



WINTER 2022

# MEMBER *Source*

A Newsletter for CareSource Members

## OUR HOME IS *Your Home*

CareSource is proudly based in Ohio. That means we live and work in the same communities as our members. Your health and well-being are personal to us.

**Here are a few ways CareSource cares for you:**

### **Quality Health Coverage**

Our network has providers in Ohio's largest cities to its smallest towns. Your medical, dental, vision, and behavioral health services are always covered at no cost to you.

### **Care Wherever You Are**

Visit with medical and mental health providers virtually through Teladoc®. Visits are at no cost to you and providers are available 24/7.

### **Care Beyond Health**

Good health requires more than just quality health care. Connect with a CareSource Life Services® Life Coach who can help you find a job, finish your degree, or link you to support for food, utilities, or housing.

Call Member Services at **1-800-488-0134**  
(TTY: 1-800-750-0750 or 711) to learn more.

CareSource has been here since the beginning and will serve you through the next generation. Our focus has always **been** and will always **be** you.



# QUIT SMOKING IN THE NEW YEAR

Are you ready to quit using tobacco in the new year? We're here to help! Start living a healthier and fuller life in 2023.

If you have diabetes and use tobacco, you are at a greater risk of having a stroke. Once you stop smoking and using tobacco, your body begins healing itself. In 20 minutes, your heart rate and blood pressure drop. In 2 weeks to 3 months, your lung function improves. After one year, your risk for heart disease is half that of someone who smokes or uses tobacco. Smoking and using tobacco also impacts your blood sugar. Your insulin can work more effectively when you quit.



We're here to support you as you quit smoking and using tobacco. The first two steps are easy:

- 1 Set a quit date.
- 2 Make a goal. A good goal might be, *"Starting Tuesday, I will cut back by at least one cigarette a day until my quit date."*

You can also call Ohio Tobacco Quit Line at **1-800-QUIT-NOW** (1-800-784-8669) to get started. The quit line can help you take the next steps to quit:

- Cigarettes
- Hookah
- E-Cigarettes
- Cigars
- Chewing Tobacco
- Vaping

You can access a free and confidential Quit Coach, online resources, and more through Ohio Tobacco Quit Line.

Sources: [www.cdc.gov/tobacco/campaign/tips/quit-smoking/index.html](http://www.cdc.gov/tobacco/campaign/tips/quit-smoking/index.html). [www.cdc.gov/diabetes/library/features/smoking-and-diabetes.html](http://www.cdc.gov/diabetes/library/features/smoking-and-diabetes.html).

## Caring for the Caregiver

If you are a caregiver for a spouse, parent, child or family member, you know it's hard. It takes a lot of time, effort, and work. Caring for yourself is one of the most important things you can do as a caregiver. It starts with you. Make sure you rest and eat right, ask for and accept help from others, keep a positive outlook, and set goals. Move forward, one step at a time.

You are responsible for your own care and needs, but you are not alone! Find a support group with people who are in similar situations. **Caregiver.org** and **CaregiverAction.org** have free online support groups you can join. Remember, caring for yourself is not selfish. You cannot give your best to someone else if you are not caring for yourself first.

## 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. Call Member Services if you get a bill.

Services covered by CareSource can be found in your member handbook. You can find the handbook at **CareSource.com/plans/medicaid/plan-documents/**. You can also get a printed copy sent to you when you call Member Services.





## Don't Risk Losing Your Health Coverage: Stay Up-to-Date

We love that you are a member of CareSource! There are changes coming from the Ohio Department of Medicaid and we do not want you to have a gap in your health coverage.

Make sure your address and phone number are up-to-date so you do not miss any news or changes related to your benefits. There are many ways to do this:

- Call the Ohio Medicaid Consumer Hotline at 1-800-324-8680. The hotline is available Monday through Friday, 7 a.m. to 8 p.m. or Saturday 8 a.m. to 5 p.m.
- Log in to the online portal at **benefits.ohio.gov** if you have an Ohio Benefits Self-Service Portal account.

- Visit your local **County Department of Job and Family Services**. A case worker can help make sure your information is up-to-date.

### IMPORTANT!

Check your mail. If you get a packet asking you to renew your Medicaid coverage, respond right away. If you do not respond, you risk losing your coverage, even if you are eligible for Medicaid.

Learn more about these changes from the Ohio Department of Medicaid at **medicaid.ohio.gov**.



## Stop the Flu Before it Stops You!

Winter is here, and with it comes the flu. You can lower your chance of catching the flu with this easy checklist.



### Get your flu vaccine!

It's not too late. Most people 6 months of age or older should get a flu vaccine. As a CareSource member, you could earn a \$25 reward!



**Avoid contact with others who are sick.**



**Don't touch your eyes, nose, or mouth.**



**Wash your hands often.**



**Cover your coughs and sneezes, and remind others, too!**



Source: Centers for Disease Control and Prevention.  
[www.cdc.gov/flu/prevent/prevention.htm](http://www.cdc.gov/flu/prevent/prevention.htm)



# Sweater Weather and Dry Skin

Cold air, wind, and low humidity make skin dry, itchy, and cracked. There are ways to help your skin throughout the winter.

Take shorter, lukewarm showers. Hot water and harsh soaps dry out skin. Use gentle, scent-free, sensitive skin cleaners. Be sure to moisturize. Choose a scent-free cream, they repair skin better than lotion. Don't forget sunscreen! You can still get sun damage in winter.

Don't ignore cracked skin. Gently wash around the area and apply a skin ointment. Watch for signs of infection like redness, swelling, and pain. If you see these signs, call your primary care provider.

If your skin is still dry and cracked, you could have a skin condition like psoriasis, eczema, or an allergic reaction. A dermatologist (skin doctor) can prescribe stronger treatments. They can also suggest a skin care routine to keep your skin healthy during these harsh winter months.

Source: [www.cdc.gov/disasters/winter/duringstorm/indoorsafety.html](http://www.cdc.gov/disasters/winter/duringstorm/indoorsafety.html)



## DON'T BE LEFT IN THE COLD



There are programs to help you pay your heating bill. The Low Income Home Energy Assistance Program (LIHEAP) may be able to help you. Call their hotline at 1-866-674-6327. They can also give you tips to fix your home to save energy.

You can find your local program at:

- [Development.ohio.gov/individual/energy-assistance/1-home-energy-assistance-program](http://Development.ohio.gov/individual/energy-assistance/1-home-energy-assistance-program)
- Or by calling (800) 282-0880.

Are you on Supplemental Security Income (SSI)? If so, your utility company may have other ways you can pay. Call them and ask.

Be sure to also check out local services and nonprofits.

Sources: [usa.gov/help-with-bills](http://usa.gov/help-with-bills), [acf.hhs.gov/ocs/low-income-home-energy-assistance-program-liheap](http://acf.hhs.gov/ocs/low-income-home-energy-assistance-program-liheap), [benefits.gov/benefit/623](http://benefits.gov/benefit/623)





## Take Your Medication the Right Way

It is important to take medication exactly as prescribed.

### Side effects?

Tell your doctor or pharmacist how you feel. They can give you tips, or have you try another drug.

### Forgetting to take your medicine?

There are tools to help like a pill box, calendar, or your smartphone's alerts and apps. Take your medicine with other daily habits.

### Too many trips?

Your pharmacist might be able to schedule your prescriptions in one pick up. Ask about "medication synchronization." Your pharmacy can set it up so you get your medicine in one trip. It is typically set up to be once a month, when possible. This will save you time.

**Keep up with your medication.  
We want you to stay healthy.**



## GUARD That Gray Matter

It's game time for young athletes! Before the game starts, know the signs of a head injury or concussion.

Helmets help with head injuries, but they cannot stop a concussion. These happen when there is a hit or fall that causes the brain to bounce off the inside of the skull.

The best thing to do is to stop doing what caused the injury. Check to see how the person feels.

Mild concussions cause a headache and sleepiness. The person will need to rest. That means no activity and less screen time. If they do not feel better after a couple of days, call your primary care provider.

Bad concussions need help urgently. Some signs include larger eye pupils, drowsiness, bad headaches, weakness, numbness, or less coordination. They may also cause vomiting, slurred speech, convulsions, confusion, unrest, and unconsciousness. If any of this happens, call 911.

# Upset Stomach?

Learn what can cause stomach pain.  
Know when to see a doctor.

An upset stomach every now and then is common. Most of the time you can find the root cause of the pain yourself, or it goes away on its own. Sometimes it can be more serious.



## STRESS

Your body can have a physical response to stress, anxiety, or nerves.

An upset stomach due to stress is not a cause for concern. It will usually go away on its own. Contact your provider if it does not go away after a few days.

## FOOD POISONING

If you eat something contaminated, you'll know soon after. Symptoms of food poisoning are:

- Nausea
- Vomiting
- Diarrhea
- Abdominal pain

This should clear up within a few days. If symptoms continue or get worse, call your provider.

## INDIGESTION

Indigestion can occur if you:

- Eat certain foods
- Eat too fast
- Smoke
- Drink alcohol

Symptoms are bloating, gas, belching, pain, or a burning feeling. Find the cause to lessen your symptoms. Keep a food diary, eat moderately, and slow down.

## IRRITABLE BOWEL SYNDROME

If you often have stomach pain, you may have irritable bowel syndrome (IBS). IBS is a common condition that needs long-term management. Symptoms include:

- Cramping
- Bloating
- Gas
- Diarrhea
- Constipation

Managing your diet and stress can help control your symptoms.

## GASTROPARESIS

Though rare, Gastroparesis is a serious condition. The muscles in your stomach slow or stop emptying food properly into the intestine. Symptoms include nausea, vomiting, or feeling full fast. The exact cause is often unknown, but it can be triggered by:

- Uncontrolled diabetes
- Narcotics or antidepressants,
- Multiple sclerosis (MS)
- Injury to the vagus nerve.

You need a proper diagnosis to manage it, especially if you have diabetes.

## WHEN TO SEE A DOCTOR

If your stomach issues occur for more than a few days, call your provider. Talk to them about any:

- Irregular or frequent stomach pains
- Diarrhea
- Nausea
- Constipation

### YOU CAN ALSO CALL CARESOURCE24

Call the CareSource24® Nurse Advice Line if you have questions about your health, need advice, or need help deciding where to go for care.  
**1-866-206-0554** (TTY: 1-800-750-0750 or 711)

Source: [www.cdc.gov/nchs/fastats/digestive-diseases.htm](http://www.cdc.gov/nchs/fastats/digestive-diseases.htm)







## Schedule a Ride Through Our Transportation Services!

Let us help you get where you need to go. We offer transportation (ride) services at no cost to you. You can get a ride to:

- Health care visits
- The pharmacy to pick up your prescriptions
- Appointments at your local County Job and Family Services or for Women, Infants, and Children (WIC)
- Pick up food from the grocery store for curbside pickup or to a food pantry or food bank

You can also schedule an unlimited number of trips to appointments or activities for your diabetes management plan.

### Prefer to use public transportation? We can help!

Call Member Services to learn more. We are here to help you get where you need to go!

## Identifying Sources of Unexplained

# BAD BREATH

Bad breath is something everyone has experienced. But what causes it? Here are three sources that could explain your bad breath.

### The food you eat:



The most common foods that cause bad breath include garlic, onions, dairy products, coffee, or anything spicy. Daily brushing, flossing, and using mouthwash help!

### Gum disease:



Ongoing bad breath could be a sign of gum disease. Plaque, bacteria, and food debris that build up around your gum line can lead to gum disease. You can lower your risk by brushing and flossing your teeth each day. If your gums bleed when you brush, talk to your dentist.

### Chronic acid reflux:



Chronic acid reflux happens when stomach acid or undigested food is pushed back up into your throat. You can lessen acid reflux by eating smaller meals. Chewing gum after a meal may also help.

There are many causes of bad breath. If you brush and floss every day and still have bad breath, you may need to talk to your dentist or primary care provider. They can help you build strong hygiene habits to keep your breath fresh. To find a provider near you, visit **FindADoctor.CareSource.com** or call Member Services.

Source: [www.cdc.gov/oralhealth/conditions/periodontal-disease.html](http://www.cdc.gov/oralhealth/conditions/periodontal-disease.html)

# READING GLASSES 101

## How to Find the Perfect Reading Glasses

Are words starting to look blurry when you read? It may be time for you to get a pair of reading glasses. One of the first signs that you need reading glasses is if you hold what you are reading farther away from your face to make out the words. You may have headaches or find that your eyes feel tired after reading. Most people will start using reading glasses after the age of 40.

### Find the perfect pair of reading glasses for you.

Visit your local store that sells nonprescription reading glasses. Make sure you bring something to read with you.



Reading glasses are sold from +1.00 to +4.00, increasing by +0.25 with each power. Start by trying on the lowest power of glasses first. Try on each pair until you're able to read easily. Make sure you can read at a comfortable distance. If you have two powers that work for you, choose the lower power. Wear them every time you read to avoid straining your eyes.

If your reading glasses aren't helping, or your vision is getting worse, call your provider. They can give you an eye exam to diagnose your needs or help find the right reading glasses prescription for you.



## Take Charge of Your Care to Manage HIV

Take an active role in your care if you have Human Immunodeficiency Virus (HIV). Being active in your care can help you better manage your HIV. To take charge of your care, be sure to go to all your medical visits. Keeping your visits will help your provider make sure your treatment is working for you. Let them know of any health changes or side effects from medication. Take your medication exactly as prescribed. Getting routine care and taking your HIV medication is the key to staying healthy.

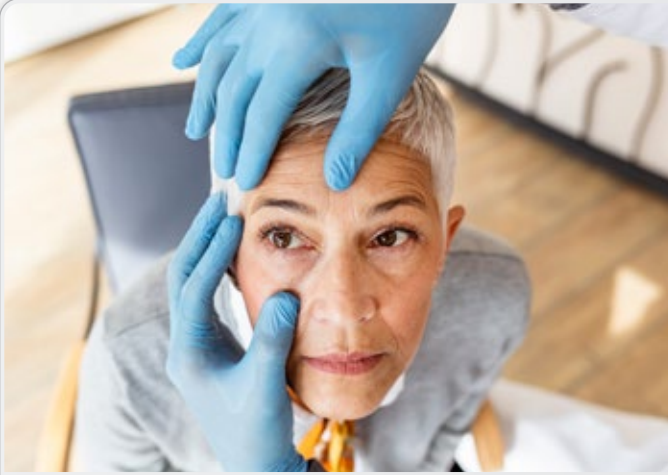
## Your Pharmacy Benefit Has Changed

Your pharmacy benefits are now provided by Gainwell. Your prescription drugs are still covered.

Don't worry, you are still a CareSource member! You will just need to contact Gainwell for your pharmacy needs now. Gainwell Member Services is available to you 24/7, 365 days a year. Call their team at 1-833-491-0344 (TTY: 1-833-655-2437) if you have any questions. You can also visit their website at [spbm.medicaid.ohio.gov](https://spbm.medicaid.ohio.gov).







# Are You at High Risk for Glaucoma?

## Take our Quiz and Find Out

As you age, you might notice that the world looks a little blurry. Eyesight issues can be a normal sign of aging. It can also be a sign of something more serious, like Glaucoma. Glaucoma is a group of eye diseases that can lead to blindness.

Anyone can get Glaucoma, but you may be more likely to if you have certain risk factors.

### Take our short quiz to find out if you are at higher risk:

|   | Yes | No |
|---|-----|----|
| I am age 40 or over.  |     |    |
| I am Black, Asian, or Hispanic.   |     |    |
| I have a family history of Glaucoma.                                      |     |    |
| I have diabetes, heart disease, or high blood pressure.                   |     |    |
| I have had past eye injuries or surgeries.                                |     |    |
| I am farsighted or nearsighted.   |     |    |
| My provider has told me that my inner eye pressure is higher than normal. |     |    |
| I use corticosteroid medications (commonly called steroids).              |     |    |

If you answered **YES** to one or more of the above statements, you are at higher risk for Glaucoma. Talk to your eye doctor or other provider about what that means for you.

### Glaucoma Screening Guidelines for adults without risk factors:

|           |                                      |
|-----------|--------------------------------------|
| Age 40-55 | Every 2-4 years, starting at age 40. |
| Age 55-65 | Every 1-3 years                      |
| Age 65+   | Every 1-2 years                      |

If you have risk factors, get screened more often. Talk to your provider about what's right for you!

Source: American Academy of Ophthalmology. [www.aao.org/eye-health/diseases/what-is-glaucoma](http://www.aao.org/eye-health/diseases/what-is-glaucoma).  
[www.aao.org/clinical-statement/frequency-of-ocular-examinations](http://www.aao.org/clinical-statement/frequency-of-ocular-examinations)



# Getting Your ZZZs

Getting enough sleep each night is important for your health and well-being. It has an impact on your day-to-day life. But how much sleep do you need each night? The answer depends on your age.

| Newborn     | Infant                          | Toddler                         | Preschool                       | School age | Teen        | Adult           | Adult       | Adult     |
|-------------|---------------------------------|---------------------------------|---------------------------------|------------|-------------|-----------------|-------------|-----------|
| 0-3 months  | 4-12 months                     | 1-2 years                       | 3-5 years                       | 6-12 years | 13-18 years | 18-60 years     | 61-64 years | 65+       |
| 16-18 hours | 12-16 hours<br>(including naps) | 11-14 hours<br>(including naps) | 10-13 hours<br>(including naps) | 9-12 hours | 8-10 hours  | 7 or more hours | 7-9 hours   | 7-8 hours |

Why do we need enough sleep each night? Sleep sharpens memory and problem-solving skills. It also lowers risks of certain diseases and can boost your immune system. Not getting enough sleep can cause health problems including:

- **Heart and blood vessel disease:** Includes high blood pressure, heart disease, heart attack, and stroke.
- **Diabetes:** Affects the ability to regulate blood sugar.
- **Obesity:** When tired, you eat more, causing weight problems.
- **Immunodeficiency:** Fighting illnesses is harder on the body.
- **Hormonal abnormalities:** The body cannot make hormones correctly with lack of sleep.
- **Pain:** Pain can develop, or the feeling that pain is getting worse, with lack of sleep.
- **Mental health issues:** Poor sleep can make the symptoms of depression, anxiety, and bipolar disorder worse.

Here are a few tips for getting a better night's sleep:

- **Set a routine.** Get up and go to bed at the same time daily.
- **Start moving.** Spend time outside and exercise. This lowers stress, which helps you sleep.
- **Turn off your phone.** Stop checking devices at least an hour before bed.
- **Don't sleep too much.** This raises your risk for diabetes, heart disease, and stroke.

If you or a loved one is still having trouble falling asleep, talk to your provider. They can help you make a plan so you can catch your Zzz's.



# Beat the Winter Blues



Wintertime can take a toll on your mental health. It is common to feel down or drained. You may have a hard time doing daily activities. There are many ways you can beat the winter blues. Exercise is one way to improve your mood and sleep. Be sure to get plenty of rest and stock up on healthy foods. Staying connected with friends and family can help. You can also consider therapy to help you through a difficult time.

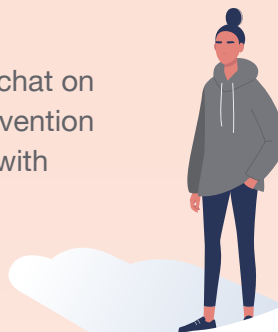
Taking care of yourself is important. Reach out to your provider if you need mental health support this winter. You can also speak to a board-certified provider using Teladoc®. You and your family can talk to a Teladoc provider by phone or video from wherever you are. Use Teladoc for general medical and mental health services. Visit [Teladoc.com/CareSource](https://www.teladoc.com/CareSource) or call **1-800-TELADOC** (835-2362) to learn more.

*\*Teladoc general medical service is available 24/7. Mental health services are available seven days a week, 7 a.m. to 9 p.m.*

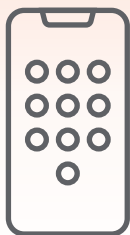
## 988 Suicide and Crisis Lifeline

Are you in crisis? If so, call or text 988. You can also open a chat on [988lifeline.org](https://988lifeline.org). 988 is a free dialing code for the Suicide Prevention Hotline. This hotline can be used 24/7 by anyone struggling with their mental health or are having thoughts of suicide.

There are also specific mental health resources for the Black, LGBTQ+, Veteran, and other communities.



**Here are some tips for when you call 988:**



Press “1” if you are a veteran.



Press “2” if you need interpretation services.



Dial 711 if you are hard of hearing for TTY. Then, dial **1-800-273-8255** or your preferred service.



Talk and text is only available in English at this time.



Source: 988 Suicide & Crisis Lifeline. <https://988lifeline.org/current-events/the-lifeline-and-988>.



# How Much Exercise Do You Really Need to Stay Healthy?

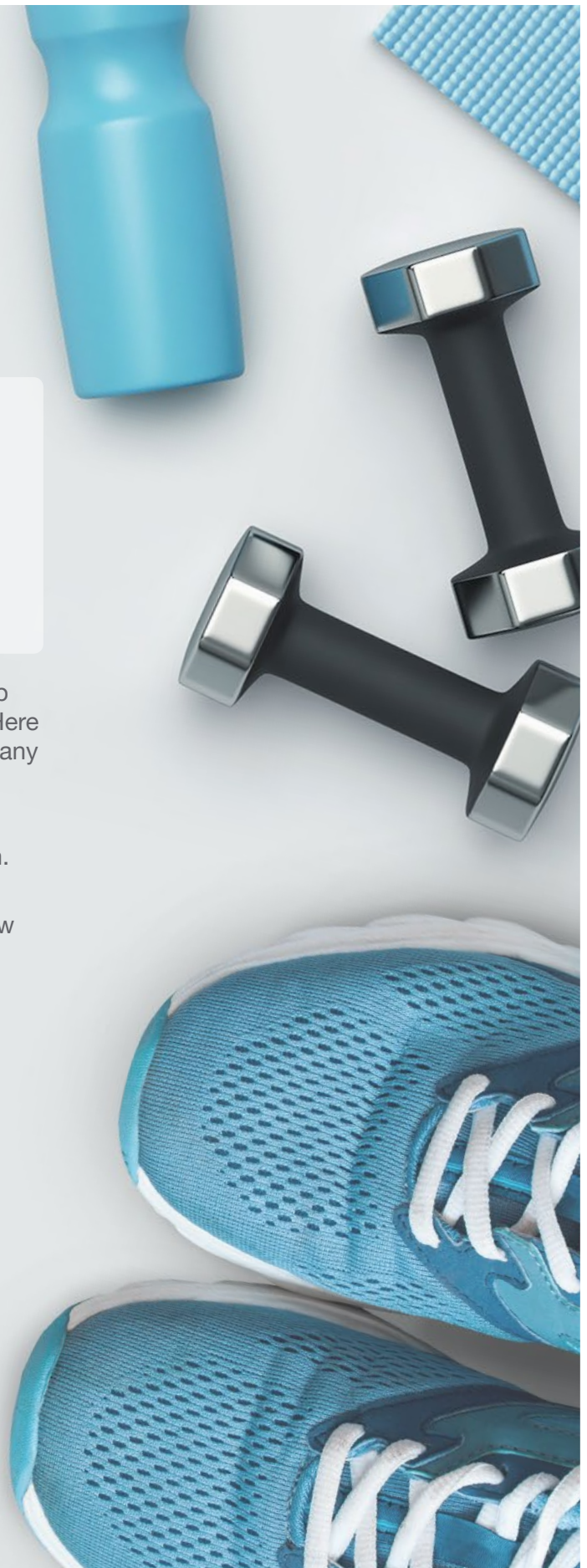
The guidelines are clear. Each week, the average adult needs:

- 150 minutes of moderate aerobic activity like walking or 75 minutes of vigorous aerobic activity like running
- Two strength training sessions that hit all muscle groups

This may sound like a lot. The key is to break it up into smaller sessions and make moving a habit. Here are some ways to get moving that do not require any equipment:

- **Going upstairs?**  
Double or even triple each trip up and down.
- **Switch up your dog walk.**  
Follow your dog's lead. Let them control how long your walk is and where you go.
- **A watched pot never boils.**  
Don't just stand there when cooking. Do some leg lifts, squats, calf raises, or countertop pushups.
- **Pick up your phone – *and* the pace.**  
Walk around your home when taking calls or answering text messages.
- **Game nights with a twist:**  
Instead of setting up a board game, take it outside. Try kickball, tag, capture the flag, and musical chairs.

**Exercise is a form of self-care and can be fun. When you stop looking at it like a chore, it starts being a treat.**



# Does the Winter Make You Feel SAD?

Seasonal Affective Disorder (SAD) is a type of depression that starts in the late fall and early winter. SAD goes away in the spring and summer when there is more sunshine. Symptoms of SAD can range from overeating and weight gain to oversleeping and social withdrawal.

Treatments are available if you deal with SAD. Psychotherapy, antidepressant drugs, and taking vitamin D can help. There are also lamps and sun lights that may help with SAD. Talk to your primary care provider (PCP) or a mental health specialist if you are dealing with SAD.



## Got *(Breast)* Milk?

Are you pregnant? We want you to have the tools you need if you plan to breastfeed. CareSource covers breast pumps at no cost to you! You can order your breast pump online within 90 days of your due date.

### Order your breast pump below:

[aeroflowbreastpumps.com](http://aeroflowbreastpumps.com), [insured.amedadirect.com](http://insured.amedadirect.com), [byramhealthcare.com](http://byramhealthcare.com), or [pumpsformom.com](http://pumpsformom.com)

Each website has lots of brands and models for you to choose from. Fill out the information on the website and they will work with us to get your breast pump to you! Call Member Services if you have any questions.



# Visit Your Dentist Twice a Year for Better Health

Routine dental visits are a vital part of your health. CareSource member, you have dental benefits for exams, cleanings, x-rays, and more!

You should see your dentist two times a year, even if you do not have tooth or gum pain. Your dentist will do a thorough exam to make sure your mouth is healthy. Exams can also help detect issues like cavities and gum disease. You will also have your teeth cleaned during routine visits to remove build-up that can be hard to get to with normal brushing and flossing.

Your dental benefits are provided by DentaQuest®. Make sure the dentist knows you are covered by DentaQuest before you visit. Check your member handbook at **CareSource.com** to learn more about covered benefits. You can use our online **Find a Doctor/Provider** tool to find a dental provider at **findadoctor.CareSource.com**.

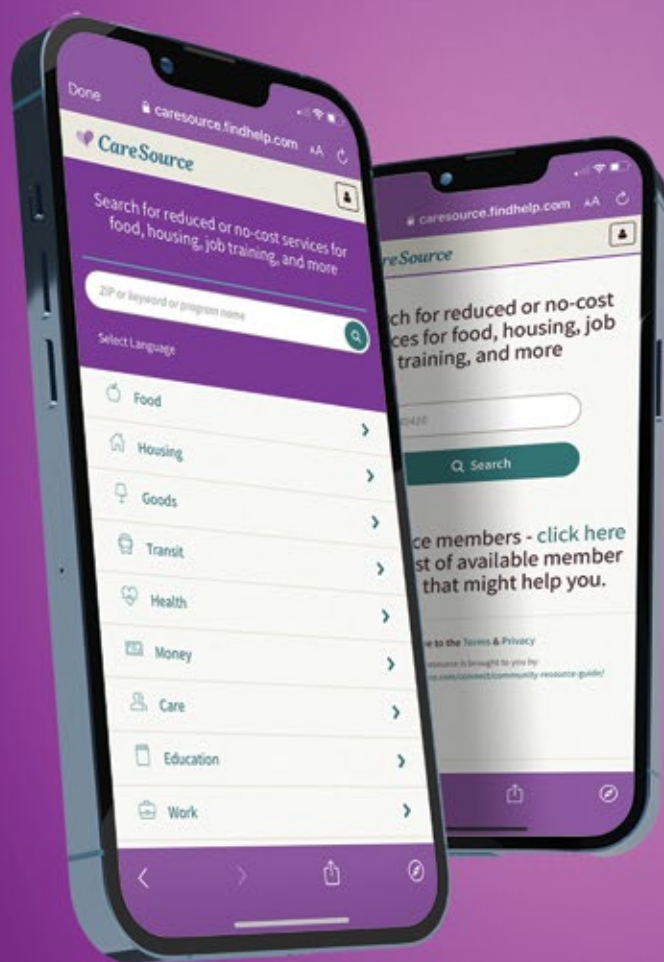
**You can earn \$20 twice a year for your dental visits.**





# When You Need a Helping Hand

## Use MyResources, Now in the CareSource Mobile App!

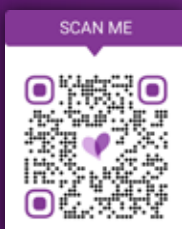


Sometimes you face challenges that go beyond your health care. CareSource has an online tool called MyResources if you need a little extra help. MyResources connects you with free or low-cost programs where you live.

Now you can access MyResources in the CareSource Mobile App! You can use the MyResources search tool to find services for food, shelter, school, work, transportation, financial support, and more. It's easier than ever to find support at home or on the go!

### Follow these steps to use the MyResources tool within the app:

1. Click **benefits** in the lower right corner.
2. Tap the first option listed **MyResources**.
3. You then have the option to **call** Member Services by tapping the phone number on the screen. Or you can use the **online search tool** by choosing **CareSource Find Help Site**. From there you can enter a zip code and start searching.



We have programs and services in every zip code in the United States. No matter where you are or where you go, we are here to help.



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)

## Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**

## Important Plan Information

***Tell Us  
What You  
Think!***

We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

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

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.