.



Ask your pharmacy if they offer these helpful services that could save you time and money.

CareSource



Members ▾

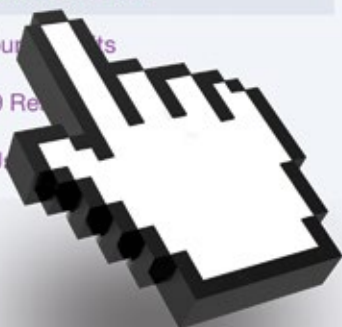
Members Overview

Find A Doctor/Provider

Renew Your Benefits

COVID-19 Resources

Contact Us



What You Can Do on CareSource.com

The CareSource website has many tools to help you improve your health. You can also access our website to get benefit information about your CareSource plan. You can:

- Review your **Member Rights and Responsibilities** (also found in your Member Handbook).
- Find in-network provider information with the **Find a Doctor/Provider tool**. This includes name, address, phone number, professional qualifications, specialty, attended medical school, residency completion, board certification status, etc.
- You can also take your Health Risk Assessment (HRA). Go to **CareSource.com/members/my-caresource-account** and click Health Assessment & Screening. After you complete the HRA, you can get tips to help improve your health.



Growing Food Security: The Benefits of Gardening

Millions of Americans face food insecurity each year. Food insecurity means that at some point during the month, a person doesn't know where their next meal is coming from. Even if they take part in programs like the Supplemental Food and Nutrition Program (SNAP) or Women, Infant and Children (WIC) benefits, they could run out before the end of the month.

The good news is that gardening can bring fresh, healthy, organic and low-cost food to you and your family. Here are some tips to get started with your own garden:



1. **Think low upkeep, high yield.** Cherry tomatoes, salad greens, cucumbers and beans are high producing, low-cost staples.



2. **Plant seeds, not seedlings.** Seed packets keep your cost low. The easiest plants to start from seeds are beets, carrots, cucumbers, green beans, lettuces, squashes, radishes, tomatoes and zucchini. Make sure you select seeds that match your climate zone.



3. **Grow organic.** It's cheaper and doesn't harm anyone or anything. Organic plants have been shown to have higher vitamin and mineral content.

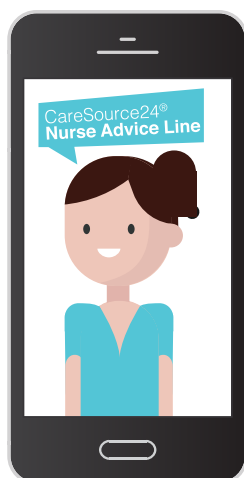


4. **Herb it up.** Mint, rosemary and basil taste great and can put off pests.



5. **The more the merrier.** Get your neighbors and family involved. With more gardens, you'll have more food to share!

You do not need a lot of space or even a yard or garden to grow your own food. Many plants do well in pots and can live inside with the natural light from a window. Overall, keep it simple. You can expand your garden year after year, providing a bounty of nutritious food security.



Where to **GET CARE**

The CareSource24® Nurse Advice Line is here 24 hours a day, seven days a week to give advice and answer your health questions. Our registered nurses can help you decide when self-care, telehealth or a visit to your primary care provider (PCP), urgent care or the emergency room (ER) is needed. Call now at **1-866-206-0554** (TTY: 1-800-750-0750 or 711) to talk with a CareSource24 team member.



Understanding Social Determinants of Health

Social determinants of health (SDOH) are things in your living spaces that affect your health, well-being and quality of life.

SDOH are broken down into these five focus areas:

-  **1. Economic Stability**
(job openings, stable income)
-  **2. Education Access and Quality**
(reading and writing skills, good schooling)
-  **3. Health Care Access and Quality**
(access to healthy foods, access to exercise)
-  **4. Neighborhood and Built Environment**
(safe housing, public transit)
-  **5. Social and Community**
(racial equity, equal opportunities)

SDOH also play a big role in certain health issues. For example, if you don't have a grocery store in your area with healthy foods, you are less likely to have good nutrition. This can raise your risk of developing health conditions like heart disease, diabetes and obesity. It may even lower your life expectancy compared to people who do have healthy foods in their grocery stores.

Promoting healthy choices alone will not get rid of health issues. That's why CareSource Life Services® seeks to lessen these barriers. We do this by connecting you to resources around education, transportation and housing, so you can have the best quality of life.

Do you want to connect with CareSource Life Services®?

Call 1-844-543-7378 or email LifeServices@CareSource.com





Create Your Caregiver Action Plan

Being a caregiver is a challenging role. While you're caring for your loved one, you also need to be sure to care for yourself. Checking in on your needs regularly is vital. The 5-step Caregiver Action Plan tool created by [Caregiver Support Services](#) can walk you through steps to ensure your needs are met, so you don't burn out. Here are the steps:

Step 1:

Assess Your Situation—Gauge your own needs and those of your loved one.

Step 2:

Develop a Plan—Organize and document your plan.

Steps 3 and 4:

Implement and Evaluate—Review tips to get your plan rolling and ways you can celebrate successes.

Step 5:

Take care of yourself!

To learn more and create a plan that works for you, go to www.caregiversupportservices.com/caregiver-support/.



EARN MORE

REWARDS!

CareSource rewards you for getting and staying healthy. You and your family can earn even more rewards in 2022! Learn more at CareSource.com/RewardsOH or by calling Member Services.



Babies First®

You and your baby can earn \$415 in rewards through the Babies First program. Simply see your doctor while you are pregnant and after your baby is born. Sign up for Babies First at CareSource.com/BabiesFirstOH.



Kids First

Kids 18 months through 17 years old can earn up to \$195 in rewards through the Kids First program.* Earn rewards for yearly well-child visits, getting vaccinations and having routine dental exams. Sign up for Kids First at CareSource.com/KidsFirstOH.



MyHealth Rewards

Adults 18 years and older can earn up to \$395 in rewards through MyHealth Rewards.* Earn and view rewards through your MyCareSource® account. Just go to MyCareSource.com and click **MyHealth** under the Health tab.

**Rewards may vary based on age, gender or health issue. Rewards subject to change. If you are no longer a CareSource member, access to the Rewards portal will be deactivated. Any unused rewards will no longer be available.*



Finish Strong with Your Flu Shot

It's not too late to get your flu shot! End the winter strong, and head into spring healthy. The flu shot is free, and you may even be able to earn a

\$10 reward

through the Kids First or MyHealth Rewards program when you get it!



Keep yourself and those around you healthy - almost everyone six months of age and older needs a flu shot every year. It's vital for:

- People 65 years of age or older
- People who live in nursing homes
- Pregnant women
- Anyone with a chronic condition (asthma or diabetes)

Note: The flu shot and the COVID-19 vaccine are not the same; you need both!



Pharmacy Updates

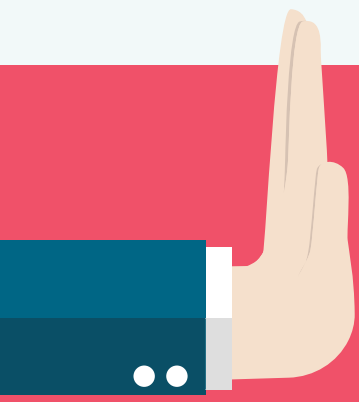
CareSource has a searchable drug list that is updated monthly on the **CareSource.com** website. To find out which drugs are covered, go to the **Find My Prescriptions** link under **Member Tools & Resources**. The most current updates can also be found there. If you do not have access to the Internet, you can call Member Services. A CareSource representative will help you find out if a medication is covered and how much it will cost.

Services Covered by CareSource

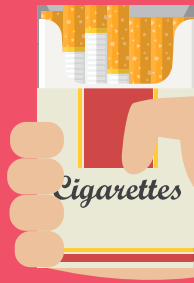
What to Do if You Get a Bill

As a CareSource member, you get all medically necessary Medicaid-covered services at no cost to you. Medically necessary means you need the services to prevent, diagnose or treat a medical condition. You should not be billed for these services. If you get a bill, please call Member Services. Services covered by CareSource can be found in your member handbook.

You can find the handbook on our website. Just go to <https://www.caresource.com/plans/medicaid/plan-documents/>. You can also call Member Services and ask for a printed copy of the member handbook to be mailed to you.



Make This the Year You Quit!



Did you know that people who smoke have a 30 to 40 percent higher risk of diabetes than those who do not smoke? The more you smoke, the higher your risk. Smoking increases inflammation in the body. This is a sign that your cells have been damaged. Smoking may also make your body more resistant to insulin. When you stop smoking, the health benefits begin right away.

Quit today and start enjoying a new, healthier life. Adding healthy lifestyle changes can lower your chance of getting diabetes. These changes could include a healthy diet, weight loss or exercise.

If you need help quitting smoking or tobacco use, call the Ohio Tobacco Quit Line. The Tobacco Quit Line provides free coaching to help you quit. Nicotine Replacement Therapy may be available at no charge to eligible participants. Call **1-800-QUIT-NOW** (1-800-784-8669) to enroll or ask questions.

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/tobacco/data_statistics/sgr/50th-anniversary/pdfs/fs_smoking_diabetes_508.pdf.



Need Help with Winter Utility Bills?

You may be able to get help for those high heat and electric bills this winter. Your state has programs to help. Most are managed by your local Community Action Agency. You can contact your state or local program at the link and phone number below.

Ohio Home Energy Assistance Program:

- <https://puco.ohio.gov/wps/portal/gov/puco/utilities/gas/resources/home-energy-assistance-program>
- To sign up, call 1-800-282-0880.



Sharing Your Health Data

It's always easier to help someone when you know more about them. This is true for your health care, too. You can help CareSource have more complete information in our records by sharing your clinical health data from your previous health plans with us. This makes it easier for us to help connect you to the care you need.

Log into My CareSource® and fill out the form to submit a request to share your information. We will work with your previous plan to get your data. Some plans may not be able to share data with us at this time.

If you have questions, please call Member Services.

Follow CareSource on Social Media!



Get connected! Follow CareSource on social media for more information about your member benefits, health communications and more. Follow, like, comment and engage. We want to hear from you. You can find us on:



[Twitter.com/CareSource](https://twitter.com/CareSource)



[Instagram.com/CareSource](https://www.instagram.com/CareSource)



[Facebook.com/CareSource](https://www.facebook.com/CareSource)

Lifestyle Tips for High Cholesterol

High cholesterol is linked to heart disease and stroke. Having your cholesterol checked is key. If yours is high, make these changes to your lifestyle:

- Be active at least 30 minutes a day for most days.
- Limit foods high in saturated fat, like cheese, fatty meats, dairy desserts and palm oil.
- Avoid trans fats, which are often found in store-bought cookies, crackers and cakes.

In addition to lifestyle changes, your primary care provider (PCP) may prescribe medication to help lower your cholesterol. Sometimes medications called Statins are used. Statins block the body from making cholesterol. They can help improve your cholesterol, so the risk for heart attacks and strokes is lower.

Work with your PCP to keep your cholesterol in a healthy range. If you are 18 or older, you can even earn \$10 through the MyHealth Rewards program for getting your cholesterol checked.

Source: Centers for Disease Control and Prevention (CDC). <https://www.cdc.gov/cholesterol/prevention.htm>.



COVID-19:

Tools Against the Variant

The new COVID-19 variant, Omicron, has changed the course of the pandemic once again. Many are stating that the Omicron variant causes mild symptoms. The experience may differ for those not vaccinated.

The Centers for Disease Control and Prevention (CDC) states Omicron spreads more easily than the original virus. Getting vaccinated remains the best tool to protect you from COVID-19 and to help reduce the start of new variants. Other tools to fight Omicron include getting tested for COVID-19 and wearing masks.



Get Vaccinated and Boosted

- CDC advises that everyone 5 years and older get fully vaccinated to protect themselves from COVID-19.
- CDC also advises that everyone ages 16 years and older get a booster shot after completing their first COVID-19 vaccination series. You are eligible for a booster at:
 - five months after completing Pfizer-BioNTech primary series,
 - six months after completing Moderna primary series,
 - two months after the first J&J/Janssen vaccine.



Wear a Mask

- CDC states masks offer protection against all variants.
- Even if you are fully vaccinated, the CDC advises mask wearing in the below settings:
 - Indoor public places where crowds may gather.
 - Activities with close contact to others.
- Make sure your mask fits snugly and covers your nose and mouth.



Get Tested

- Testing can give you information about your risk of spreading COVID-19.
- COVID-19 self-tests (also called home tests or over-the-counter (OTC) tests) are one of many ways to detect COVID-19. Self-Tests can be taken at home and give you quick results. *
- If you have COVID-19 or have symptoms, isolate for at least 5 days.
- Questions about your self-test result or need help getting tested? Call your primary care provider (PCP) or local health department.

To find a vaccine or booster location near you, go to [Vaccine.gov](https://www.vaccine.gov). If you need help scheduling a vaccine appointment or getting a ride, CareSource can help. Call Member Services today.

Until June 30, 2022, all Ohio Medicaid and MyCare members age 5 and older will get a **\$100** gift card after getting the first dose of the COVID-19 vaccine! Now is the time for you and your family to get your **COVID-19 VAX on the SPOT** at your primary care provider's office, local health department or pharmacy near you. Visit www.COVIDVAXontheSPOT.com to learn more.



Using Interpreter Services

Did you know you can get an interpreter if English is not your first language for your covered health care, provider, and telehealth visits? This is at no cost to you.

Ask your provider to schedule with an interpreter. You can also call the Member Services phone number on the back of your CareSource member ID card and state your preferred language. We will connect you with someone who speaks that language or connect you to an interpreter to help.

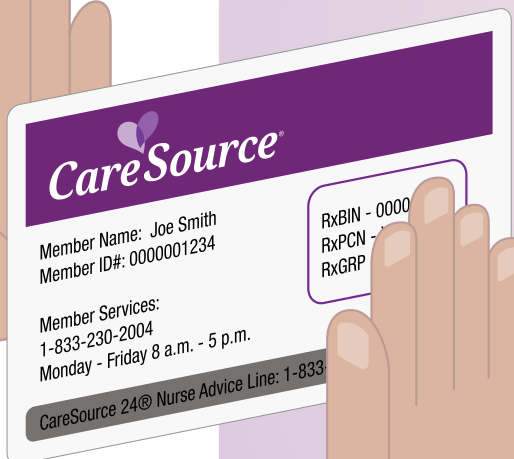


Protect Your Privacy

Health plan fraud is serious. One way you can help fight fraud is to protect your private information.

1. Be careful when giving out your CareSource member ID card or social security number.
2. Do not let another person use your ID card to get service. It's not legal, and it puts you at risk for identity theft.
3. Report any suspected fraud. If you think someone has used your card to get services, tell us right away.

Call Member Services and follow the prompts for reporting fraud. You don't have to give us your name when you report. Your report always stays private to the extent permitted by law in any case.



Health and Wellness Programs



CareSource has health and wellness programs that can help you reach your best health. CareSource may sign you up in these programs. We do that based on news we get from your doctor, pharmacy, or other health care source. That is why you may get materials sent to you by CareSource. We may also call you about these FREE programs. You can also call CareSource and ask to sign up. We want to help you with your health.

Programs include:



One-to-One Care Coordination – includes in-person visits, phone calls, mailings or digital communication to help you manage chronic illnesses, functional impairments, multiple co-morbidities or an at-risk pregnancy.



MyHealth Journeys - online tools that help you build healthier habits. This includes eating healthy, being physically active, and proactively managing chronic conditions.



Tobacco Free - telephonic coaching that encourages you to opt-in to a tobacco cessation program. It focuses on topics like nicotine dependence, the benefits of quitting, and medications that can help you quit.



myStrengthSM Tool - a FREE online self-management tool that connects you with resources to improve your mental health and overall well-being.



Medication Therapy Management – a program that helps you learn about your medications, prevent problems and stick to a treatment plan.

To learn more call **1-844-438-9498**





Thank You FOR BEING A CARESOURCE MEMBER

We want to remind you that you can find the most up-to-date information about your benefits and services on our website at **CareSource.com**. You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.
- How you can get information about our health partners, including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of CareSource's service area.
- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource's commitment to protect your privacy in all settings and CareSource's policy on sharing personal health information with plan sponsors and employers.
- There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Risk Assessment (HRA) on our website. Go to **CareSource.com/members/my-caresource-account** and click on **Health Assessment & Screening**. When you complete the assessment, you will get tips that may help you improve your health. You can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

Thank you,

CareSource



PO Box 8738
Dayton, OH 45401-8738
CareSource.com

HOW TO REACH US

Member Services:

1-800-488-0134
(TTY: 1-800-750-0750 OR 711)

CareSource24®

24-Hour Nurse Advice Line:
1-866-206-0554
(TTY: 1-800-750-0750 OR 711)

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 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

Important Plan Information



Your Feedback is Important

Quality care is our goal.

CareSource is dedicated to gathering input from members like you. We collect member feedback in a variety of ways all year round.

Each Spring, we conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Enrollee Experience survey to learn more about your overall health care experiences. If you receive the survey by email, mail or phone, we hope you take it. We value your feedback!