



SUMMER 2020

# MEMBER *Source*

A Newsletter for CareSource® Members

## Survey Says... Health Risk Assessment is Key Part of Successful Wellness Program

One of our goals is to help you stay as healthy as possible. The Ohio Department of Medicaid asks that all members complete the 2020 Health Risk Assessment (HRA). Using a few questions about your health and lifestyle, CareSource can identify health, housing, education and employment areas we may be able to help you with. We use the information you share to create personalized care plans with your primary care provider.

Filling out the HRA is easy. Complete it using one of these ways:



### Phone.

Engaging Solutions is accepting calls from members to complete the HRA over the phone. Call 1-844-972-0569 (TTY: 711). Hours are 8 a.m. to 8 p.m. Monday - Friday.



### Online.

Log into your secure **MyCareSource.com** member portal account. Click on the **Health** tab. Don't have an account? It's easy to sign up and create one today!



### Mail.

Fill out and send back the copy included in your new member kit. Use the envelope given.

Your HRA information is confidential. It will not be shared with anyone except your care team.



 **CareSource**®

# What Do **COPD** and **High Blood Pressure** Have in Common?

## COPD



Chronic Obstructive Pulmonary Disease (COPD) is a serious disease that makes it hard to breathe. It is important to understand COPD, get treatment and manage it by making lifestyle changes.

## High Blood Pressure



Millions of Americans have high blood pressure (hypertension). Understanding what blood pressure is and knowing the steps that you can take to help manage it are key to your health.



### Your Diet And Activity

Maintain a healthy body weight by eating a well-balanced diet. For high blood pressure, try to focus on heart healthy foods. Try being active at least 30 minutes a day, five days a week.



### Medications

Take medications for high blood pressure and COPD as prescribed. Medication only works when you take it regularly. If you forget to take your medication, create a routine. Try placing a pillbox near an item for an action you do every day. For example, place it next to your toothbrush in the morning.

Know your medications and their side effects. Always ask your primary care provider (PCP) if you do not understand something.

## Pregnant? myStrength<sup>SM</sup> Has Online Tools Just for You!

Pregnancy and the first years of life can often be overwhelming for parents. We are happy to offer myStrength, a FREE web-based tool that helps with mental wellness during these times.

With myStrength you can start your journey to parenthood right away. Learn about the myth of the perfect parent, how to handle the baby blues, and the benefits of play. You will also get support when things don't go as planned. You can access myStrength through your **MyCareSource.com** secure account.



# Preventing Pre-Term Birth

**Healthy pregnancies last about 40 weeks.** Babies born before 37 weeks (called pre-term or “preemies”) can have serious problems. You can help reduce the chances that your baby will be born too soon.



- If you smoke, stop
- Avoid alcohol and drugs
- Visit your doctor at the start and then regularly while pregnant
- Know your risk for pre-term birth
- Talk to your doctor about progesterone if you have a short cervix, have miscarried between 16–36 weeks, or have had a pre-term birth.

**In about half of pre-term births, the mothers had no warning signs.** You should learn the symptoms of pre-term labor:



- Thin watery discharge
- Pressure between your legs or low in your belly
- Low, dull backache
- Cramping like your period is going to start
- Feeling like something is not right
- Leaking fluid or bleeding from your vagina
- Sharp pains, contractions, tightening or balling up of your abdomen

Your doctor can give you progesterone to help reduce the risk of early birth in women who have had it happen before. Progesterone safely helps women deliver their babies closer to full term.



## Your Voice is Powerful

Join CareSource Circle, a private online community where you can provide feedback that shapes the future of CareSource! CareSource Circle offers:

- A platform where ideas can be shared.
- Participate in surveys, polls, and discussion boards.

Check in with us once a week! To ask about becoming a CareSource Circle member, please visit **CareSource.com/CircleOHMed** and fill out a quick survey.





## Great Dental Health Care

### You Expect It. You Deserve It.

Did you know that you and/or your child now have access to a Dental Home? This was created just for you by DentaQuest®. A Dental Home is a dentist you or your child sees regularly every six months. The dentist at your Dental Home will provide the care your family needs to stay healthy.

Routine dental benefits include:

- Exam, cleaning, and fluoride treatment every six (6) months
- X-rays every six (6) months
- Fillings, extractions, crowns, root canals and other medically necessary treatments

Need help? Want to change you or your child's Dental Home? If so, please call CareSource Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are here to help you.

# Know Your Status. Get Tested.

 **Over 1 million** 

people have **HIV** (human immunodeficiency virus) the virus that causes AIDS.

 **Over 3.5 million** 

people have chronic **Hepatitis C**.

Many people may **have no symptoms** or not know they are infected with either condition.

## The Centers for Disease Control and Prevention (CDC) suggests all people:

- Between the ages of 13 and 64 get tested for HIV at least once as part of routine health care.
- Born between 1945 through 1965 should be tested at least once in their lifetime for the Hepatitis C virus.



If you are at risk for either health issue, get tested more often. Knowing if you have either health issue is the first step to keep you and others healthy.

Talk to your primary care provider (PCP) about being tested.

Source: Centers for Disease Control and Prevention

# Colorectal Cancer Screening Saves Lives

**Colorectal cancer** is the second leading cause of cancer-related deaths in the United States for men and women. Screening for colon cancer can find precancerous polyps (abnormal growths). Polyps are benign growths that can be removed before they turn into cancer. If you are 50 years old or older, talk to your primary care provider (PCP) about screening.

## Key Facts:

**One in three**

adults (23 million) age 50 to 75 years old are not screened.



Colorectal polyps and colorectal cancer **don't always cause symptoms.**

**SYMPTOMS**

Colorectal cancer affects **women and men of all racial and ethnic groups.**



Source: Centers for Disease Control and Prevention



# KNOW YOUR OPTIONS FOR CARE

How to Make the  
Right Choice in  
Uncertain Times



## Call CareSource24®

A Nurse Can Help You  
Decide Where to Get Care

Our staff of caring registered nurses are here 24/7 to talk to you. We offer help about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, Urgent Care, or ER care is needed.

**Call 1-866-206-0554 (TTY: 711)**



## Telehealth: Connecting You to Care

Talk to a health provider When  
and Where YOU Want

CareSource offers telehealth services to make sure our members have access to health care at all times. Due to the COVID-19 virus, it is important now more than ever to decrease the risk of infection and spread of disease in the community. Telehealth uses your phone, mobile app, or PC to deliver health care services when and where you want. You can get care for minor injuries, illnesses or common health concerns, without an in-person visit to your doctor.

Your primary care provider (PCP) or behavioral health provider may offer telehealth services. If your PCP is not available for a virtual or non-face-to-face visit, you can also access MYidealDOCTOR®. CareSource partners with MYidealDOCTOR to offer members\* access 24/7 to doctors who can assess symptoms or risk of infection, triage next steps and more depending on your health concern. Visit **CareSource.com** for additional details.

Call your PCP to find out the best way to setup a telehealth visit. If you need help or have questions about telehealth services, Member Services or a care manager can assist you.

*MYidealDOCTOR is available for members starting at two years old and older and does not offer behavioral health services.*





## Before You Go, Know Where to Go and When

How to choose between...

Primary Care	Telehealth & MYidealDOCTOR	Convenience Clinics	Urgent Care	Emergency Department
Usually open during regular business hours. Appointment needed. For routine care, common illness and advice. Visit your doctor the most often!	Easy access to a doctor by phone or computer. Ask your PCP how to access their telehealth service or Call MYidealDOCTOR® 1-855-879-4332 or visit myidealdocor.com day or night, 24/7.	Usually open seven days a week with evening hours. When your doctor is not available. For common illness, rashes, etc. Check your local drug store for availability.	Usually open seven days a week with evening hours. When your doctor is not available. Your condition or injury can't wait. If you need x-rays, stitches for deep cuts, etc.	Open 24 Hours a day, 365 days a year. If you are very sick, need immediate help. Life-threatening situations such as chest pain, head injury, etc.

Call the CareSource24® Nurse Advice Line anytime for advice and where to go for care.

1-866-206-0554 (TTY: 711)



## Take Your Medicine!

Your primary care provider prescribes medication to help you feel better and avoid more serious issues. Check with your doctor or pharmacy to make sure you take your medicine correctly. Some questions to ask:

- ✓ How often should I take this?
- ✓ Should I take this every day at a certain time or times?
- ✓ How long should I take this medication?
- ✓ What are the side effects and what should I do if I experience any of them?
- ✓ What do I do if I miss a dose?
- ✓ Do I need to take this with or without food?
- ✓ How often do I need tests to monitor this medicine?



You might be able to take advantage of early refills, 90-day fills, or home delivery. Some network pharmacies can deliver or mail prescriptions. Contact your local pharmacy to see if this service is available.

# Review Your EOB Statement

We are always on the lookout for possible fraud, waste, abuse, and medical identity theft. CareSource sends Explanation of Benefits (EOB) statements to some member households. **This is not a bill.** If you receive an Explanation of Benefits statement, please help us by checking for the following three things:

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

By checking your EOB, you will help us be sure providers are not billing us for services you did not receive. If you think there are errors or fraud, please let us know. Contact our Program Integrity and Investigations department:



**Call** 1-800-488-0134 (TTY: 711) and select the menu option for reporting fraud; or



**Write** us a letter or complete the Fraud, Waste and Abuse Reporting form located on **CareSource.com** and send it to:

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



You may remain anonymous when you write or call. If you are not concerned about giving your name, you may also contact us by:

**Emailing** [fraud@caresource.com](mailto:fraud@caresource.com); or **Faxing** 1-800-418-0248

If you choose to remain anonymous, we will not be able to call you back for more info. Leave as many details as you can, including names and phone numbers. Your report will be kept confidential to the extent 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 Medicaid-covered 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 at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Services covered by CareSource can be found in your member handbook. You can find the handbook on our website. Just go to [www.caresource.com/oh/plans/medicaid/plan-documents/](http://www.caresource.com/oh/plans/medicaid/plan-documents/).





# Your Health, Your Rewards

Did you know you can get rewarded for living a healthy lifestyle? CareSource rewards you and your family for taking an active role in being healthy. You can earn rewards for annual wellness visits and preventive care screenings. See below for the different programs offered.



## Babies First®

Pregnant moms and newborns can earn rewards for going to prenatal, postpartum and well-baby visits. Learn more and enroll today at [www.caresource.com/oh/plans/medicaid/benefits-services/additional-services/babies-first/](http://www.caresource.com/oh/plans/medicaid/benefits-services/additional-services/babies-first/).



## Kids First

Kids ages 18 months to 18 years can earn rewards for well-child visits, vaccines and routine dental exams. Find out more and enroll today at [www.caresource.com/oh/plans/medicaid/benefits-services/additional-services/](http://www.caresource.com/oh/plans/medicaid/benefits-services/additional-services/).



## Women First

Women can earn rewards by participating in healthy activities. To see what rewards are available and how to earn them, simply log into your MyCareSource® account, click the Health tab and then the MyHealth-Wellness Program link.

To learn more about CareSource Rewards programs, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

## Prostate Cancer

Aside from non-melanoma skin cancer, prostate cancer is the most common cancer among men in the United States. Men who have a family history of prostate cancer, older men, and African-American men have the greatest risk for developing prostate cancer. The goal of screening for prostate cancer is to find cancers that may be at high risk for spreading if not treated.



Men should learn about the possible benefits and drawbacks of screening as well as diagnosis and treatment.



Most prostate cancers grow slowly, and don't cause health problems in men who have the cancer.



Talk to your primary care provider (PCP) about screening.

Source: Centers for Disease Control and Prevention



## LOOK... Eye Care Benefit Update

CareSource is excited to announce a partnership with Superior Vision®. Superior Vision offers routine eye care for our members. Services are:

- Routine eye exam
- Corrective lenses, frames, and contacts

Superior Health, a Versant Health company, has a large provider network in Ohio. This means making an appointment is easy.

Please make sure your eye care provider is in the Superior Network. You should check this before you make an appointment. Visit **CareSource.com** to use the Find a Doctor online tool. You can also call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are here to help you.

# What Are Adverse Childhood Experiences (ACEs)?

Adverse childhood experiences (ACEs), are traumatic events and/or surroundings that harm a child's sense of safety and support. ACEs occur in youth (0-17 years).



## Traumatic Events

- being abused
- seeing fighting in the home/city
- having a family member try or die by suicide

## Surroundings

- alcohol or drug misuse
- mental health problems
- divorce or household members being in jail/prison

## How big is the problem?

- **ACEs are Common.** 61% of adults surveyed across 25 states said they faced at least one type of ACE. 1 out of 6 said they had four or more types of ACEs.
- **Stopping ACEs could help cut a large number of health conditions.** ACEs are linked to chronic health problems, mental illness, and substance abuse in adults. Up to 1.9 million cases of heart disease and 21 million cases of depression could have been avoided by stopping ACEs.
- **Some children are at greater risk than others.** Women and many racial/ethnic minority groups are at higher risk. They could actually face up to four or more types of ACEs.
- **ACEs are costly.** The monetary and social costs to households and cities totals hundreds of billions of dollars each year.

## What are the concerns?

ACEs and negative outcomes are strongly tied to higher risk for disease and well-being during a lifetime.

# Early Adversity Has Lasting Impacts



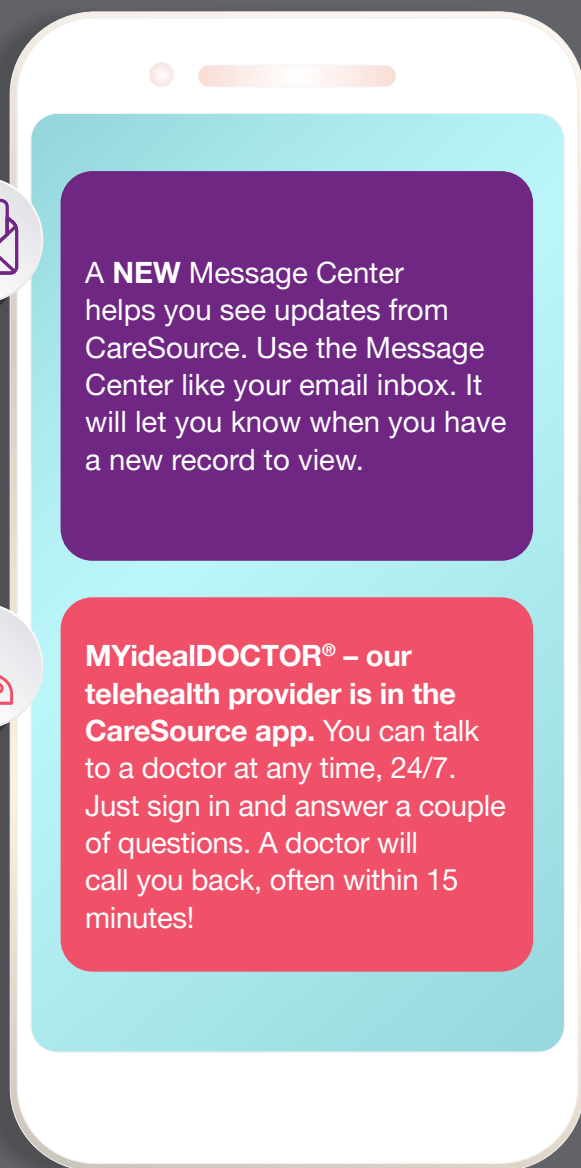
## How can we prevent ACEs?

Making safe, stable, nurturing relationships and surroundings for all children and households. This will help prevent ACEs and help all children reach their full potential. The CDC created six tactics for stopping ACEs. Go to [www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html](http://www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html) for more information.

If you or a loved one has suffered from ACEs, talk to your primary care provider about your next steps.

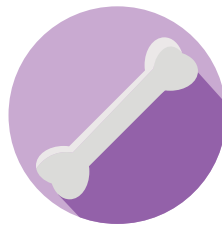
# CareSource Mobile App

Having the CareSource app on your smartphone makes using your benefits a snap!



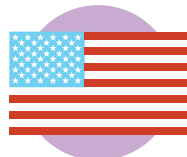
A **NEW** Message Center helps you see updates from CareSource. Use the Message Center like your email inbox. It will let you know when you have a new record to view.

**MYidealDOCTOR®** – our telehealth provider is in the CareSource app. You can talk to a doctor at any time, 24/7. Just sign in and answer a couple of questions. A doctor will call you back, often within 15 minutes!



## Love Your Bones: Understanding Osteoporosis

Osteoporosis is a bone disease that occurs when bones become weak and easily broken. This usually occurs in the hip, wrist or spine.



**10 million**

Americans have osteoporosis.



**80%**

of osteoporosis patients are women.



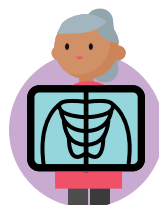
**44 million**

Americans have low bone density.



**1 in 2 women**

over the age of 50 will break a bone because of osteoporosis



**65**

is recommended age for women to get a bone density screening test.

If you are age 65 or older, you should get at least one bone density test, called a dexascan. This free test is a covered service offered every two years or more if medically necessary. To prevent osteoporosis take calcium and vitamin D supplements, exercise, and stop smoking. Talk with your primary care provider (PCP) to see if you need a bone density test.



Need Help Getting to a Provider?

## We Can Help!

### We offer rides to:

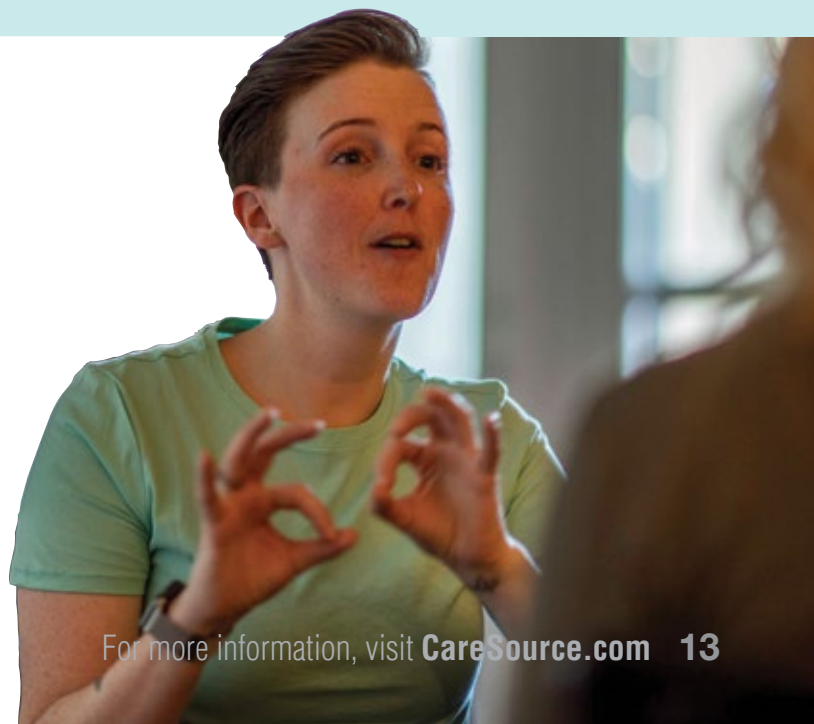
- Any doctor visit or behavioral health appointment
- The local Women, Infants and Children (WIC) office
- Service redetermination (renewal) appointments with the state
- CareSource sponsored events

Call us at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to arrange a ride at least two business days (48 hours) in advance before your appointment. Same-day urgent care trips are also available. Tell Katie you are a member and then say 'transportation'. This will get your call to transportation for scheduling. Remember, if you have an emergency, call 911 or go to the nearest ER.



## Interpreter Services

If you need help using your CareSource benefits, we are here for you. CareSource offers sign and language interpreters free for CareSource covered doctor visits. Our interpreters can also help over the phone. Call five (5) business days before your provider visit to request a sign language interpreter or four (4) business days before your visit for other languages. Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to have an interpreter at your next health care visit.





## ENGLISH

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## SPANISH

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## CHINESE

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-488-0134 (TTY: 1-800-750-0750 or 711)。

## GERMAN

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة

اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-488-0134  
(رقم هاتف الصم والبكم: 711 أو 1-800-750-0750)

## PENNSYLVANIA DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## RUSSIAN

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

## FRENCH

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-488-0134 (ATS :1-800-750-0750 or 711).

## VIETNAMESE

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## CUSHITE/ROMO

**XIYYEEFFANNAA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## KOREAN

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-488-0134 (TTY: 1-800-750-0750 or 711). 번으로 전화해 주십시오.

## ITALIAN

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## JAPANESE

**注意事項：**日本語を話される場合、無料の言語支援をご利用いただけます。1-800-488-0134 (TTY:1-800-750-0750 or 711) まで、お電話にてご連絡ください。

## DUTCH

**AANDACHT:** Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## UKRAINIAN

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

## ROMANIAN

**ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

## NEPALI

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको नमिति भाषा सेहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-488-0134 (1-800-750-0750 टटिवाइ:711) ।

## SOMALI

**DIGTOONI:** Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa lagu heli karaa adiga. Wac 1-800-488-0134 (TTY: 1-800-750-0750 or 711).



# Notice of Non-Discrimination

CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947, Dayton, Ohio 45401  
1-800-488-0134 (TTY: 1-800-750-0750 or 711)  
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.





P.O. Box 8738  
Dayton, OH 45401 8738

**CareSource.com**

**Member Services Dept:**

**1-800-488-0134**

(TTY: 1 800 750 0750 or 711)

**CareSource24®**

24 Hour Nurse Advice Line:

**1-866-206-0554**

(TTY: -800 750 0750 or 711)

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Instagram.com/**CareSource**



Pinterest.com/**CareSource**

# We Want to Hear **FROM YOU!**

**We love our members.**

That's why we want to hear from you!

**CareSource.com/NewsletterSurvey**



Visit and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes 2-3 minutes.

*Thank you for trusting CareSource with your health care needs.*