



SPRING 2020

MEMBER *Source*

A Newsletter for CareSource® Members

Don't Forget!

MYidealDOCTOR® is ready to help any time!

Gathering indoors with large groups is a great way to socialize, but also a great way to spread germs. If you catch a bug, or have another non-emergency medical issue but can't get to your primary care provider (PCP), call MYidealDOCTOR any time day or night, 365 days a year.

You can call from work or home. Consult with a doctor in minutes. If needed, a prescription can be sent to the network pharmacy of your choice.

MYidealDOCTOR treats many conditions over the phone or computer, such as:

- coughs/colds/flu
- allergies/sinus
- minor injuries
- minor infections
- sore throat/fever
- rashes
- and more

Feel better faster, with MYidealDOCTOR! Use the CareSource App to connect, call 1-855-879-4332, or visit MYidealDOCTOR.com.

MYidealDOCTOR should NOT be used for trauma, chest pain, shortness of breath, bleeding, or prescribing Drug Enforcement Agency (DEA) controlled substances.




CareSource®

Are You at Risk for **Prediabetes?**



One out of every **three** adults in the United States has prediabetes.



Prediabetes means your blood glucose (sugar) levels are higher than normal but not high enough to be diagnosed as diabetes. People with prediabetes have up to a 50 percent chance of having diabetes in the next 5 to 10 years.



Ask your health care provider if you should be tested for prediabetes. One test for prediabetes is the Hemoglobin A1C test. It shows your average blood sugar level for the past 2 to 3 months. If the results are normal, you should be retested at least every three years.



Four Ways to Report Fraud, Waste and Abuse

To anonymously report any fraud, waste and abuse cases:

- ① Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711) and follow the steps to report fraud.
- ② Write to us. You can fill out the Fraud, Waste and Abuse Reporting Form found at **CareSource.com/members/tools-resources/fraud-waste-abuse/**. You can also send a letter to us at:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other ways to report that are not anonymous include:

- ③ Fax us at **1-800-418-0248**
- ④ Email a message to fraud@CareSource.com

Go to **Caresource.Com** to learn about what types of activities are considered fraud, waste and abuse.



A1C Test Results

A1C Level	Diagnosis
Below 5.7 percent	Normal
5.7 to 6.4 percent	Prediabetes
6.5 percent or above	Diabetes



Lifestyle changes can help you be your healthiest. Consider eating healthier foods and being active for 30 minutes or more on most days.

Source: National Institute of Diabetes and Digestive and Kidney Diseases



Healthy Habits to Add to Your Daily Routine

Getting more activity in your life can seem hard. Here are some easy ways to add more physical activity to your daily life:

Find 10 minutes.

10 minutes here and there goes a long way. Try parking in the farthest spot from where you are going. Try taking the elevator only after you have taken the stairs as far as you can go. Think of ways to get in more activity as you go about your daily life.



Make it a family affair.

Get your family moving with you! Run around the yard, dance around the house, vacuum or dust to music – just get moving!



Most importantly, think progress, not perfection. Changing your lifestyle is not all-or-nothing. It is about making healthier decisions each day, and starting again when you get off track.

Source: health.gov



Start Today on a Path to a Healthier Life

It's easy! Complete your Health Risk Assessment (HRA) to find ways to lead a healthier and safer lifestyle.

You can complete the HRA online. Create or log into your account at **MyCareSource.com**. Click the **Health** tab and take the HRA in the **Assessment** section.

Take the HRA in one of these ways:

- ① **Online** – Go to **MyCareSource.com**. Create or log into your account.
- ② **Phone** – Call Member Services, **1-800-488-0134** (TTY: 711).
- ③ **Mail** – Return the copy included in your new member booklet.

Start Earning Rewards Today!

CareSource rewards you and your family for taking an active role in becoming healthy. We have lifestyle programs to encourage you to complete annual wellness visits and have preventive care screenings. See what programs you could start earning rewards from below:

Babies First®

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

Kids First

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

Women First

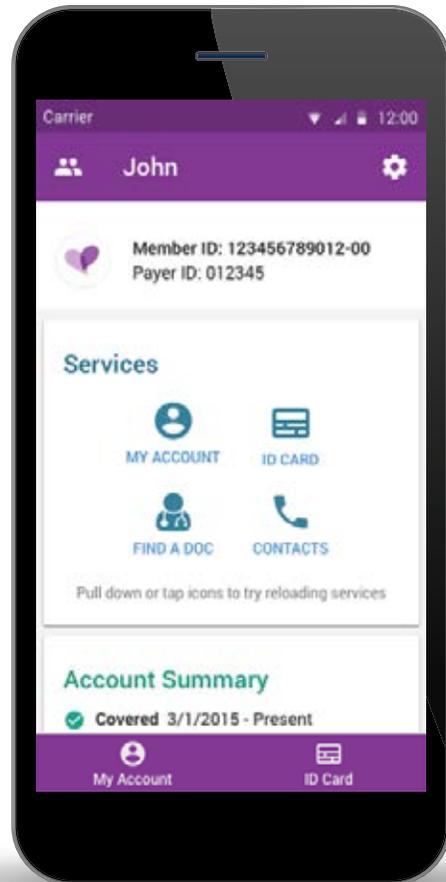
Adults can earn rewards with the **Women First** program. As a CareSource member you are already enrolled, and could be earning rewards right now! To get started, simply log into your **MyCareSource** account.



Your Health Plan at **Your Fingertips!**

Download the CareSource mobile app today from Apple's App Store® or from Google Play®! Accessing your CareSource plan and benefits is easier than ever.

-  View and share your digital ID card
-  Call and speak with Member Services with a touch
-  Call the CareSource24® Nurse Advice Line and speak with a registered nurse 24/7/365
-  Connect with MYidealDOCTOR®, our telemedicine provider
-  Find a doctor, hospital, clinic, or urgent care near you
-  Check your copays, deductibles, and balances (if applicable)
-  View your claims



And More!

Download the app and check it out now.



No 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). Our hours are 7 a.m. – 7 p.m. Monday through Friday.



Health and Wellness Programs

Thank you for being a member of our health plan. Our mission is to make a lasting difference in our members' lives by improving their health and well-being. CareSource has programs that can help you reach your best health.

CareSource may sign you up in these programs. We do that based on news we get from your doctor, pharmacy, or other health care source. That is why you may get materials sent to you by CareSource. We may also call you about these FREE programs. You can also call CareSource and ask to sign up. We want to help you with your health.

Programs include:

- **One to One Care Coordination** – helps members with chronic illness and functional impairments, multiple co-morbidities or at-risk pregnancies. It may include face-to-face visits, telephonic interactions, electronic communications, mailings, and health partner collaboration.
- **MyHealth Journeys** – encourages members to use CareSource online tools that encourage lifestyle habits. This includes things such as eating healthy, being physically active, and proactively managing chronic conditions.
- **Tobacco Free** – uses telephonic coaching to encourage non-pregnant members to opt-in to a tobacco cessation program. The program focuses on topics like nicotine dependence, benefits of quitting, and medications that help a person quit.
- **Health Coaching** – A telephonic program focused on disease-specific education for members with diabetes, asthma, and hypertension.
- **myStrengthSM Tool** – offers a FREE online self-management tool to connect members with resources to improve behavioral health and overall well-being.

To learn more call 1-844-438-9498.





Don't Miss This or Your Next Dose

Long-term medications, like those for high blood pressure or diabetes, keep you healthy. CareSource wants to make refilling them easier.

Helpful ways to remember to refill your drugs:



Refill reminders from your pharmacy. Some pharmacies will **call or text you**.



Set up **automatic refills** for your drugs. Ask your pharmacy to set this up.



Have your pharmacy **synchronize your long-term medications**. You won't have to visit them as often.



Sign up for **mail order** or **90-day supplies**. Check your Member Handbook to see if you are eligible.

Don't forget to talk to your doctor and pharmacist often. They can answer your questions, explain if you miss a dose, and how to manage side effects.



It's a new year!

Have you scheduled your FREE Annual Wellness Visit?

Don't forget to see your primary care provider (PCP) at least once every 12 months. During this visit, your PCP will review your personal and family health history, your current medications, health concerns or changes since last visit and health screenings you should complete.

Not sure if you have a provider? Call Member Services at **1-800-488-0134** (TTY: 711).



CareSource24[®] Nurse Advice Line

Our staff of knowledgeable, caring registered nurses are here 24/7 to talk to you and offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or the emergency room (ER) is necessary.

Call **1-866-206-0554** (TTY: 1-800-750-0750 or 711) to learn more.



Seven Steps to Stay Healthy with a Chronic Disease

1. Stop smoking: Talk to your primary care provider (PCP) about your options to lower your risk of serious health problems.



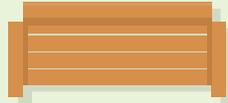
3. Get active: Take a brisk walk for at least 30 minutes a day.



2. Start healthy eating habits: eat a well-balanced diet of fruits, veggies, whole grains, lean meats, and low-fat dairy products.



4. Sleep: Aim to get at least seven hours of sleep each night.



Your Options for Care

The emergency room is a must for serious emergencies such as heart attacks, stroke, trouble breathing and more. It's important to be aware, and take advantage, of other options available to you. We want to ensure you get the right care at the right cost for your conditions.



Option:	Availability:	Best for:
CareSource24 [®] , Nurse Advice Line	24 hours a day, 365 days a year	Advice for next steps for illness or injury
MYidealDOCTOR [®]	24/7/365	Rashes, allergies, coughs, sore throats
Primary Care Provider (PCP)	Business hours	Routine care, illnesses, advice
Convenience Care Clinic	Store hours	Sinus, colds, shots
Urgent Care	Some open 24/7/365	Illnesses, breaks, wounds
Emergency Room	24/7/365	Heart attack, stroke, trouble breathing





What are Statins?

Statins (atorvastatin, lovastatin, pravastatin, and simvastatin) lower cholesterol by blocking how much cholesterol your body makes. This prevents cholesterol from building up in arteries and causing problems.

5. Limit alcohol intake: For women - one drink per day. For men – up to two drinks per day.

7. Get your numbers in check: Knowing your Body Mass Index (BMI), A1C, cholesterol and blood pressure are important to your health. Discuss with your PCP to help lower your risk for heart disease and stroke.

6. Complete your preventive screenings:

Get regular preventive health screens, like having a mammogram, colorectal screening, prostate screening and cervical cancer screening.



FACT: Members with a chronic disease have a higher risk of getting the flu. Stay up to date and get your flu shot today!



Fun Flu Shot Facts

Did You Know: The sooner you get a flu shot the sooner you are protected? It can take two weeks for full effect. Ask your doctor or pharmacist when flu shots will be available.

Use myStrengthSM to **FINALLY KICK SMOKING!**

Cigarette smoking is the leading cause of avoidable deaths in the U.S. Vaping and e-cigarette use has quickly increased among youth. Nearly seven out of 10 smokers want to break the habit but do not know how to start. CareSource and myStrength can help you become smoke free.

Log onto your MyCareSource account and click on the link for myStrength. You will have access to proven methods to help overcome your addiction with cigarettes and e-cigarettes. Think about how freeing it would be to finally become a non-smoker!

Ready to start using myStrength?

1. Visit bh.mystrength.com/CareSource and click "Sign-Up."
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile! Download the myStrength app for iOS and Android phones at mystrength.com/mobile and SIGN IN using your login email and password.



Pharmacy Updates

CareSource has a searchable drug list that is updated monthly on the website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under Member Tools & Resources. The most current updates can be found there also. If you do not have access to the internet, you can call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). A CareSource representative will help you find out if a medication is covered and how much it will cost.



Drug Take Back Day

Prescription drugs can help you with an illness or can stabilize a health emergency. But drugs that have expired, are misused or get into the wrong hands can lead to harm or death.

Don't keep unused medications in your home. National Prescription Drug Take Back Day is **April 25, 2020**. To find drug collection sites, visit takebackday.dea.gov. It is a safe, convenient and responsible way to get rid of unused or expired medications.

Helpful Tips for Your Asthma Triggers

Here are a few tips to help control springtime asthma or COPD triggers, like pollen, air pollution and temperature changes:

- Know the pollen count. Check your local weather forecast or the National Allergy Bureau website to get daily pollen and mold types. Stay indoors during high counts.
- Use your preventive or controller medications as prescribed, even if you are feeling well. If you have quick-relief medicine, keep it nearby in case of a flare-up.
- Use a peak flow meter.
- Make a written Asthma Action Plan.

Talk with your primary care provider (PCP) if you begin having trouble controlling your asthma or allergy symptoms. Your PCP can help you recognize what makes your asthma worse, and help find solutions to reduce and avoid asthma triggers.



What is Health Care Quality?

Quality is a word you often hear when people talk about health care. But, what does ‘quality’ health care really mean? Quality is how good something is considered. High quality in health care means CareSource always wants to be sure that you:



1 Get the right care



2 At the right time



3 From the right medical expert.

CareSource employs people to ensure that your doctors, nurses and hospitals give you the best quality care available!

Lead Poisoning: Know the Facts!

Lead is most harmful to children under six. Their growing bodies absorb lead easily. There is **no** safe lead level in a child's blood. Long-term health problems and even death can result from lead poisoning. A blood test can tell if your child has been exposed. This can be done at age one and again at age two. Talk to your child's primary care provider (PCP) about the test.

Lead poisoning can also be risky to a baby during pregnancy. If mom has been exposed to lead, she is at a bigger risk for miscarriage, stillbirth, early delivery and low birth weight. If you are pregnant and have questions about lead, talk to your PCP.

Source: Ohio Department of Health



DID YOU KNOW ?

Medicaid Renewal... Important Steps to Take

You can lose your health care coverage if you do not renew every year. The Ohio Department of Medicaid will send you a renewal reminder form in the mail. Once you get the Medicaid renewal form, you must take action.

Renew your Coverage 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 do not 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 Job and Family Services (JFS) office. Find an address at: jfs.ohio.gov/county/county_directory.pdf; or
- 3 IN PERSON.** Visit your local county JFS office. Find an address at: jfs.ohio.gov/county/county_directory.pdf
- 4 BY PHONE.** Call the Medicaid Consumer Hotline at 1-800-324-8680 (TTY: 1-800-292-3572)

Reminder:

Please make sure your local county JFS office has your current address and phone number.





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,



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: 1-800-750-0750 أو 711)

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).

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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: तपारइंले नेपाली बोलनुहुन्छ भने तपारइंको 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).


CareSource®



Notice of Non-Discrimination

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

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

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

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

CivilRightsCoordinator@CareSource.com

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

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

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

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





P.O. Box 8738
Dayton, OH 45401-8738

CareSource.com

Member Services Dept:

1-800-488-0134

(TTY: 1-800-750-0750 or 711)

CareSource24®

24-Hour Nurse Advice Line:

1-866-206-0554

(TTY: 1-800-750-0750 or 711)

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)

National Month and Day Observances

March

Colorectal Cancer Awareness Month

National Nutrition Month

March 6, 2020

March 8, 2020

March 30, 2020

National Dentist's Day

International Women's Day

World Bipolar Day

April

Autism Awareness Month

Sexual Assault Awareness Month

April 7, 2020

April 9, 2020

April 14, 2020

World Health Day

National Alcohol
Screening Day

International Moment
of Laughter Day