



SUMMER 2022

MEMBER *Source*

A Newsletter for CareSource® Members

Thank You for Being a Member!

CareSource is more than just quality health insurance. **We care about you.** That's why our benefits go beyond basic care. With CareSource, your coverage includes:

- ✓ **No copays** for health care visits.
- ✓ **No copays** for [prescriptions](#).
- ✓ [Free rides](#) to health care visits or to pick up food at food pantries or for grocery curbside pickup.
- ✓ Connecting with a personal Life Coach through [CareSource Life Services](#)®. Your Life Coach can help you find a job, finish your degree or link you to support for food, utilities or housing.
- ✓ [Reward programs](#) with values up to **\$195, \$395, and \$415**.
- ✓ Free [over-the-counter \(OTC\)](#) drugs and products.

And so much more!



Please visit [CareSource.com](#) to see a full list of benefits and services. You can also call Member Services to learn more.


CareSource®

Summer is Coming!



Check out these tips to help you stay hydrated as the weather warms up:

- Keep a water bottle nearby.
- Eat foods that have lots of water, like melon and tomatoes.
- Set an alarm to drink water during your day.
- Watch caffeine and alcohol intake.
- Flavor your water with sliced fruit.

CareSource is always working hard to get better! One way we do that is through member feedback. If you're interested in surveys and discussion boards that make a difference, sign up for CareSource Circle! Circle also has articles, helpful tips like these and healthy recipes. Let us hear your voice! Visit [CareSource.com/CircleOHMed](https://www.caresource.com/CircleOHMed).



Summer Allergies and Asthma

If you have asthma or allergies, your provider can help you find a medication to control it. Two types of medications are used:

- **Quick-relief** treat the symptoms of an asthma flare-up (coughing, shortness of breath, wheezing or chest tightness). They make it easier to breathe right away.
- **Long-term controllers** are used every day, even when you feel well. They work “behind the scenes” so you have fewer asthma symptoms. It is very important not to stop taking them.

Make sure to:

- Follow your Asthma Action Plan.
- Take asthma medication(s) exactly as prescribed.
- Use your inhaler the right way.
- Refill your prescriptions on time and before you run out.
- See your provider often. Stay up to date on immunizations to help prevent asthma flare-ups.



Questions? The CareSource24[®] Nurse Advice Line is here for you 24 hours a day, seven days a week. Our registered nurses can help you decide when self-care or a visit to your provider, urgent care or the emergency room (ER) is needed. Call **1-866-206-0554** (TTY: 1-800-750-0750 or 711) to talk with a CareSource24 team member.

Source: National Heart, Lung, and Blood Institute; National Institutes of Health. www.nhlbi.nih.gov/health-topics/asthma



Prepare for Summer Weather

Emergencies can happen at any time, and mother nature can be hard to predict. Summer can bring extreme heat, storms, tornadoes, hurricanes and more. We want you to stay safe. The best way to do this is to be prepared and know what actions to take to protect yourself when weather emergencies strike.

Heat



- Slow down: reduce your physical activity.
- Dress in light, loose-fitting clothing.
- Limit the amount of time spent in the sun.
- Drink plenty of water and eat cool foods.
- Use air conditioners or spend time in air-conditioned places.
- Take cool showers or baths.
- Look out for young children and older adults who are at high risk for heat-related illness and death.

Floods



- Make a plan and emergency kit with critical supplies and medicine.
- Sign up for weather notifications at www.weather.gov.
- Listen to evacuation orders and stay informed.
- Get to the highest ground possible.
- Do not walk or drive in flood waters, which can be strong and full of debris and toxins.

Hurricanes



- Make a plan and emergency kit with critical supplies and medicine.
- Know your evacuation zone.
- Protect your home with storm shutters or boards.
- Stay informed and leave if necessary.
- Return home ONLY when it has been cleared by authorities.

Tornadoes



- Sign up for weather notifications at www.weather.gov. Check the forecast often if you live in at-risk zones.
- Go to the lowest level of your home, and stay away from windows and large, open rooms.
- Find the closest shelter if you are in a car or outside; if needed, find a low-lying ditch.
- Cover your head to protect yourself from wind-blown objects.
- Continue to stay informed; tornadoes often occur with severe thunderstorms.

For more safety tips or help, visit ready.gov.

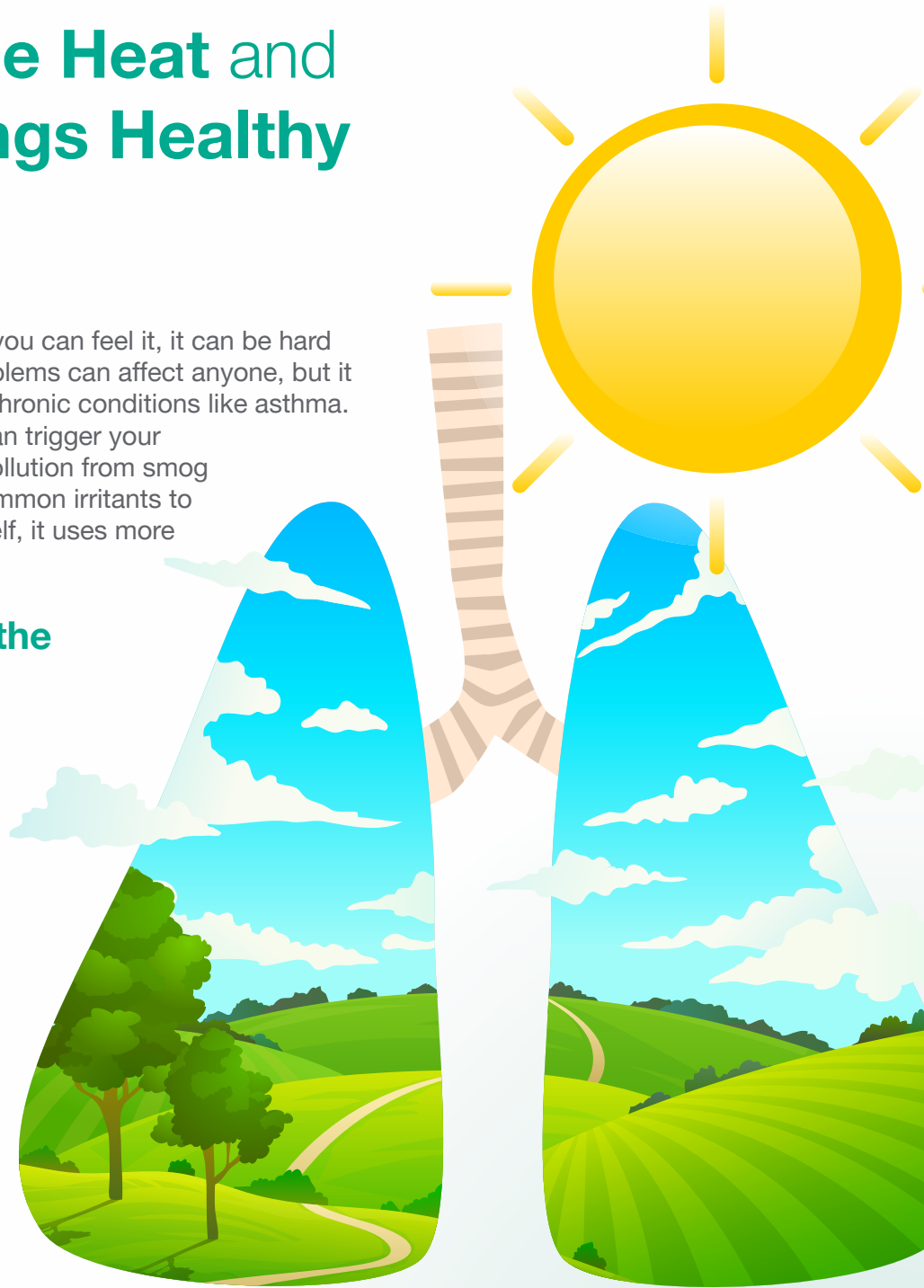
Source: National Weather Service. www.weather.gov/wrn/summer-safety.

How to **Beat the Heat** and **Keep Your Lungs Healthy** This Summer

When the humidity outside is so thick you can feel it, it can be hard to breathe. Heat-related breathing problems can affect anyone, but it can be a big problem for people with chronic conditions like asthma. Breathing hot air during the summer can trigger your symptoms. This is due to greater air pollution from smog and higher pollen counts which are common irritants to the lungs. As the body tries to cool itself, it uses more oxygen making the lungs work harder.

Follow these tips to breathe easier this summer:

- Give your body time to adjust to the heat by slowly increasing your exposure.
- Workout indoors with air conditioning when the summer heat is at its peak.
- Avoid your triggers.
- Take your medications. Try not to miss a dose. Also, don't forget your rescue inhaler the next time you head outdoors.
- Visit your primary care provider (PCP). Ask them how to keep your lungs healthy during the summer, especially if you have asthma or another lung condition.



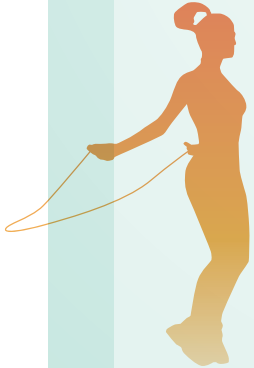
STRESSED? Try These Instead of Smoking.

When we're stressed, we turn to certain things to help us cope. If you're a smoker, you might deal with stress by lighting up a cigarette. But there are other things you can turn to instead of smoking. **Here are three simple things you can try next time you're stressed:**



1. Exercise.

Being active releases "feel-good" chemicals in your brain. These chemicals will lift your mood and help you de-stress. Try going for a short walk or run in your neighborhood. You could also try a free workout video online.



2. Be Out in Nature.

Being outside helps you be present in the moment and de-stress. In fact, spending just 20 minutes in nature lowers stress hormone levels. Check out a metro park in your area and go on a hike.



3. Reach Out to Someone.

Dealing with stress alone is hard. Share your feelings with friends, family or someone else you trust. This will help ease the burden of stress.



If you're still struggling to quit, the Ohio Tobacco Quit Line can help. They offer free quit coaching and more. Call 1-800-QUIT-NOW (1-800-784-8669) to enroll or ask questions.

Sources: American Heart Association (AHA). www.heart.org/en/healthy-living/healthy-lifestyle/stress-management/spend-time-in-nature-to-reduce-stress-and-anxiety. National Cancer Institute (NCI). smokefree.gov/challenges-when-quitting/stress/coping-with-stress. Harvard Health Publishing. www.health.harvard.edu/mind-and-mood/a-20-minute-nature-break-relieves-stress.



What is

PRIOR AUTHORIZATION?

Prior Authorization (PA) is how we decide if a health service and some prescription drugs will be covered by CareSource. Most of the care you get does not need PA. If a service does need PA, we will review and approve it before you get the care. Your provider will ask for this approval from CareSource for you. **Emergency care does not need PA.**

Talk with your provider or call Member Services if you have any questions. You can find the most up-to-date PA list at **CareSource.com** or in your **MyCareSource.com** account.

**COMING
SOON:**

Telehealth Care through **Teladoc**[®]

As of July 1, 2022, your telehealth service has a new face! Teladoc[®] is a health care service that offers easy, secure 24/7 access to board-certified providers. You can talk to a provider anytime by phone or video.

YOUR TELADOC SERVICES

General Medical	Mental Health*
<p>Talk to a provider 24/7. Use for non-emergency health care needs like:</p> <ul style="list-style-type: none">• Cold and flu• Sore throat• Sinuses• Allergies• Pink eye• Ear infections• Urinary tract infections• Rash• Skin conditions• And more	<p>Talk to a therapist or prescriber seven days a week, 7 a.m. to 9 p.m.</p> <ul style="list-style-type: none">• Anxiety• Depression• Stress• Substance use• Trauma• Relationship issues• And more <p>*Age restrictions apply.</p>



How to get started:

1. Create an account and complete your medical history.
 - Call 1-800-TELADOC (835-2362).
 - Visit www.Teladoc.com/CareSource.
 - Download the Teladoc app.
 2. Talk to a provider. Request a time and a Teladoc provider will contact you.
 3. Feel better. The provider will diagnose symptoms and send a prescription as needed.
-



COVID-19

At-Home OTC Tests

As of February 20, 2022 COVID-19 over-the-counter (OTC) at-home tests are covered at no cost to CareSource members. No pre-approval or prescription is needed. You can get up to 8 tests per member every thirty (30) days*.



Where Can I Get a Free Home Test?

1. Get free at-home COVID-19 tests through the Federal Government.

Go to www.covidtests.gov to get 4 free at-home tests mailed to you. This is a one-time offer to supply each household with home COVID-19 tests.

2. Visit your local pharmacy.

Use the [Find a Pharmacy](#) tool on CareSource.com to find a pharmacy near you, or call your local pharmacy or grocery store to ask if they are offering free at-home COVID-19 tests. Show your CareSource member ID card when you check out.

To learn more about getting COVID-19 at-home tests at your local pharmacy or grocery store, visit our pharmacy benefits partner, Express Scripts at my.express-scripts.com.

3. Use the Express Scripts Pharmacy to order tests by mail. Log in at express-scripts.com. Click **Order At-Home COVID-19 Tests** and submit your order. Tests will be shipped to you.

For more info and limitations on home COVID-19 tests, visit our COVID-19 resource web page at CareSource.com/members/tools-resources/covid19/.



Pharmacy Updates

CareSource has a searchable drug list on CareSource.com. Go to **Find My Prescriptions** under **Member Tools & Resources** to find out which drugs are covered. The most current updates to the drug list can also be found there. Call Member Services if you do not have access to the internet. We can help you find out if a medication is covered and how much it will cost.

Learn More About Your Plan



with Your Member Handbook

Your member handbook is the best place to learn more about your health plan. You can find your 2022 member handbook at CareSource.com. There are many topics covered. Some include plan benefits, services and rewards. You can also learn about where to go for care, pharmacy and prescription drugs, and more! Call Member Services to get a printed copy of the handbook at no cost to you.



Helping Kids and Teens Cope During COVID-19

Many people are concerned about the long-term effects the pandemic will have on kids and teens' mental health. There are ways parents and caregivers can help kids and teens cope.



Stick to a routine.

Schedules and routines give kids and teens a sense of safety and stability. With COVID-19 outbreaks, school closures and remote learning, finding a routine can be hard. Create structure where you can. Set deadlines to finish chores or set a basic daily schedule.



Be realistic about learning.

No one learns in the same way. Some kids and teens learn well at home and some need to be in the classroom. Find ways for learning in daily life. Practice measurements and timing by cooking together. Take up gardening. Read to younger children and make sure that older kids and teens find time for books.



It is okay to not feel okay.

Coping with uncertainty is hard for all of us. Let kids and teens know that you are here for them. Remind them that they can talk to you about their thoughts and feelings. Get professional help if you or your child needs it. You can use the **Find a Doctor/Provider** tool on **CareSource.com** or call Member Services to get help. You can also visit myStrengthSM to use online tools that can improve your outlook and mood. Visit bh.myStrength.com/CareSource.

Source: Centers for Disease Control and Prevention (CDC).
www.cdc.gov/mentalhealth/stress-coping/

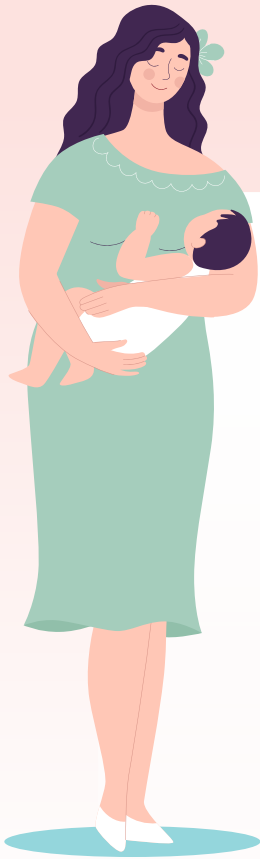


Interpreter Services for Your Next Telehealth Visit

Telehealth is one of the easiest ways to get the care you need. CareSource has interpreter services to remove language barriers between you and your providers. We have over 200 languages plus American Sign Language (ASL). We want you to have the highest quality of care. Having someone who can speak your preferred language or knows ASL helps us do this.

CareSource can meet in-person, by phone, or video. Call Member Services to arrange an interpreter for your next health care visit.



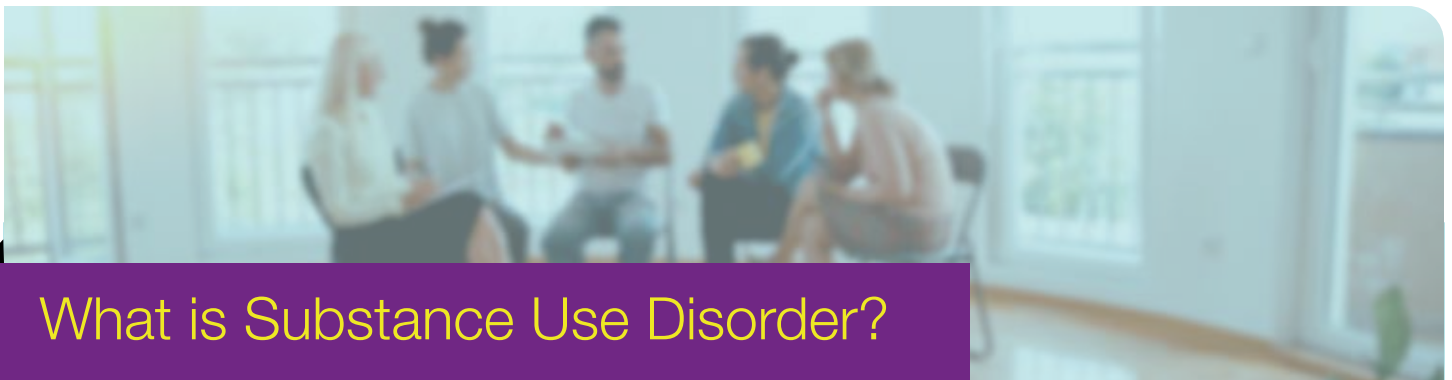


More Than the Baby Blues

Your body and mind go through lots of changes after you give birth. Many people feel the “baby blues” after their baby is born. This can include mild mood changes and feeling exhausted, worried, or overwhelmed. The baby blues can last a few days to a couple of weeks. [Postpartum depression \(PPD\)](#) can be mistaken for the baby blues at first. The symptoms of PPD are more intense than the baby blues. PPD can last for many months or longer if it is not treated.

Nearly one in eight new moms suffer from PPD. Signs of PPD can include feelings of hopelessness or helplessness, severe mood swings, withdrawing from family and friends, fear that you are not a good parent, or thoughts of harming yourself or your baby.

Your mental health matters. Call your provider right away if you notice any signs or symptoms of PPD. You can also call the CareSource24® Nurse Advice Line for help 24 hours a day, 7 days a week. Learn more about PPD at www.mayoclinic.org.



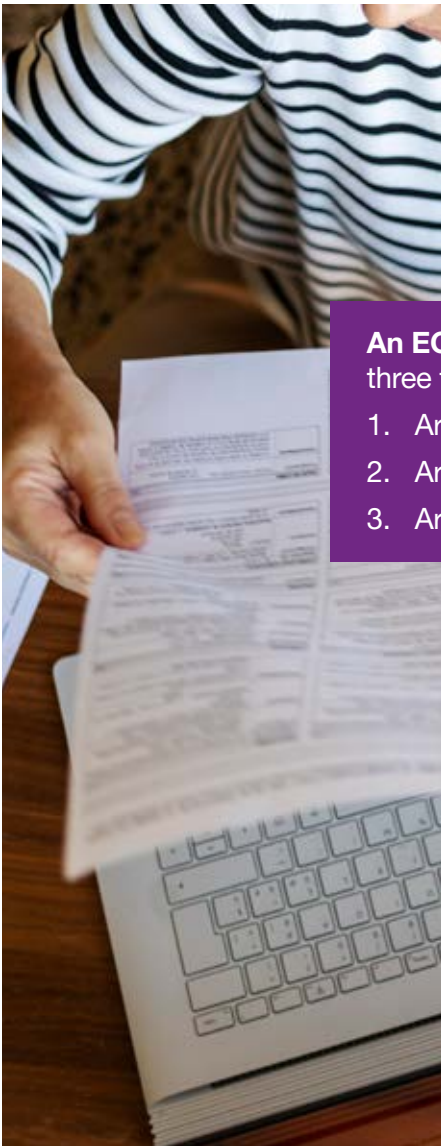
What is Substance Use Disorder?

A Substance Use Disorder (SUD) affects a person’s brain and behavior. Those who have SUD are often not able to control their use of alcohol or legal and illegal drugs.

Those who struggle with SUD are not bad people. Having SUD does not mean a lack of strength or willpower. Many people who struggle with SUD also suffer from some type of mental illness. The most common mental illnesses that exist with SUD are anxiety, depression and bipolar disorder.

Most people diagnosed with SUD can get better through treatment and support. Treatment for SUD is not one-size-fits-all. It will vary from person to person. Talk to your primary care provider (PCP) about SUD. You can also call the CareSource Substance Use Hotline at **1-833-674-6437** if you or someone you love is struggling with SUD. Recovery is possible! We can help.

Source: National Institute of Mental Health (NIH)



Look Out for Fraud, Waste and Abuse

To check for fraud, waste or abuse, CareSource sends Explanation of Benefits (EOB) statements to some households.

An EOB is not a bill. If you get an EOB, please help us by checking for these three things:

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

If the EOB does not seem right, call Program Integrity at **1-844-415-1272** or Member Services and follow the prompts to report fraud. You can also send us an email at **fraud@caresource.com**, fax to **1-800-418-0248**, or write to:

CareSource
Attn: Program Integrity
P.O. Box 1940
Dayton, OH 45401-1940

You do not have to give us your name when you write or call. If you want a response, be sure to tell us your name and contact information, and that you would like us to follow up with you. Your report will be kept confidential as allowed by law.

Services Covered by **CareSource**



What to Do if You Get a Bill

As a CareSource member, you will keep getting all medically necessary services. These are 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 **caresource.com/plans/medicaid/plan-documents/**.



Caring for the Caregiver

If you are a caregiver for a spouse, parent, child or other loved one, you know that it takes a lot of time, effort and energy. Below are a few strategies to help ensure that you can find time to care for yourself.

Take care of your own health. See a provider each year to stay up-to-date on routine exams and screenings. Make sure that you get enough sleep and add plenty of fruits, veggies and whole grains to your diet.

Give yourself grace. Take a break from caregiving when you can. Join a fitness class, read a book, or meet up with a friend for lunch. Do something for yourself that is not related to caregiving.

Learn as much as you can about your loved one's condition. Research the issues they are facing now and what may happen in the future. The more you educate yourself, the better you can plan for what is to come.

You are not alone in this. Find a support group with people who are in similar situations. [Caregiver.org](https://www.caregiver.org) and [caregiveraction.org](https://www.caregiveraction.org) have free online support groups you can join. Remember that caring for yourself is not selfish. You cannot give your best to someone else if you are not caring for yourself first.



Questions to Ask Before Taking Opioids

You should always talk to your provider or pharmacist when you get a new prescription. They can answer any questions you may have. It is even more important to ask questions if you are prescribed opioids so that you can stay safe. Below are a list of questions to help you get started.

1. What are opioids?
2. What are the risks and benefits of opioids?
3. How long do I need to take opioids?
4. Do opioids have any side effects?
5. What if I have a history of substance use disorder?
6. How should I store opioids?
7. Is it safe to take opioids with other medications?
8. What do I do with extra opioids?
9. What do I do if I feel like I need to take more?
10. Can I have naloxone (NARCAN®) if there is an emergency?

CareSource has free packets to help you safely dispose of drugs. Get your free packet at secureforms.CareSource.com/DisposeRx. CareSource also covers naloxone (NARCAN). It can help reverse an opioid overdose. Ask your provider for a naloxone kit.



How to Earn Rewards

Complete healthy activities.



Process claim.*



Get rewarded!



It's simple. Each time you complete a healthy activity, rewards are added to your MyHealth Rewards account. You can buy gift cards for retailers like TJ Maxx®, Old Navy®, the CareSource Online Store and many more. Check out your account today and see if you have already earned rewards this year!

To view your account, visit [MyCareSource.com](https://www.mycare.com). Select the **Health** tab, then scroll to the **MyHealth** link.

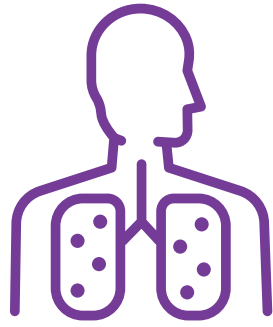
Your Children Can Earn Rewards Too!

Have you enrolled your children in the Babies First® and Kids First rewards programs? Once your child has completed a healthy activity, reward dollars are added to their rewards card. For more information, visit [CareSource.com](https://www.caresource.com). Select your **state**, then **Reward Programs**.

** Please allow 45 days from the date of the healthy activity completion for your reward to appear in your account.*



Asthma Triggers at Home



Asthma medications help with quick relief for flare-ups and work as long-term controllers for everyday use. You can also help your asthma by fixing issues in your home.

Some of the things you can do are:

Reduce common triggers if you can.



- Use air conditioning to keep pollen from getting into the home during peak pollen times.
- Change furnace filters as needed.
- Sleep with the windows closed.
- Do not smoke or be around others that smoke.
- Limit the use of cleaners and products with strong odors.



Clean your furniture.

- Clean dusty areas often.
- Reduce carpet and fabrics in your home if you can.



Prevent mold.

- Reduce humidity levels.
- Dry damp areas.



Reduce pet triggers.

- Avoid close contact with pets if you can.
- Keep pets out of the bedroom.
- Clean furniture and the floor regularly.

Stay healthy by having an asthma-friendly home!



Should You Keep Naloxone in Your Home?



Naloxone (NALCAN®) can reverse the effects of an opioid overdose. Naloxone cannot be used by the person overdosing. It is vital that you have naloxone on hand if a loved one is at risk of overdosing. These three things can increase the risk of an overdose:

- 1. Mixing prescribed opioids with alcohol.**
Even if opioids are used as prescribed, they can be dangerous when mixed with alcohol.
- 2. Prescription opioids are in your community.**
This increases the risk of overdose in your community
- 3. A loved one has substance use disorder.**
If a loved one already uses other drugs, like cocaine or meth, they are at a higher risk of overdosing if combined with opioids.

CareSource covers naloxone at no cost to you. Ask your provider for a prescription.



Housing Assistance During the Pandemic

Good health goes beyond having quality health care. Access to safe, affordable housing is a vital part of your overall health. The COVID-19 pandemic has brought many hardships. It made finding housing harder than ever.

The U.S. Department of Housing and Urban Development (HUD) offers help for many housing needs. They have resources to help pay your rent and find safe rental housing. Go to [hud.gov](https://www.hud.gov) and click **Find Housing Assistance** to learn more.

There is also help if you are experiencing or are at risk of homelessness. Go to [hudexchange.info](https://www.hudexchange.info) and click **Need Housing Assistance** in the top right corner to find local help.



Should I Get Tested?

Hepatitis C is a disease caused by a virus that makes the liver swell. It can cause major health problems or even death if it is not treated.

People used to think that hepatitis C only affected people aged 50 to 70, or those with risk factors like past or current injection drug use. New data shows that it can affect people of all ages. Many people may not even know that they have it!

Who should get screened for hepatitis C?

- All adults 18 years and older should get a one-time screening.
- Women should be screened during each pregnancy.
- People with risk factors should have routine testing.

Testing can help people get the care they need to stay healthy. Treatment can cure hepatitis C and keep it from spreading to others. Talk to your provider about being tested for hepatitis C.

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/nchhstp/newsroom/2020/hepatitis-c-impacting-multiple-generations-press-release.html



Signs and Symptoms of Autism Spectrum Disorder

Autism Spectrum Disorder (ASD) is a term that covers Autistic Disorder, Pervasive Developmental Disorder, and Asperger Syndrome. ASD is a developmental disability. People with ASD may communicate, act, engage or learn in ways that are different from others.

Other signs of ASD are:

- Repeating behaviors or actions.
- Avoiding eye contact.
- Having trouble with change in their daily lives.
- Wanting to be alone.
- Not knowing how to talk, play or relate to other people.

People with ASD often live typical lives even though ASD is a lifelong condition. How well someone with ASD functions in daily life depends on their symptoms. Some people with ASD need lots of help and support while others need very little. No matter what, all people can reach their full potential with the right support!

Source: Centers for Disease Control and Prevention (CDC).

www.cdc.gov/ncbddd/autism/index.html





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

CareSource.com

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)

Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**

Important Plan Information

We Want to Hear From You!



We love our members. That's why we want to hear from you! Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes two to three minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)

Thank you for trusting CareSource with your health care needs.

Do you need to change your address, email or phone number? Call Member Services or make changes in your **MyCareSource.com** account. You can also let us know how you would like to hear from us. You can get printed materials in the mail or can go digital with an email or text.