



SPRING 2019

MEMBER *Source*

A Newsletter for CareSource® Members

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Don't Risk Losing Your CareSource Health Care Coverage

To stay a CareSource member, you have to renew your Medicaid benefits. The Ohio Department of Medicaid sends a Medicaid Renewal Form when it is time to renew your Medicaid coverage. If you don't take action, it could result in the loss of your Medicaid eligibility for health care coverage.

Renew Your Coverage in One of Four Ways

1. **By Phone.** Call the Medicaid Hotline at 1-800-324-8680 (TTY: 1-800-292-3572)
2. **Online.** Go to benefits.ohio.gov and click on "Manage Benefits."
3. **By Mail.** Fill out the form and mail it back right away to your local county JFS office.
4. **In Person.** Visit your local county JFS office.

Have Questions?

Call your local county JFS office. A directory is available online at https://jfs.ohio.gov/County/County_Directory.stm. Remember, CareSource cannot process your renewal. It must be handled by your local county JFS office.

If you don't have internet access, don't worry.

We can still help you. Call Member Services with your questions. Just dial **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are open 7 a.m. to 7 p.m., Monday–Friday.



OPIOID LIMITS AND ALTERNATIVE PAIN TREATMENTS

CareSource has limits on opioid prescriptions to follow rules put in place by the State Medical Board of Ohio and to help prevent dependence and/or addiction. The limits on acute, short-acting opioid pain medications are:

Up to 30 Morphine Equivalent Dose (MED) per day per prescription

MED is a calculation that converts an opioid dose to an equal dose of morphine. Higher doses of opioids are linked to a higher risk of overdose and death. Even “low” doses increase these risks.

No more than a 7-day supply

WHAT DOES THIS MEAN FOR YOU?

If your prescription is above the limits, your pharmacist might have to lower the quantity. Or your prescriber may have to submit a prior authorization (PA) request to CareSource before you can get the medication. The PA tells why you need the medication, dose, and/or quantity. Members with conditions like cancer or sickle cell disease will not be under these limits but may still need to get a PA. All long-acting opioid pain medications require PA.

WHAT CAN YOU DO?

If you are prescribed an opioid medication, remind your prescriber at your visit about the dose and quantity limits. These are on the Preferred Drug List posted on **CareSource.com**. Also talk to your prescriber about other drugs that may be covered and used to treat different types of pain. These can include:

- Acetaminophen (Tylenol)
- Antidepressants like duloxetine and amitriptyline
- Muscle relaxers like cyclobenzaprine
- Nerve blocks, epidural and spinal injections, trigger point injections
- Non-steroidal anti-inflammatory drugs (NSAIDs) like ibuprofen and naproxen

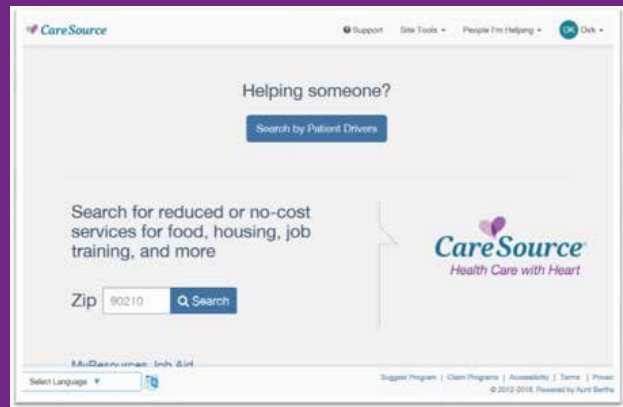
Other covered non-drug treatment options are available to you as a CareSource member. These treatments may need approval before you start. Talk with your prescriber to see if one or more is right for you.

- Acupuncture (needles inserted into the body)
- Chiropractic care
- Counseling or cognitive behavioral therapy
- Physical Therapy or Occupational Therapy
- TENS units (Transcutaneous Electrical Nerve Stimulation) sends electrical pulses across the skin and nerve surfaces to help with pain



Finding Help Just Got Easier

CareSource is excited to offer an interactive tool to help connect you to local resources! The MyResources Tool connects you with local low-cost and no cost programs and services for food, shelter, health care, work, financial support and more. Try it today by logging into your My CareSource account to access free tools and features!



Cold and Flu Season Have You Been Vaccinated?

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older get an annual flu vaccine. It normally takes two weeks after being vaccinated to be protected against the flu. Getting a flu vaccine each year is the best way to prevent getting sick with the flu and spreading it to others. Chances are you will avoid more serious illness if you get this protection. It's not too late to get your flu shot this season!

Visit your health care provider and get your flu vaccine today! Annual flu vaccines are a covered benefit for you as a CareSource member. They are available at **NO COST TO YOU**. If you have already had your flu vaccine, thank you!



Start Earning Rewards Today!

Did you know there are many ways you can earn rewards with CareSource?

- **Babies First**

Designed for pregnant moms and newborns, Babies First offers incentive dollars for attending prenatal visits, a postpartum visit and well-baby visits.

- **Kids First**

Children and teens can earn reward dollars in Kids First for attending well-child visits and getting regular dental exams, age-appropriate vaccinations and more.

Rewards are loaded to a MyCareSource Rewards card that can be used to purchase food, first aid items, health and wellness items, baby care items, and more at a variety of retailers.

Enroll today online for Babies First at www.CareSource.com/ohbabiesfirst or Kids First at www.CareSource.com/ohiorewards. Or call Member Services at 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

Note: You must re-enroll in the Babies First program with each pregnancy to receive rewards.





Are You Pregnant? Get Important Health Screenings Early!

CareSource wants you and your baby to be healthy. Covered Early and Periodic Screening, Diagnostic and Testing (EPSDT) services provide comprehensive and preventive health care for children under 21. These services are key to making sure your child receives the appropriate preventive, dental, mental health and developmental services.

If you are pregnant, make sure you visit your health care provider right away. You should receive physical and mental health screenings early on in your pregnancy. These screenings are important to maintain the health of both you and your baby.

As a CareSource member, you can earn rewards for attending prenatal visits and taking your baby to Healthchek visits. Enroll in our Babies First program today! Visit [CareSource.com/ohbabiesfirst](https://www.caresource.com/ohbabiesfirst) to enroll.

Protect Yourself and Your Information

Health insurance fraud is a serious issue. One way that we can help combat it is to protect our personal information. If someone calls you advertising medications, and you were not expecting the call, it isn't safe to give out your information.

Recently, there have been a lot of ads on the internet and social media that promise pain relief without opioids. They are ads for products like pain creams. You should always take medical advice from your doctor – not the internet. These ads may also offer free prizes if you use their pharmacy or products. Clicking on these ads can lead to stolen information.

Always check the prescriber on your prescription. Be sure you know who it is. If you have concerns about a prescription you didn't expect, please contact us. Call Member Services and ask to report fraud.



Thank You

FOR BEING A CARESOURCE MEMBER

We want to remind you that you can find the most up-to-date information about your benefits and services on our website at **CareSource.com**. You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.
- How you can get information about our health partners, including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.



- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of CareSource's service area.
- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource's commitment to protect your privacy in all settings and CareSource's policy on sharing personal health information with plan sponsors and employers.
- There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Risk Assessment (HRA) on our website. Go to **CareSource.com/members/my-caresource-account** and click on "Health Assessment & Screening." When you complete the HRA, you will get tips that may help you improve your health. You can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

Thank you,
CareSource

Simple Lifestyle Changes Can Help Manage Your Blood Pressure

Uncontrolled high blood pressure raises your risk of heart disease and stroke. Your lifestyle plays a vital role in taking care of your blood pressure. Here are some tips:

- **Eat a healthy diet**
- **Limit sodium (salt) in your diet** – 1,500 mg a day or less is ideal for most adults.
- **Work out regularly** – about 30 minutes most days of the week.
- **Lose extra pounds**
- **Limit the amount of alcohol you drink** – one drink a day for women, or two a day for men.
- **Make a plan to quit smoking**
- **Cut back on caffeine**
- **Lower your stress** – Make time to relax. Take time each day to sit quietly and breathe deeply.
- **Medications.** Understand each of the medications you take. Take all of your medications exactly as your health care provider says.
- **Check your blood pressure at home and see your health care provider regularly** – Home checking can help you keep tabs on your blood pressure, make certain your lifestyle changes are working, and alert you and your health care provider to potential health problems. Talk to your health care provider about checking your blood pressure at home.

Reference: Mayo Clinic





Do You Have Diabetes? Know Your Blood Glucose Levels

When you have diabetes, self-testing your blood glucose (sugar) at home is a vital tool in taking charge of your treatment plan. Checking your blood sugar will help you identify levels that are high or low. It will also help you determine how diet and exercise affect blood sugar levels. Your health care provider will tell you how often you should check your blood sugar level. He or she will also set target ranges for you.

Your health care provider may also recommend you get an A1C test. A1C (HbA1C) is a blood test. It shows your average blood sugar levels over the past 2-3 months. It provides a useful gauge of diabetes control. For most adults with diabetes, an A1C level of 7 percent or less is a common treatment target. Lower or higher targets may be appropriate for some individuals. If your A1C level is above your target, your health care provider may recommend a change in your diabetes treatment plan.

Reference: Mayo Clinic

Drug List Updates

Log on to: www.CareSource.com/oh/members/tools-resources/find-my-prescriptions/medicaid/

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services if you don't have access to the internet. We can help you.

For more information, visit CareSource.com

Changing to Adult Care

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care provider who focuses on adult care.

Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health care provider for your child by age 18. If needed, Member Services can help with a smooth transition in choosing a new primary care provider for your child. Talking to your child in their early teen years, before they turn 18, will also help make the change easier for them.

Stay Up to Date

Find Current Plan Documents on Our Website

Make the most of your health care benefits. Find up-to-date copies of your health plan documents for 2019 at **CareSource.com**. Select your plan and go to the "Plan Documents" section to get started.

Updated with you in mind

You're busy and we understand! So we recently updated our website to make it easier for you to find what you need fast. It now offers a new look and feel with simplified content and easier navigation. We hope you will use it often to find the information you need when you need it.



Health Care on Your Terms

What would you do if you were sick or hurt and unable to talk? How could you be sure you would get the medical care you choose?

A health care advance directive is a form you fill out in case you become seriously ill. It lets your doctor and others know how you want to be treated if you are not able to speak for yourself. You sign it while you are still healthy and able to make such decisions.

Examples

- **Living Will** – This lets others know of your wishes.
- **Health Care Power of Attorney** – This lets you name a trusted loved one to make decisions for you.

It helps to plan ahead. Make sure your wishes are known. Find out more on our website at: **CareSource.com/members/education/planning-ahead/advance-directive**.





Here's to a **HEALTHY 2019!**

We are always looking for better ways to lead a healthier and safer lifestyle. Completing your Health Risk Assessment (HRA) is a great way to get started. Once you've completed the HRA and thought about the lifestyle changes you'd like to make you can explore the MyHealth portal linked from **MyCareSource.com** to see all the free online wellness programs CareSource offers its members.

The HRA can be completed in one of several ways:

- **Online** through the My CareSource Member Portal at MyCareSource.com
- **Over the phone** by calling Member Services at 1-800-488-0134 (TTY: 1-800-750-0750 or 711)
- **By paper copy.** Please contact Member Services to request a copy be mailed to you.

Why not start today on a path to a healthier life?



Men's Health

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Out of every 100 American men, 13 will get prostate cancer during their lifetime. Men with a family history of prostate cancer, older men and African-American men have a greater risk for developing prostate cancer.

If you think you are at risk, talk to your health care provider to determine if you should get screened or treated for prostate cancer. Screenings can help find cancers that may be at high risk for spreading if not treated. Most prostate cancers grow slowly, and don't cause health problems in men with them, so it is important to get the screenings you need to find them.





Get a Checkup **ONCE A YEAR**

Be sure to see your health care provider once a year for a checkup. This visit is important for your health and wellness. Getting checkups when you are not sick gives time to form a trusting bond with your health care provider and to set goals for your health.

Preventing disease before it starts is vital to helping people live longer, healthier lives. Preventive health care includes immunizations and screenings for common chronic and infectious diseases and cancers. Preventive care also includes clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling can help you manage a chronic disease and live a healthier life. Your health care provider can help connect you to counseling and education services and programs.

During your visit, your health care provider will:

- Update the health risk 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 or mental issues
- Update your written screening schedule from past wellness visits
- Update your list of risk factors and conditions and the care you are getting or that is recommended
- Give health advice and referrals
- Review and update your medications

To get ready for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can, especially if your address, phone number or other information has changed since your last visit
- Write down any questions or concerns

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

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/OROMO

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 दनुहोस्: तपारइंले नेपाली बोल्नुहुन्छ भने तपारइंको नमिति भाषा सेहायता सेबाहरु नःशुल्क रूपमा उपलब्ध छ । फोने 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).



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

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Is it **SAD**?

Did you know that the cold, dark winter months can trigger depression? Seasonal Affective Disorder (SAD) is a type of depression. It comes and goes with the seasons. It usually occurs in the winter when the days are shorter.

Do you think you might have SAD? Talk to your doctor. Together, you can figure out if your blues are just a passing mood or something more serious. If you have a Care Manager, he or she can assist you with finding a provider who can help you.

If you do have SAD, you are not alone. Treatment is available, and we are here to help. We offer resources on myStrength, our online wellness tool. It can help you strengthen your mind, body and spirit. You can find self-help tools and wellness resources that fit your needs.

Access myStrength online or on your mobile device at no cost to you. Visit <https://www.mystrength.com/r/caresource> to get started.