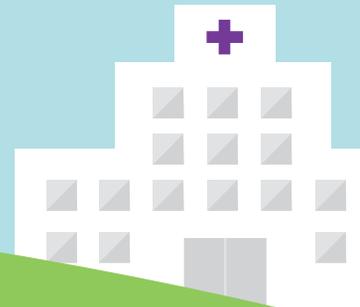




SUMMER 2019

MEMBER *Source*

A Newsletter for CareSource® Members



Transportation Assistance

If you're a CareSource Medicaid member and need help getting to health care services, transportation may be available.

Here are Ways CareSource Can Help

Transportation can be scheduled up to 30 days prior to your health care appointment.

Schedule a Shared Ride



- You must request a ride at least 2 business days prior to your health care appointment
- Wheelchair accessible vehicles available upon request
- Same-day/next day trips for urgent, unexpected needs may be available

Schedule a Bus Pass/Token*



- Request at least 4 business days prior to your health care appointment
- Tokens or passes will be mailed to you upon scheduling
- Bus service must be available in your area.*

Other Travel Options



- Must request at least 4 business days prior to your health care appointment.
- Mileage reimbursement forms will be mailed to you upon scheduling
- Reimbursement limits apply so call to learn if mileage reimbursement is available to you

This service is limited to health care services only. Please refer to your Member Handbook or contact Member Services for more information. Benefit limits apply.

To learn more, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). We are open Monday through Friday, from 7 a.m. to 7 p.m.


CareSource®

Schedule a Well-Child Visit Today

Children and youth need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. The Medicaid program calls these preventive well-child visits early and periodic screening, diagnostic, and treatment (EPSDT) services. These physical exams and health screenings are available to our Medicaid members from birth up to their 21st birthday. Children and youth need more checkups than adults. Anytime is a good time to be sure your child is as healthy as possible, but you may choose to schedule around their birthday or back to school as a reminder that it's time to make an appointment. **CareSource covers the exams at no cost to you.**

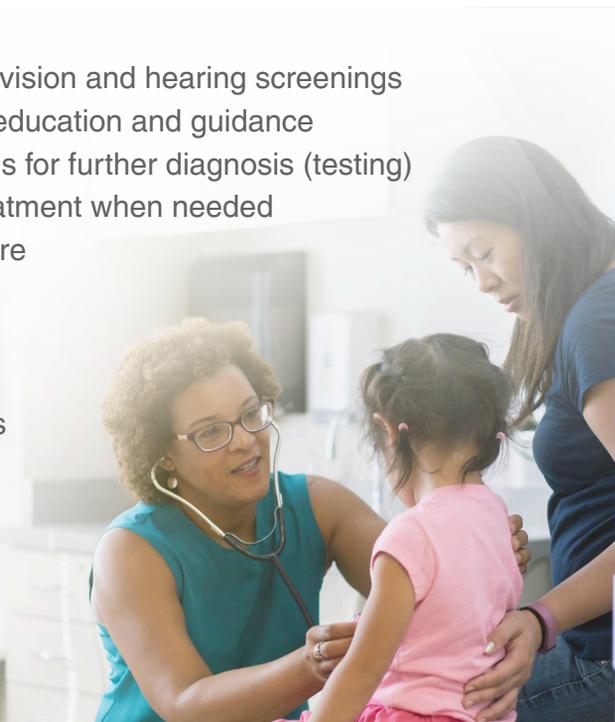
Well-child exams are an important part of growing up and staying healthy all year long!

These exams may include:

- Health and development history
- Complete physical exam
- Immunizations (shots)
- Height and weight check
- Lead screening
- Developmental screening (how your child plays, learns, speaks, acts and moves)
- Dental, vision and hearing screenings
- Health education and guidance
- Referrals for further diagnosis (testing) and treatment when needed
- And more

Look in your member handbook to learn more about what is included and how often your child should get an exam.

CareSource rewards you for keeping these routine exams as your child grows! Enroll in the Kids First program at <https://secureforms.caresource.com/en/KidsFirst/OH>.



CareSource24[®] Nurse Advice Line

We care about your health and want to help!

- Should you go to urgent care or the emergency room?
- Should you use ice or heat on an injury?
- Can your head cold be treated at home or is it something more?

Our registered nurses are available 24 hours a day, 7 days a week to answer your health related questions. Call the CareSource24 Nurse Advice Line number on the back of your member ID card any time.

Drug List Updates

Did you know you can visit our website to 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.

Log on to: **CareSource.com/members/tools-resources/find-my-prescriptions**



Hepatitis A Outbreak

What You Should Know

There is a Hepatitis A outbreak in Ohio. Hepatitis A, also known as Hep A, is a liver infection caused by the Hep A virus. It is highly contagious among people who aren't vaccinated. The illness can cause fever, nausea or throwing up, dark urine, fatigue, loss of appetite, stomach pain, or yellowing of skin or eyes. While many of these symptoms are similar to food poisoning, Hepatitis A symptoms can be more severe. Symptoms frequently require hospitalization and can make you sick for up to six months.

How is it Spread?

It can spread from person-to-person contact or from contact with infected objects, such as needles, food or drinks. For this outbreak, it is spreading among people using drugs, having sex and living close together.

Who Should Get Vaccinated?

Anyone can get Hep A. Some people at greater risk are those who:

- are homeless
- are or were in jail or prison
- use drugs
- have Hepatitis C or other serious liver problems
- have sex with an infected person

Can Hep A be Prevented?

Yes! The best way is to get vaccinated. Doctors recommend the vaccination for all children and people with certain risk factors and medical conditions. It is safe and effective and given as two shots, at least 6 months apart. **The vaccination is a CareSource covered benefit. This means there's no cost to you.** You can get vaccinated at your doctor's office, an urgent care, a pharmacy health clinic or local health department.

Also, practice good hygiene. Wash your hands often with soap and warm water especially after using the bathroom, changing a diaper, and before preparing food or eating.

To learn more about Hepatitis A, talk to your doctor or visit www.odh.ohio.gov/hepa or www.cdc.gov/hepatitis/hav/index.htm.



A Lifetime of Care

CareSource cares about you and your health. We provide health care to almost 2 million members and offer benefits that cover you for a lifetime of care. No matter your situation, CareSource has a health plan for you. Besides Medicaid, CareSource offers:

Marketplace

Health insurance coverage for those who do not have employer-sponsored insurance and do not qualify for other programs like Medicare or Medicaid.

Our individual and family plans offer coverage for all essential health benefits, individuals with pre-existing conditions, and no annual or lifetime coverage limits for most benefits.

Medicare Advantage

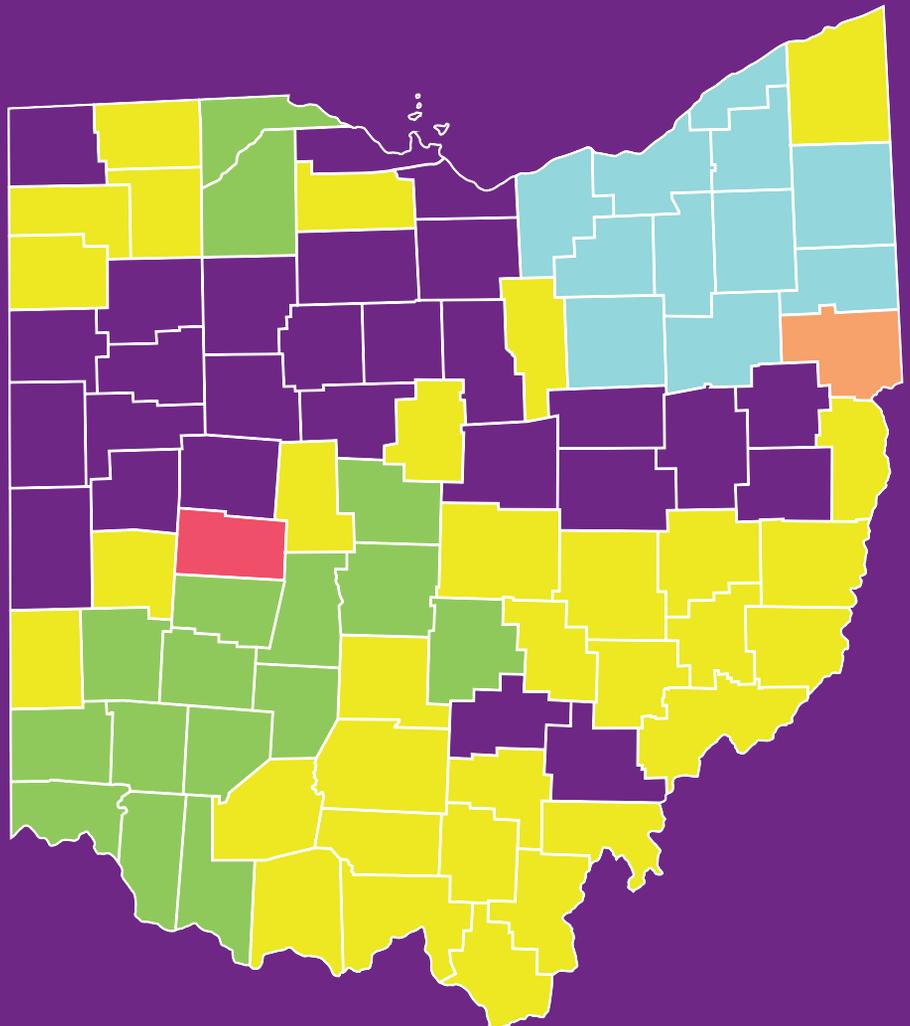
For those who are Medicare-eligible, CareSource offers three Medicare Advantage plans (Part C) that provide all of the Medicare benefits for doctors and hospital coverage (Parts A and B), combined with Medicare prescription drug benefits (Part D).

At CareSource, we provide expert one-on-one assistance in choosing the right Medicare plan to save money and get the reliable coverage you need.

MyCare

With CareSource MyCare Ohio, those who are eligible for both Medicare and Medicaid get the personalized attention they need and deserve.

-  Marketplace only
-  Medicare Advantage only
-  MyCare and Marketplace
-  Medicare Advantage and Marketplace
-  MyCare, Marketplace and Medicare Advantage
-  No coverage



Behavior Modifying Drugs and Children

Does your child take an antipsychotic drug like Abilify (Aripiprazole) or Risperidal? They are used to treat serious mental illness and developmental disorders. They can help kids and teens manage their symptoms.

The use of multiple antipsychotics can be potentially dangerous. Your child's doctor should use caution when prescribing these drugs. Be sure to ask the doctor about the risks and benefits of taking them. In some situations, there are other treatments that should be tried first. Sometimes "talk therapy" or another drug works just as well.

While taking these drugs, stay safe with these tips:

- Make sure your child takes it only as prescribed.
- Keep all follow-up appointments while your child is on the medication. The doctor may need to check your child's blood levels on a routine basis to look for any side effects or metabolic issues.
- Monitor side effects carefully. If you have concerns, let your child's doctor know right away.
- Make sure your child drinks plenty of water and uses sunscreen outdoors. Children on antipsychotics have a higher risk for heat and sun sensitivity.

Take Your Medicine

Taking medicine as prescribed by your doctor is a key part of staying healthy. Keep these tips in mind to help you stay on track.

Problem	Solutions
<i>I forget to take my medicine.</i>	Take it at the same time each day. You are more likely to form a habit of it. Write yourself a note or set an alarm on your cell phone to remind you.
<i>I have to take too many pills.</i>	Ask your doctor about alternative drugs you could take less often. There may be a combination drug you could take that would require fewer pills.
<i>I don't like how my medicine makes me feel.</i>	Talk to your doctor or pharmacist. Ask if there is anything you can do to prevent a side effect. Ask about alternatives that may not cause the same problems.

Once you start taking a medication, always keep your follow-up appointments with your health care provider. If you can't, call them right away to reschedule. A Care Manager can help you stick to your medication plan, remind you of doctor visits, and more. Just call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) if you need help.

Diabetes and Eye Care

People with diabetes have a higher risk of getting eye problems than those without diabetes. Follow these steps to help keep you and your eyes healthy.

- Keep blood sugar levels under tight control.
- Keep high blood pressure under control. High blood pressure can make eye problems worse.
- Quit smoking.
- See an eye care professional at least once a year for a dilated eye exam. Having your regular doctor look at your eyes is not enough. Nor is having your eyeglass prescription tested by an optician. Only optometrists and ophthalmologists can detect the signs of retinopathy. Only ophthalmologists can treat retinopathy.
- See your eye care professional if:
 - » Your vision becomes blurry
 - » You have trouble reading signs or books
 - » You see double
 - » One or both of your eyes hurt
 - » Your eyes get red and stay that way
 - » You feel pressure in your eye
 - » You see spots or floaters
 - » Straight lines do not look straight
 - » You can't see things at the side as well as you used to

Source: American Diabetes Association

Medication Synchronization: Fewer Trips to the Pharmacy

Medication Synchronization is a service some pharmacies offer to line up refill dates for your long-term medications. Taking part in this program may result in fewer trips to the pharmacy, which saves you time and money spent on transportation. This may also help you remember to refill your medications on time by letting you pick up most of them on the same day each month.

Here are a few important things to know about Medication Synchronization:

Medication Synchronization is for chronic, long-term medications

- Antibiotics, controlled substances, compounded products, and pre-packaged drugs are usually not included.

If you think Medication Synchronization is right for you, please ask your pharmacy if they offer this service.



Review Your **Explanation of Benefits Statement**

CareSource sends Explanation of Benefits (EOB) statements to some member households. An EOB outlines the claims we've received for you or your family. This helps us watch for potential fraud, waste or abuse. **This statement is not a bill.** If you receive an EOB, please help us out. You can check for these three things:

1. Are there any services, supplies or equipment listed that you did not receive?
2. Are there any services billed more than once?
3. Are there dates of service listed that are not familiar to you?

Checking these things will help ensure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know. You can:

- Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Choose the menu option to report fraud
- Write us a letter or fill out our confidential reporting form located on CareSource.com. Mail it to: *CareSource, Attn: Special Investigations Unit, P.O. Box 1940, Dayton, OH 45401-1940*

You do not have to give us your name when you write or call. If you do not mind giving us your name, you can:

- Send an email to fraud@caresource.com
- Send a fax to 1-800-418-0248

If you do not give us your name, we will not be able to call you back for more information, so give as many details as possible. **Your report will be kept confidential to the extent allowed by law.**



Medications and High Blood Pressure

Lifestyle changes, like eating a heart-healthy diet and being physically active every day, may be enough to reach your blood pressure target. However, sometimes taking medications may be needed. Always take your medication the way your health care provider tells you. That way, your blood pressure will go down where it belongs!

Medication Checkup

At least once a year, you should review and talk about all of the medications with your health care provider or pharmacist. This includes prescription and over-the-counter medications, like cold and flu remedies, herbal products, natural supplements and vitamins. Take a list of your medications to each health care provider's appointment.

Your health care provider will help you understand why you take the medication, the desired effect of the medication and possible side effects. They will also explain how to take the medication, what

you can expect while you're taking it, and any warnings about the medication.

Your health care provider and your pharmacist are your best sources of information. Don't hesitate to ask them questions about your medications or express any concerns about side effects you may be experiencing. Don't stop your prescribed medication without first discussing with your health care professional.

Always be sure you get a written summary of the discussion, including an action plan that recommends what you can do to manage your medications.

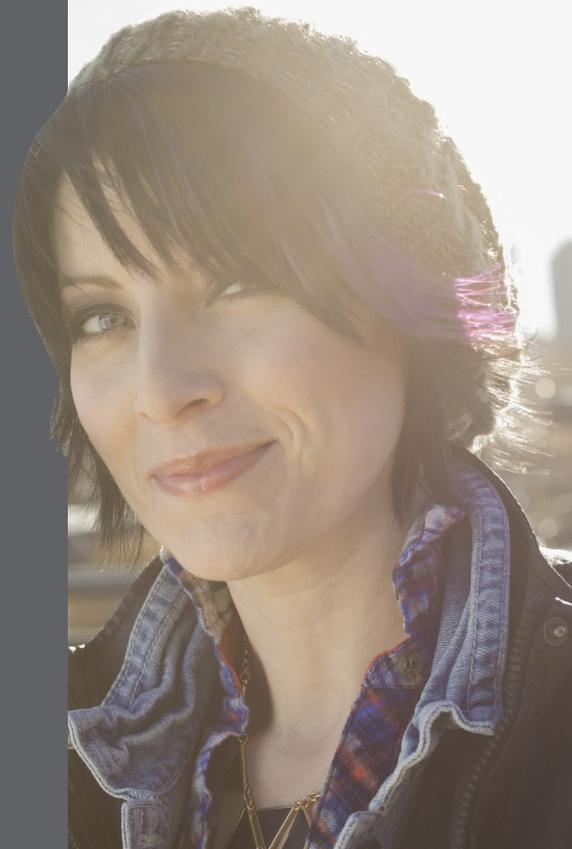
If you are prescribed blood pressure medications, you should have regular tests to make sure the medications are working properly. Talk to your health care provider about any needed tests.

Source: American Heart Association

Enroll in Women First Today!

Your health is important. Getting routine checkups and screenings is a great way to stay healthy. And now, with the CareSource Women First program, you can earn rewards for taking care of yourself. Get preventive care like a mammogram, pap screening, annual physical and more! You can earn up to \$90 or more per year for completing these screenings – all covered by your CareSource benefits.

Sign up at [CareSource.com/WomenFirst](https://www.caresource.com/WomenFirst) and start earning rewards today! You can redeem your rewards for gift cards to retailers including: T.J. Maxx, Marshalls, Home Goods, Panera Bread, iTunes, Google Play and more.





The Zika Virus and Pregnancy

Warmer weather is here and mosquito season is on the way. Most mosquitos are just pests, but some mosquitos can spread viruses that cause disease, like the Zika virus. Therefore, pregnant women need to be extra careful in preventing mosquito bites. The Zika virus can be passed from a pregnant woman to her fetus and can cause serious birth defects. Zika can also be spread by having sex with someone who is infected, even when they do not show symptoms. There is no vaccine to prevent Zika infections, but there are actions you can take to protect yourself and your family from mosquito bites:

- Use EPA-registered insect repellent* (www.epa.gov/insect-repellents/find-repellent-right-you)
- Stay inside during peak mosquito times with air conditioning or window and door screens
- Wear a long sleeved shirt and long pants when outside
- Use screens on open windows or turn on air conditioning if available
- Eliminate standing water around your home
- Discuss international travel plans with your doctor. Pregnant women should not travel to areas with Zika outbreaks unless absolutely necessary.

To avoid spread of the virus during sex with a partner who had recently traveled to a risk area, use a new condom every time you have vaginal, oral or anal sex.

For more information about Zika during pregnancy, visit:

www.cdc.gov/zika/pregnancy/index.html,

wwwnc.cdc.gov/travel/page/world-map-areas-with-zika or kidshealth.org/CareSource/en/parents/5-zika.html.

**Over the counter insect repellents like Cutter and OFF!® are covered by CareSource if you have a prescription from your health care provider.*

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 schwetscht, 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: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिति भाषा सेहायता सेवाहरु 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

Member Services Dept:
1-800-488-0134
(TTY: 1-800-750-0750 or 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-0554

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)

Ten Small Ways to Get Big Stress Relief

We all have stress. It is just a part of life. Too much stress, however, is bad for your health. The trick is to learn how to manage it in healthy ways.

There are good and bad ways to deal with stress. Bad ones include smoking, overeating, and using drugs or alcohol. They may temporarily reduce stress, but they cause more damage in the long run. Try some of these good ways until you find the ones that work best for you.

1. Breathe deeply.
2. Exercise.
3. Get enough sleep.
4. Go for a walk.
5. Write in a journal.
6. Call a good friend.
7. Pare down your to-do list.
8. Take a long bath.
9. Listen to music.
10. Play with a pet.

