WINTER 2021

MEMBER*Source*

A Newsletter for CareSource® Members

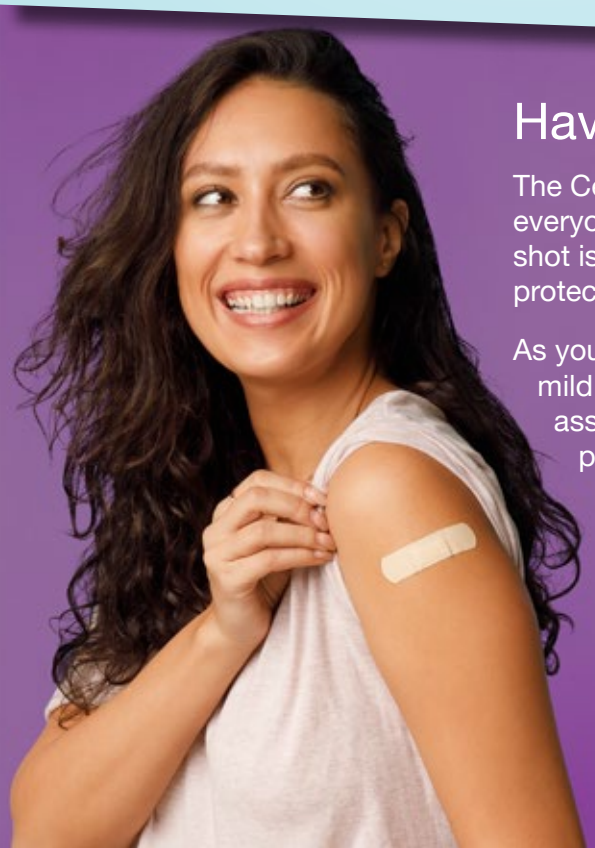
CareSource is proudly based in Ohio.

That means your health and well-being are personal for us. As family, friends, neighbors and Ohioans – we are one. We are more than just quality health insurance.

As a CareSource member, your coverage goes beyond basic care and includes:

- **No copays** for health care visits.
- Vision and dental care.
- Free rides to health care visits or to get groceries if you need it.
- Reward programs with values **up to $195, $395, and $415** for making healthy choices.
- Free help finding a job or finishing your degree, and so much more!

Learn more about your benefits at **CareSource.com/OhioMedicaid** or by calling Member Services.



Have You Gotten Your Flu Shot Yet?

The Centers for Disease Control and Prevention (CDC) recommends nearly everyone six months of age and older should get a flu shot every year. The flu shot is vital because it creates antibodies in your body. These are what help to protect you against the flu virus.

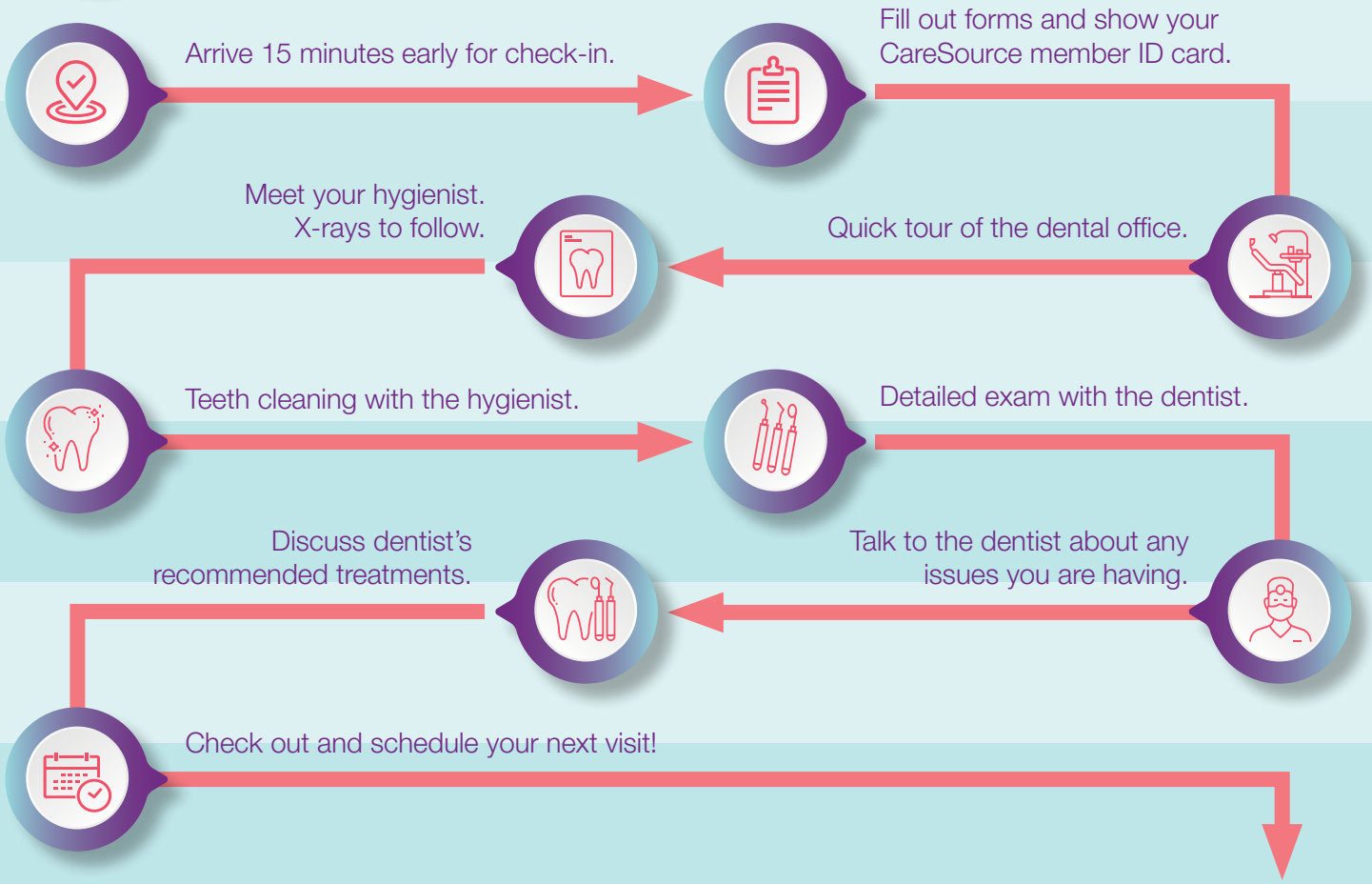
As you begin to develop these antibodies to fight the flu, you may experience mild symptoms like fevers and chills, but that's completely normal. Rest assured that the flu shot has been tested on tens of thousands of participants in clinical trials and meets the Food and Drug Administration's (FDA) standards for safety.

Don't wait. Get a **FREE** flu shot with your CareSource benefits!

Visit **CareSource.com/flushot** for more information.

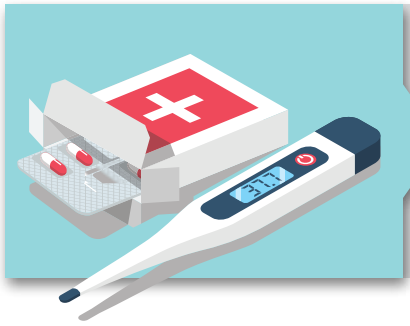
CareSource®

What to Expect: Your First ***Dental Visit***



You Have Options for Care

We want to make it easy for you and your family to get care. A visit to a convenience care clinic is quicker and cheaper than a visit to urgent care or an emergency room (ER). You can go to clinics inside of CVS®, Kroger® and Walmart® for basic care. At these clinics, you can get care for aches and pains, sicknesses, get health screenings or physicals, and can even get your flu shot.



Most clinics are open in the evening, seven days a week. Visits can be scheduled for the same day. Walk-ins are often welcome. Find one near you using our online ***Find a Doctor/Provider*** tool at **findadoctor.CareSource.com**. And the best part is, visits to these clinics are covered at no cost to you!

Variant or Vaccine?

Vaccines are highly effective against COVID-19, including the Delta variant. Delta is currently the leading strain of the virus in the United States (US). According to the Centers for Disease Control and Prevention (CDC), the Delta variant is more contagious and spreads faster. It may cause more serious illness than previous strains in unvaccinated persons.

Always talk with your primary care provider (PCP) if you have any questions or concerns about a medical condition or your risk. Anyone 12 and older can get a COVID-19 vaccination. Millions of people have safely received the COVID-19 vaccine. The vaccine can protect you from the virus, hospitalization, severe infection and death.

The CDC recommends getting a COVID-19 vaccine as soon as possible. Vaccine equity is when everyone has fair and just access. Now getting fully vaccinated is even easier.

To find a vaccine location near you, go to **Vaccine.gov**
If you need help scheduling a vaccine appointment or getting a ride, CareSource can help. Call Member Services today.

GET YOUR COVID-19 VAX on the SPOT

Join over 163 million Americans who are already vaccinated by getting your shot today!

Visit **www.COVIDVAXontheSPOT.com** for more information. You can also call Member Services for more details.

GET YOUR COVID-19 VAX ON THE SPOT *and* a $100 GIFT CARD!

Now is the time to get your **COVID-19 Vax on the Spot** at a vaccination event or pharmacy near you. You can also visit your primary care provider (PCP)! COVID-19 vaccines are free and available at no cost to CareSource members!

The best part? All members age 12 and older will receive a $100 gift card for being vaccinated from now until December 31, 2021.

Talk with Your **Pharmacist for Better Health**

Pharmacists do more than dispense medications. There are other ways they can help you improve your health.

Pharmacists can tell you how to take your medications the right way. They can also tell you about medication side effects or if there are drug interactions between medications you should know about. They can share general information to help you improve your health, too.

Talk with your pharmacist about your medications and your health—they are a vital part of your health care team!

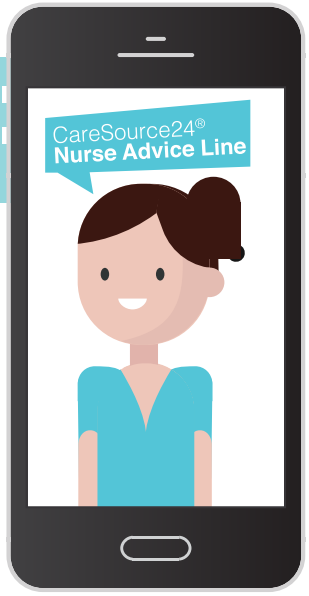
Your Safety and Care is Our Priority

We work every day to be sure you get the best health care possible. We want you to get:

- ✓ **The right care.**
- ✓ **At the right time.**
- ✓ **From the right provider.**

Our Quality Improvement department has nurses who check on the quality and safety of the care you receive. This includes care you might receive from a doctor's office, clinic or hospital. We want to help you live a healthy life. Making sure you get safe health care is a priority for us.

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 or a visit to your PCP, urgent care or the emergency room is needed.

Call now at **1-866-206-0554** (TTY: 1-800-750-0750) to talk with a CareSource24 team member.

2021 CareSource Holiday Updates

CareSource will be closed on the following days:

- Monday, September 6, 2021 - Labor Day
- Thursday, November 25, 2021 - Thanksgiving Day
- Friday, November 26, 2021 – Day After Thanksgiving
- Thursday, December 23, 2021 – Christmas Eve (Observed)
- Friday, December 24, 2021 - Christmas Day (Observed)
- Friday, December 31, 2021 - New Year's Day 2022 Observed)
- Monday, January 17, 2022 – Martin Luther King Jr. Day

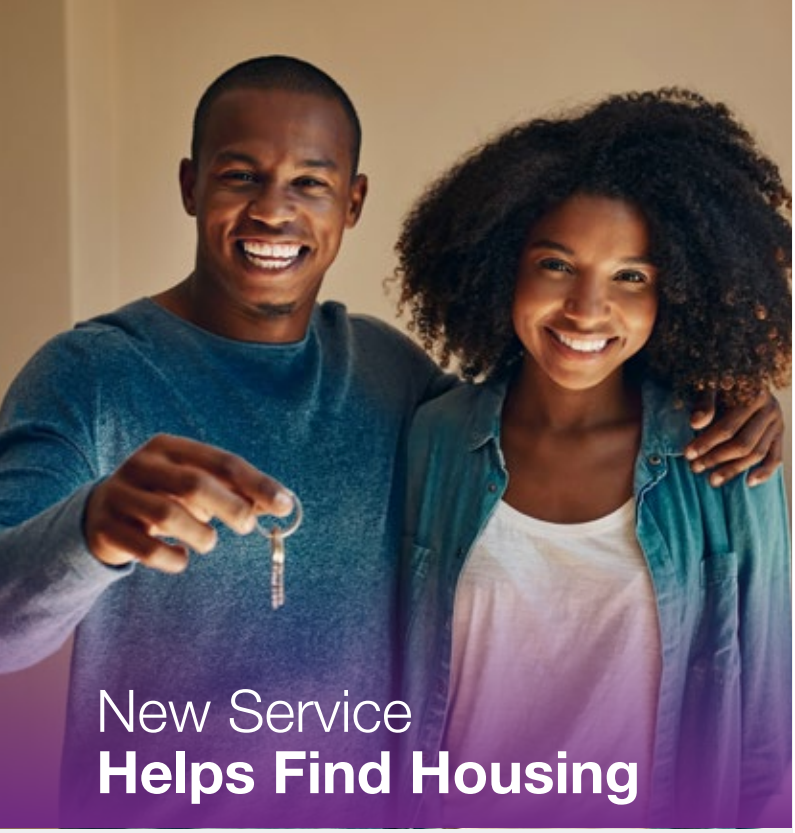
Understanding ESRD and CKD

Kidneys filter waste from the blood. Chronic Kidney Disease (CKD) is when the kidneys are damaged and are not doing that job properly. When CKD gets worse, it can become End-Stage Renal Disease (ESRD), or kidney failure. ESRD can cause serious health problems and can make you feel very sick. It is vital to manage your CKD to keep it from becoming ESRD.

- If your CKD is caused by high blood pressure and/or diabetes, focus on controlling those disorders.
- Eat a kidney-healthy diet. Your primary care provider (PCP) can refer you to a Registered Dietitian (RD). They can help you make an eating plan with the right amount of salt (sodium) and protein. Some people may need to limit their daily fluid intake.
- Be active most days.
- Do not smoke or drink alcohol.

Pharmacy Updates

CareSource has a searchable drug list that is updated monthly on the **CareSource.com** website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under ***Member Tools & Resources***. The most current updates can be found there also. 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.



New Service Helps Find Housing

Socialserve is a free service that can help anyone find affordable housing.

You can search by:

- Number of bedrooms and bathrooms
- Pets allowed
- Accessibility
- Veteran status
- Section 8 voucher

You can search at www.socialserve.com. You can also use the toll-free, bilingual call center, which helps people who don't have a computer or who want to talk to a person. Call at 1-877-428-8844.

We also have a search tool called MyResources that helps you find free or low-cost programs and support for:

- Food
- Housing
- Health care
- Employment skills
- Financial support
- And more

Log into your My CareSource® account to use the MyResources tool or call Member Services to learn more.

Medication Adherence Made Easier

Sometimes, managing your medications can seem like another chore on your to-do list. It's important to remember that 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.

Reach out to your pharmacy to ask if they offer these helpful services that could save you time and money.

Services Covered by CareSource

As a CareSource member, you will continue to receive all medically necessary services at no cost to you. These include services that prevent, diagnose or treat a medical condition. You will not be billed for these services. If you get a bill, please call Member Services. The number for your plan can be found on the back of this newsletter.

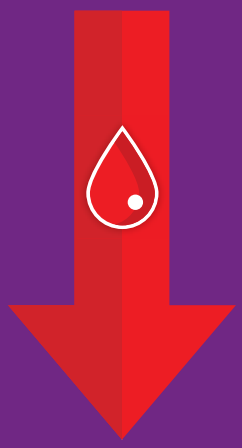
Services covered by CareSource can be found in your member handbook. You can find the handbook on our website at **CareSource.com** and going to ***Plan Documents*** under ***Tools and Resources***.

Learn More About Your Plan with Your **Member Handbook**

Your member handbook is the best place to look for up-to-date information about your health plan. **You can find your handbook on CareSource.com/OhioMedicaid**. There are many topics covered in your handbook. Some include plan benefits, services and rewards. You can also find information about where to go for care, pharmacy and prescription drugs, and more!

Your member handbook will help you get the most out of your plan. Call Member Services to ask for a printed handbook.

Keeping a Healthy Lifestyle with Diabetes



It's important to see your primary care provider (PCP) at least twice a year to have your tests done, like blood pressure or cholesterol. There are other things you can do in your everyday life to be healthy, as well.

You should get your blood sugar checked regularly, take your medications and check your feet every day. You should also make healthy food choices, limit alcohol, avoid tobacco smoke, stay active and learn coping skills.

Diabetes Self-Management Education and Support (DSMES) programs can help teach you life skills to better your health and quality of life. To find a DSMES program, go to **www.diabetes.org/diabetes/find-a-program.**

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/diabetes/library/4steps.html.

Suspect Fraud? Let Us Know.

At CareSource, we care about your protection. CareSource has partnered with NAVEX to run our **NEW** fraud, waste and abuse hotline, coming soon. We want to help you report any case of fraud, waste and abuse easily and privately.

The new hotline will offer:

- Access to 24/7/365 help throughout the process.
- Interpreter services so you can report in your primary language.
- The option to report in an online form.

We will announce the new number soon.
Until then, you can continue to call Member Services, email us at fraud@caresource.com, or use fax or mail.

All About **Surgery**

When you hear the word "surgery," you may think of a complicated procedure and an overnight hospital stay. This is a common misunderstanding.

Some surgeries are more involved and require a hospital stay, but many are much simpler. They may just be a quick office visit.

There many types of surgeries. Ask yourself the questions below. If you answer "Yes" to any of them, it is likely you are having surgery.

1. Did you sign a consent form?
2. Is any special equipment being used?
3. Will there be any incisions (cuts) to the body?
4. Is a prior authorization required?

If you are unsure, you can ask your primary care provider (PCP) or Care Manager. You can also call Member Services with any questions.

MyHealth Rewards

Claim Your Rewards for Healthy Activities

ALERT: 2021 Rewards Expire December 31, 2021. Cash in TODAY!

If you are enrolled in the Women First Program, you could have rewards for healthy activities waiting to be redeemed! Healthy activities include annual physical, flu shot, dental screening and many more*. All rewards are added to your MyHealth account. There are as many as 12 rewards you can redeem for gift cards to select retailers.

How to access your MyHealth account:

1) Login to your ***My.CareSource.com*** account.
2) Once you've logged in, select ***Health*** at the top of the page. Scroll down the page and click on ***MyHealth***.
3) Select the ***Rewards*** link to see all the activities you've earned this year.
4) Claim your rewards!

Don't have a My CareSource® account?

Select ***Sign Up*** to get started.

First time visiting the MyHealth page?

You will be asked to activate your account. Enter your first name, last name and CareSource member ID.

*Rewards may vary by age, gender, or health issues.

Don't forget to redeem your rewards by December 31, 2021! If you have any questions, call Member Services.

Need a Ride to Your **COVID-19 Vaccine Visit?**

Transportation Options Are Still Available.

CareSource offers transportation services for eligible members. You can schedule a ride through CareSource to your COVID-19 vaccine visit. Trips for two vaccine visits will be paid for by CareSource when you use our transportation benefit*. A driver will take you to your appointment and will pick you up after your visit. Call Member Services today to schedule a ride. Visit **CareSource.com** to learn more.

*Transportation for drive-thru vaccine clinics are not a part of this service.

Source: Everyday Health. https://www.everyday-health.com/hs/seasonal-guide-to-healthy-living/fall-asthma-triggers/. Fall Leaves, Hayrides and… Asthma Triggers?

Fall Leaves, Hayrides and… Asthma Triggers?

The autumn season is special, but also a time for increased asthma triggers. That's why we've put together a list of how to avoid these triggers:

OUTDOORS

RAGWEED – Stay inside between the hours of 10 a.m. and 3 p.m. If you exercise, do it in the morning or evening.

COLD AIR – Stay indoors. If you must go outside, bundle up.

RAKING LEAVES – Wear a face mask and long-sleeved clothing.

CAMPFIRES – Don't get too close, and stand away from where the wind is blowing.

IN THE HOUSE

MOLD – Keep windows closed and use a dehumidifier.

YOUR FIREPLACE – Don't use an indoor fireplace.

Finally, cold and flu viruses are a big trigger during the fall. To avoid the viruses, get your flu shot!

We Care
About Your Maternal Health

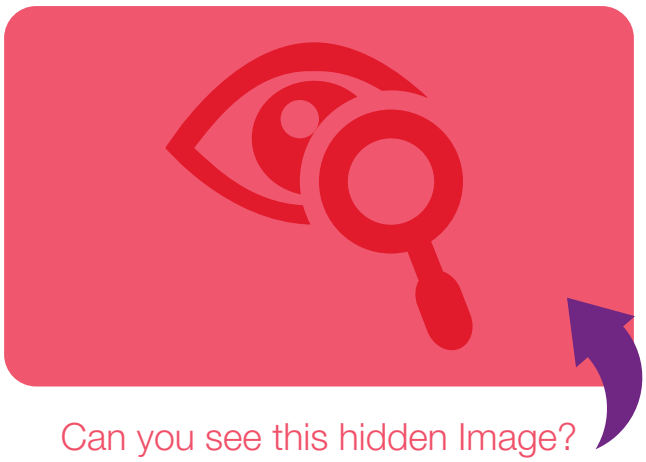
CareSource is putting a special focus on our pregnant members! We want to make sure you know all about the resources, benefits, and reward programs just for you!

Prenatal care is vital for you and the health of your baby. We can work with you to make sure you get the care you need. We can talk with you about any issues that could put you at a higher risk for complications. We can also let you know about parenting classes, how to get free rides to your health care visits, and more!

Call us at **1-833-230-2034,** Monday through Friday, from 8 a.m. to 5 p.m., if you're pregnant and have not heard from us. You can always leave a message and we will call you back the next business day.

We want you to have a healthy pregnancy and a healthy baby. You can view all of our prenatal booklets and packets online at **CareSource.com/OhioMedicaid** or through the CareSource mobile app.

Test Your VISION



Can you see this hidden Image?

If not, you may want to get your eyes examined. Talk to your primary care provider (PCP) to see if you need a vision test.

What is a Preferred Drug List?

CareSource covers all medically necessary drugs at most drugstores. We use a ***Preferred Drug List (PDL)*** which lists the drugs we prefer that your provider prescribe. The PDL shows the most common drugs that are covered. It has more than one drug listed for treating a health issue. These options are called alternative drugs. Alternative drugs are just as good as other drugs with similar side effects. You can view the PDL on our website or by calling Member Services.

Should I Get My **Hearing Tested**?

Family Struggling with Mental Illness?

Here's What You Can Do to Help.

Helping a family member with a mental health illness can be hard. It can be a balancing act, but showing support can make a big difference.

Here are some things to keep in mind when working with a family member with mental illness:

- Support doesn't mean control; it is up to your family member to accept help.
- Dealing with mental illness is a learning process for everyone. Listen and ask questions.
- Use tools for support:
  - Find a family support group on NAMI.org.
  - Use the myStrength℠ tool for your own emotional wellness. Just visit bh.mystrength.com/caresource to get started.

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)

Join Us

Facebook.com/**CareSource**

Twitter.com/**CareSource**

Instagram.com/**CareSource**

Pinterest.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

CareSource.com/NewsletterSurvey

and tell us what you would like to see in future newsletters. This survey only takes two to three minutes.

Thank you for being our member.

OH-MED-M-836351 ODM Approved: 10/4/2021

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