

SPRING 2018

MEMBERSource

A Newsletter for CareSource Medicare Advantage Members

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NEW MEDICARE CARDS ARE COMING

In April 2018, the Centers for Medicare & Medicaid Services (CMS) will start mailing new Medicare ID cards to all people with Medicare. We want to help answer some questions you may have about the new cards:

- **Why am I getting a new Medicare card?** – Your Medicare card has your Social Security number on it. The new Medicare cards from CMS will have a new, unique Medicare ID number that does not use your Social Security number. This will help protect you against fraud and identity theft.
- **When will I get my new card?** – You will get your new card sometime between April 2018 and April 2019. You can use your old Medicare card until you get your new card.
- **Do I need to do anything to get ready?** – Make sure your mailing address is up to date with Social Security. If you need to make changes, contact Social Security at ssa.gov/myaccount or 1-800-772-1213. TTY users can call 1-800-325-0778. Beware of anyone who contacts you about your new Medicare card. CMS will never ask you to give personal or private information to get your new Medicare number and card.
- **What should I do when my new card comes?** – When you get your new Medicare card, you will need to securely and safely destroy your old Medicare card. Keep your new card in a safe place.

Be sure to keep your CareSource member ID card. Your CareSource member ID number is not changing. You will continue to use your CareSource ID card when you visit your doctor, pharmacy and other providers.



CareSource®

MAIL-ORDER PHARMACY TIPS

Would you like to get your prescriptions delivered right to your home? Use our mail-order service. It can save you a trip to the pharmacy. Keep these tips in mind:

- Mail-order service is most helpful for long-term medication use.
- Prescriptions may have to be written and filled for a 90-day supply. That's only four times a year.
- It can take multiple days to receive orders. Be sure to order refills before you run out.
- Automatic refills and renewals may be available.

Talk to your doctor to see if mail order would work for you.

REMEMBER TO SCHEDULE YOUR ANNUAL WELLNESS VISIT

If you are new to Medicare, be sure to schedule your "Welcome to Medicare" preventive visit. You can get this visit only within the first 12 months when you have Medicare Part B.

If you have had Medicare Part B for longer than 12 months, Medicare covers a wellness visit each year to discuss your plan of preventive care in the coming year. This visit is important for your health and wellness. It gives you time to form a trusting relationship with your health care provider and to set goals for your health.

During this visit, your health care provider will:

- Update the health assessment you completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your list of current medical providers and suppliers
- Screen for cognitive issues
- Update your written screening schedule from previous wellness visits
- Update your list of risk factors and conditions and the care you are receiving or that is recommended
- Provide health advice and referrals, to health education or preventive counseling services or programs

To get ready for your annual wellness visit:

- Make a list of all the medicines you take
- Fill out forms in advance if you can
- Write down any questions or concerns

These visits are fully covered by your plan with \$0 copay. If you receive any further services during this visit, then you may be responsible for the additional charges. Please talk with your health care provider today about scheduling your wellness visit.

If you need help contacting your health care provider or would like to find a new health care provider in your area, please call Member Services.





MANAGING DIABETES

Do you have diabetes? Screening and early treatment can prevent or minimize complications. Follow these steps:

1. Schedule a visit with your health care provider.
 2. Ask your health care provider what tests you need to help manage your diabetes. Get these important tests:
 - Blood pressure check at every visit.
 - Hemoglobin A1C test at least twice a year. This measures your average blood glucose level for the past two or three months.
 - Urine and blood test to check kidney function at least once a year.
 - Blood lipids (fats) test at least once a year. This includes total cholesterol, LDL (“bad”) cholesterol, HDL (“good”) cholesterol, and triglycerides.
 - Foot check at each visit and a thorough foot exam at least once a year.
 - Dilated eye exam each year with an eye care professional.
 3. Know your results. Discuss them with your doctor.
 4. Ask your doctor what you can do to manage your diabetes. This may include:
 - Changes to your diet
 - Exercise
 - Medication
 5. Write down the date and time of your next visit.
- You should also get a dental checkup twice a year, an annual flu shot and a pneumonia shot.

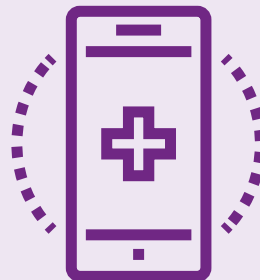
TAKE YOUR MEDICINE

Need help remembering when to take your medicine? Use one of these easy tips:



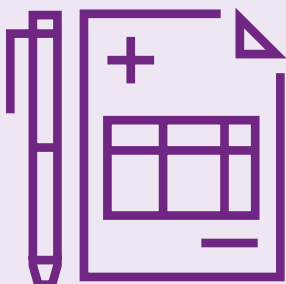
Take your medicine at the same time each day.

You are more likely to form a habit of it.



Set an alarm.

You can set daily reminders on your cell phone.



Write yourself a note.

Post it in a place where you will see it every day, like on the refrigerator or your bathroom mirror.



Use a medication log.

Write down the date, time, medicine name and dose each time you take it.

PREVENT FRAUD WITH THE FOUR Rs

CareSource has a program to handle cases of health care fraud, waste and abuse. You are our first line of defense! You can help protect yourself and your loved ones. Just use the four Rs:

1. **Record** – Record dates of doctor’s appointments, tests, and services you receive on a calendar. Save receipts and statements from providers. This will help you keep track of services you have received.
2. **Review** – Review your Explanation of Benefits statements. Compare them with the dates on your calendar. If you find things you don’t have a record of, it’s possible you may have been billed for services you did not receive.
3. **Report** – If you suspect fraud or abuse, call us at **1-844-607-2827 (TTY: 1-800-750-0750 or 711)**. Follow the prompts to report fraud. We will review your report to be sure everything’s okay.
4. **Remember** – Protect your CareSource member ID card. Only show it to your doctor or other health care provider. Never give your card to someone in exchange for a special offer. Never let another person use your card.

We Want to Hear From You

Member feedback helps CareSource to make plans better for members. To get feedback, we use surveys like the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). We also hold member focus group meetings. These are just some of the ways we take time to listen to our members. You help us become a better health plan.

Here are some of the positive things we’ve heard from members:

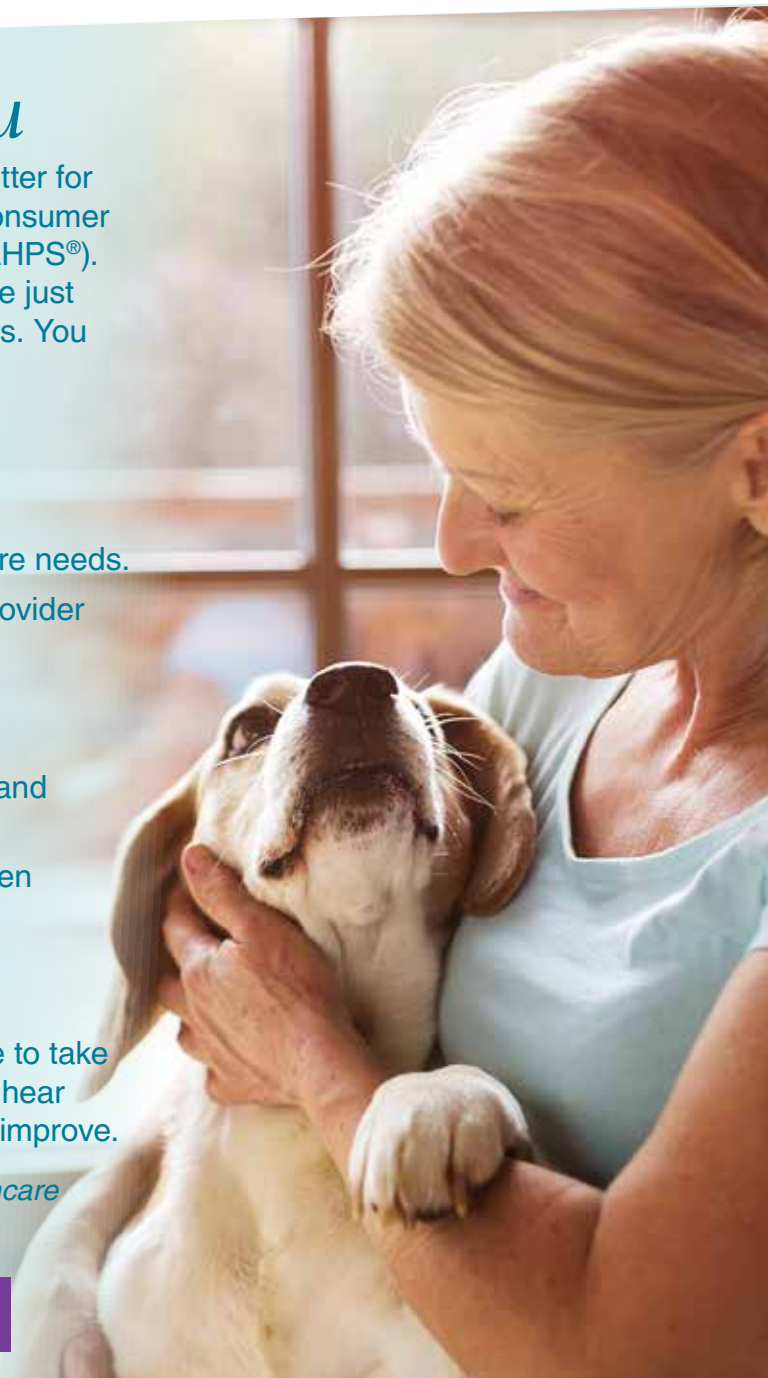
- Overall plan cost is low, especially the premium.
- CareSource benefits effectively cover members’ care needs.
- Customer Services is courteous and helpful with provider and benefit questions.

Based on your feedback, here are areas where we are improving:

- Expanding the number of providers in our network and information about health care options.
- Increasing the speed of resolution of your issue when talking to a Customer Service agent.
- Improving the clarity of our materials about prior authorization to improve understanding.

Thank you for being our member. If you get the chance to take one of our surveys or be in a focus group, we’d love to hear from you. Your feedback is important to us. It helps us improve.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).





USE OUR EASY FIND A DOCTOR TOOL

Need to find a doctor, hospital, pharmacy or other health care provider? Just use our easy online tool. It's fast and convenient. Our tool is updated daily with the most recent information. Visit our website to get started. Some features are shown here.

SEARCH	Search by doctor name or facility. You can also search by specialty or location.
FILTERS	Filters allow you to narrow your results and find what you need quickly.
LOCATION	When 'Location Services' are enabled, Find a Doctor can suggest options near you.
SORT	Sort your results. List them by name, distance or relevancy.

DRUG AND ALCOHOL SCREENINGS CAN PREVENT FUTURE PROBLEMS

When you visit your doctor, he or she may ask you about your drug and alcohol use. This is a type of screening. It helps your doctor find any conditions related to drug or alcohol use that have not yet been diagnosed. The screening can help:

- Find patterns of unhealthy use
- Provide a brief intervention
- Refer you to treatment, if needed
- Prevent future problems

For more details, go to:

www.integration.samhsa.gov/clinical-practice/screening-tools#drugs

KEEPING YOUR HEART HEALTHY



Here are some things you can do to keep your heart healthy:

- Have your blood pressure checked regularly. Many people who have high blood pressure don't know it.
- Get a cholesterol check. High cholesterol gives you a greater risk of heart disease and stroke.
- Quit smoking. If you smoke, quit. It's a big step you can take toward having a healthy heart.

The American Heart Association recommends just 40 minutes of moderate to vigorous aerobic exercise 3-4 times a week. Even brisk walking will do.

Here are some reasons why physical activity is proven to improve both mental and physical health.

- Physical activity boosts mental wellness
- Physical activity increases immunity
- Physical activity reduces risk factors
- Physical activity prolongs your optimal health

See for yourself. Once you get over the inertia and find creative ways to fit physical activity into your life, we think you'll agree that the effort to get moving is worth it!

SILVER&FIT®

All CareSource Medicare Advantage members are eligible for the Silver&Fit® Exercise & Healthy Aging program as an added fitness benefit at no additional cost!

The Silver&Fit program offers you access to over 13,400 fitness centers and YMCAs. If you prefer to exercise at home instead of at a fitness center, the Silver&Fit Home Fitness program allows you to request up to two home fitness kits per year at no additional cost to you. Additionally, the Silver&Fit website offers several fitness resources, including the Silver&Fit Connected!™ program, a fun and easy way to track your exercise at a fitness center or through a compatible wearable fitness device or mobile app to set fitness goals.*

Get more details by visiting the Silver&Fit website, at www.SilverandFit.com.

** The purchase of a wearable fitness device or mobile app is not included as part of the Silver&Fit program.*

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit and Silver&Fit Connected! are trademarks of ASH and are used with permission herein. Please refer to the appropriate 2018 Evidence of Coverage for details about the Silver&Fit program.

MEN'S HEALTH

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Here are some tips:

- **Eat healthy foods.** Include a variety of fruits and vegetables each day.
- **Stay fit.** Regular exercise has many benefits.
- **Don't smoke.** If you do smoke, talk to your health care provider about how to quit. Urge other men in your life to quit, too.
- **Reduce stress.** Learn the best ways for you to recognize and manage it.
- **Get an annual health checkup.** Know your family health history and talk to your health care provider about it.
- **Get a prostate cancer screening.** Talk to your health care provider about the right screening for you.
- **Know the signs of a heart attack.** Major signs include:
 - Pain or discomfort in the jaw, neck, back, arms or shoulder
 - Feeling weak or light-headed
 - Chest pain or discomfort
 - Shortness of breath





NEW HEARING AID BENEFIT ADDED TO YOUR COVERAGE THIS YEAR

Hearing loss is a health concern that affects about 48 million Americans¹, and your likelihood of developing hearing loss increases as you age. That's why CareSource is now offering a new hearing aid benefit in 2018 through TruHearing that makes hearing aids more affordable by lowering your out-of-pocket costs.

Your new benefit covers up to two Flyte model hearing aids per year for a low copay. Flyte hearing aids are high-quality, digital hearing aids featuring the latest advances in hearing technology.

Your hearing aid benefit also includes:

- Routine hearing exam with a TruHearing provider
- Follow-up visits with the provider for fitting and adjustments
- 45-day trial
- Three-year manufacturer warranty
- 48 batteries per hearing aid

To schedule a hearing exam with a provider in your area, call TruHearing at 1-855-205-5499 (TTY: 711).

1. "Basic Facts About Hearing Loss." Hearing Loss Association of America. <http://www.hearingloss.org/content/basic-facts-about-hearing-loss>. Retrieved July 2017.

Start Using Your New Vision Benefits

We are partnering with EyeMed to bring you enhanced vision benefits for 2018. It's easy to start using your new benefits:

1. Schedule an exam.
2. Show your CareSource member ID card at your appointment.
3. Use your benefits. Your plan includes coverage for exams, glasses, contact lenses and more.



To find a vision provider, call EyeMed at 1-866-248-2011 (TTY: 711). You can also use EyeMed's online "Provider Locator" tool. The tool is located on the EyeMed member site: eyemedvisioncare.com/caresource or you can access the link via CareSource.com/Medicare. You can also find a link on the "Benefits" page when you log into your My CareSource® account.

CareSource is an HMO with a Medicare contract. Enrollment in CareSource Advantage® Zero Premium (HMO), CareSource Advantage® (HMO) or CareSource Advantage Plus® (HMO) depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on Jan. 1 of each year. You must continue to pay your Medicare Part B premium. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

JUST DIAL 1-844-607-2827 (TTY: 1-800-750-0750 OR 711).

Our hours are Monday – Friday, 8 a.m. to 8 p.m., and from Oct. 1 – Feb. 14, we are open the same hours seven days a week.



P.O. Box 8738
Dayton, OH 45401 8738

HOW TO REACH US

Member Services Dept:
1 844 607-2827
(TTY: 1-800-750-0750 or 711)

CareSource24®
24 Hour Nurse Advice Line:
1 866 206 0569

JOIN US

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

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

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

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

Non-Profit
US Postage
PAID
CareSource

Important Plan Information

IT'S NEVER TOO LATE
TO GET A FLU SHOT!



Flu
Shots

All Day
EVERY DAY!

Given by a licensed
healthcare professional

WELLNESS TIPS

It's cold and flu season. Are you ready?
These tips can help you stay well.

- ✓ **Get a flu shot.** Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. It's the best way to prevent the flu.
- ✓ **Wash your hands.** It helps to stop the spread of germs.
- ✓ **See your doctor.** If you haven't had an annual checkup, call your doctor today. Regular exams can help find problems early when they are easier to treat.
- ✓ **Call our 24-hour nurse hotline.** Our nurses can answer your questions. They can help you figure out if you need to seek medical attention. You'll get simple and helpful advice. Just give us a call. The number is located on your member ID card.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቂያ ካርዱ ላይ ባለው የስልጠናው ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြောဆိုသည့် အသံဖြင့် ဤကြက်ပေါ်ရှိ အသံဖြင့် ဤ ဝက်စ ဝက်စ ဝက်စကို ဝက်စကို သို့မဟုတ် စေ့မို့။

CHINESE

如果您或者您在帮助的人对 CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请拨打您的会员 ID 卡上的会员服务电话号码。

CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service Nummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે ત્રી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અધિકાર છે. તે અર્થ વિન તમ રી ભ ય મ i ય ત કરી શક ર છે. દ ભ વયરો તિ કરિ મ ટે,કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます（無償）。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.

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 the member services number on your member ID card.

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
1-844-539-1732, TTY: 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>.