



FALL 2019

MEMBER *Source*

A Newsletter for CareSource® Members

STAY COVERED:

Renew Your CareSource Health Care Benefits

Thank you for being our member. We want you to continue to get the health care you need. To stay a CareSource member, you have to renew your Medicaid benefits with your local county Department of Job and Family Services (JFS) office. CareSource does not process your renewal.



How to Renew Your CareSource Benefits

Watch your mail. The Ohio Department of Medicaid will send you a Medicaid Renewal form when it is time to renew your Medicaid coverage. It's important to know that if you don't take action, it will result in the loss of your Medicaid eligibility for health care coverage.

Renew Your Coverage in One of Four Ways

- 1 **Online.**
Go to benefits.ohio.gov and click on "Manage Benefits".
 - a. Log in to your self-service portal account – or click "sign up" if you don't yet have an account
 - b. Click on "Link My Case(s)".
 - c. Select "Renew My Benefits".
 - d. Complete the necessary steps to submit your renewal.
- 2 **By Mail.**
Fill out the form and mail it back right away to your local county JFS office. Find the address at: http://jfs.ohio.gov/county/county_directory.pdf.
- 3 **In Person.**
Visit your local county JFS office. Find the address at: http://jfs.ohio.gov/county/county_directory.pdf.
- 4 **By Phone.**
Call the Medicaid Hotline at 1-800-324-8680 (TTY: 1-800-292-3572).

Act Now!

We don't want you or your family to lose the extra benefits you have as a CareSource member. It's important that you renew before the deadline to avoid losing your benefits!

Have Questions?

Call your local county Department of Job and Family Services office. You can find the telephone number at: http://jfs.ohio.gov/county/county_directory.pdf.


CareSource®

Need Care? **You Have Choices!**

Emergency Rooms (ERs) are for emergencies. If you've ever been to one for a minor injury or illness, you know waiting to see a doctor can take a long time.

If you need care on the weekend, or at night, you may think the ER is your only option. We want you to know it isn't. You have choices for where to get the best care for your situation.



CareSource24® is our Nurse Advice Line and they are available 24 hours a day 365 days a year. Talk to a nurse anytime for advice on how to treat minor injuries and illnesses at home. Our nurses can advise if you can wait for an appointment with your Primary Care Provider (PCP), or if you should go to the ER, get care at a clinic or use telemedicine. The CareSource24 telephone number can be found on the back of your CareSource member ID card.



MYidealDOCTOR™ is another great option for conditions that might get worse without quick attention. You can call from anywhere, 24 hours a day, 7 days a week, for things like infections, rashes, allergies, coughs and more. You can usually talk with a provider in about 15 minutes! Call **1-855-879-4332** or visit **myidealdocor.com**.



Walk-in convenience clinics are great for quick care when your PCP is closed or you can't get in soon enough. These are clinics you find in your local pharmacy or grocery, like CVS Minute Clinics. They are normally open evenings and weekends, with no appointment needed.



Urgent care clinics are for injuries or illnesses, where you may need a shot or x-ray. They can handle many of the reasons people go to an ER including treatment for minor broken bones and wound care. Urgent care clinics are normally open evenings and weekends.



Emergency Rooms are for true emergencies... things like heart attacks, stroke, trouble breathing, and serious injuries.



The CareSource mobile app can assist in helping you find the nearest in-network provider and can also link you directly to MYidealDOCTOR. You can download the CareSource mobile app from the Apple App Store or Google Play today!

You can get quick care when you need it if you choose the best place for your care.



Our **Mobile App** is Easy to Use

See what's new with the CareSource mobile app.

- View and share your digital CareSource member ID card.
- Find-A-Doctor, hospital, clinic, urgent care or pharmacy near you.
- Call CareSource24, our Nurse Advice Line, and speak with a registered nurse 24 hours a day, 365 days a year.
- Access your secure My CareSource® account.
- Connect with MYidealDOCTOR, our telemedicine provider.
- View your claims.
- And more!

Download the app and check it out now.



iPhone is a registered trademark of Apple, Inc. The App Store is a service mark of Apple, Inc. Google Play and Android are registered trademarks of Google, Inc.



Communicating With **Care**

If there is a CareSource member in your family whose primary language is not English, call us. We offer language interpreters for members who need assistance communicating with CareSource. By calling Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711), you can speak with an interpreter over the phone.

We can also provide some printed materials in other languages or formats, such as large print, or we can explain materials orally, if needed. This is a free service to you. We make it easy to stay in touch with CareSource. Let us know when you have questions. We are here to help.



NEW! Fast and Easy Health Care

Can't get in to see your PCP? Feel You Need an Urgent Care or Emergency Room?

Try MYidealDOCTOR™ Telemedicine instead!

Use your smart phone or computer to connect with a doctor

Telemedicine uses your computer or smart phone to deliver health care services without an in-person visit to your doctor. It can be used any time, day or night, 365 days a year. Visits are easy, and last about 10 to 20 minutes. MYidealDOCTOR is your new telemedicine provider.

Many medical issues can be taken care of quickly!

Of course, a doctor can't set a broken bone through your phone screen, but many common conditions can be treated through telemedicine, such as:

- Asthma, respiratory and sinus infections
- Bladder infections and urinary tract infections (UTI)
- Bronchitis
- Colds and flu
- Conjunctivitis (or pink eye)
- Diarrhea or constipation
- Fever
- Headaches
- Infections
- Insect bites
- Joint aches and pain
- Skin rashes, infections, or inflammation
- Sore throats
- Vomiting, heartburn and nausea
- And more

Most services you can get at an urgent care clinic, you can get through MYidealDOCTOR. It is a great choice, and may save you a trip to the doctor's office. MYidealDOCTOR is always at your fingertips, 24/7.



Visit myidealdoctor.com



Call 1-855-879-4332



Download the MYidealDOCTOR app to your smart phone





Use MYidealDOCTOR anytime, anywhere

You can talk with a doctor anytime 24/7. Use it when your PCP's office is closed, you can't get an appointment soon enough or you can't afford to miss work. If you can't get transportation, or if you have kids at home and don't want to take them all to the doctor, use telemedicine.

MYidealDOCTOR does not prescribe DEA controlled substances and should not be used for any medical condition where an in-person exam is needed because of severe symptoms. In the case of a medical emergency, patients should go to the Emergency Room (ER) or call 911.

New Pharmacy Innovation Partner

Beginning January 1, 2020, medication claims will be processed by our new pharmacy innovation partner, Express Scripts®. Express Scripts will be replacing CVS Caremark as the medication claims processor for CareSource members. This new partnership with Express Scripts will give CareSource additional resources to create more value for you.



How will these changes affect you?

- You will receive a new insurance card in the mail. Remember to bring your new card with you to health care appointments and to your pharmacy.
- CareSource is working hard to ensure that changes to your pharmacy benefits are limited. If you ever have questions about which medications are covered, you can see the CareSource preferred drug list on **CareSource.com**. You can also find a local pharmacy on **CareSource.com**.

You will get more information about this change over the next couple of months. Please read any letters you receive and contact CareSource if you have any questions.

Drug Safety: Prescription Drug Take Back Day

Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly. The misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

The National Prescription Drug Take Back Day is October 26, 2019. This is a great way to clear old medications out of your medicine cabinet. You can dispose of medications that have expired or that you are no longer taking. To learn more or to find year-round drug collection sites, visit takebackday.dea.gov.

Drug List Updates

CareSource has a searchable drug list on our website.

Log on to: **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 at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) if you don't have access to the internet. We can help you.





Get Active!


Body Mass Index (BMI) is a calculation that uses your height and weight to help find out if you are at a healthy weight. BMI estimates how much body fat you have. Having too much body fat can be a problem because it may lead to sickness and other health problems.

Doing plenty of physical activity is one way to help keep your BMI in check. Staying active is one of the best things you can do for your health overall. There are many benefits of staying active, including:

- Improved sleep
- Reduced risk of falling
- Improved balance
- Greater joint mobility
- Prevents weak bones and muscle loss
- Extended years of active life
- Healthy aging
- Reduced chronic disease
- Maintaining healthy BMI

The best way to come up with a plan to stay active or find out your BMI is to talk with your health care provider. When you have your health care provider calculate your BMI, you will know the results are right. Your health care provider can also answer any questions you have. If you are told that your BMI is high or that you need to be more active, try not to let it get you down. Instead, talk about what you should do to lower your BMI and increase your physical activity.

Sources: Centers for Disease Control and Prevention and KidsHealth.



Have Diabetes? Take Steps to Protect Yourself From Kidney Disease

If you have diabetes, your blood glucose (sugar) levels are often too high. Over time, this can damage your kidneys. Your kidneys clean your blood. If your kidneys are damaged, waste and fluids build up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It usually occurs slowly, over many years. Most people with diabetic kidney disease do not have symptoms. You can take steps to protect your kidneys and to prevent or delay kidney damage.

The only way to know if you have diabetic kidney disease is to get regular screenings. These screenings include a urine test to detect protein in your urine and a blood test to show how well your kidneys are working.

You should get tested every year for kidney disease if you have type 2 diabetes or have had type 1 diabetes for more than five years.

CareSource offers a Disease Management Program that can help you learn about your health and how you can better manage your specific health conditions. Our goal is to make sure you have the right tools to stay as healthy as possible. This program is available to you at no cost. If you would like more information about these conditions, please call **1-844-438-9498** (TTY: 1-800-750-0750 or 711).

Has Your Child Been Screened for Lead Poisoning?

Did you know, children under 6 years old have a higher risk of lead poisoning? Lead poisoning hurts the brain and nervous system and can slow down the growth and development of your child. Some of the effects of lead may never go away.

Most children who have lead poisoning do not look or act sick. Talk to your child's health care provider about getting a lead screen. This screening is a covered benefit under the early and periodic screening, diagnostic and treatment (EPSDT) services. Look in your member handbook to learn more about EPSDT and how often your child should get an exam.



Personal Support for **You!**

We all have our struggles. Finding support to focus on your emotional health is important. Whether you are expecting a new child, looking to manage depression, anxiety, or chronic pain or dealing with the overwhelming tasks of daily life, CareSource is here to support you. There are resources and tools available in myStrength that you can use.

myStrength is a free personalized resource to improve your mood and help you overcome the challenges you face. myStrength is safe and secure, just for you. It has proven tools that can help strengthen your mind, body and spirit.

Log in to myStrength through your My Caresource account and click the myStrength link to activate this resource today. Need help logging in? Just call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).



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 दिनुहोस्: तपाइंले नेपाली बोलनुहुन्छ भने तपाइंको नमिति भाषा सहायता 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

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: 1-800-750-0750 OR 711)

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

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

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

Tips for Cold and Flu Season

Cold and flu season is coming. Keep you and your family healthy by following these simple tips.

- 1. Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one. CareSource members can get a yearly flu shot at no charge.
- 2. Know where to go for a shot.** Flu shots are available from doctors' offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area.
- 3. Is it a cold or the flu?** Know the signs. A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask your health care provider if an antibiotic is really needed.
- 4. Call if you need help.** You can call CareSource24, our 24-hour nurse advice line, any time. The number can be found on your CareSource member ID card.