

MemberSource

A newsletter for CareSource MyCare Ohio members



Combine your Medicare and Medicaid coverage with us

It just makes sense

CareSource® MyCare Ohio (Medicare-Medicaid Plan) combines Medicare and Medicaid coverage. We make things simple with one easy plan. We are here to help you stay healthy and make life a little easier.

You may ask to receive only your Medicaid benefits through a MyCare Ohio plan, but we hope you will choose us for both Medicare and Medicaid. If you do, you can enjoy:

- One ID card for both Medicare and Medicaid
- One plan and health partner network
- No co-pays for your Medicare or Medicaid benefits
- No co-pays for prescription drugs
- Extra vision benefits
- Transportation benefits at no cost to you
- A fitness program called SilverSneakers®

SWITCH NOW

Do you have CareSource MyCare Ohio for your Medicaid benefits only? Add Medicare today. It's easy to combine it all into a single health care plan. Just contact the Ohio Medicaid Hotline. Call **1-800-324-8680** (TTY: 1-800-292-3572).

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SilverSneakers® Fitness can help you feel better

Just 30 minutes of activity 3 times a week can improve your sleep and mood¹. You can do it, SilverSneakers® Fitness can help.

Do you have CareSource MyCare Ohio for Medicare and Medicaid? If so, you have access to the program at no cost. You can go to thousands of participating locations across the nation that include:

- Use of exercise equipment
- Exercise classes taught by trained instructors
- Use of wheelchair-friendly locations

GET STARTED TODAY

1. Make sure you have both Medicare and Medicaid coverage with us.
2. Find a fitness location near you at **silversneakers.com** or call **1-888-423-4632**.
3. Take your SilverSneakers card with you to the location. You can also print your card from the SilverSneakers website or call the number above for your ID number.

¹ <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1470658/>

Member handbook updated

Health care benefits can be confusing. That's why we give all new members a member handbook. It explains what your benefits are and how to get them. Please read it carefully.

Our handbook for both Medicare and Medicaid was updated recently. Be sure you have the 2016 version. You can visit our website. Go to **CareSource.com/members/ohio/caresource-mycare-ohio/my-plan-documents-resources**. Or, you can contact Member Services to get a copy.

Note: The MyCare Medicaid-only handbook has not been updated. 2015 is the correct version for MyCare Medicaid.

Care managers offer help

Our care managers are here to help you coordinate all of your health care needs. There is no cost to you.

Call your care manager if you have questions. If you leave a message, please allow 24 hours for your care manager to return your call. If you do not know who your care manager is, please contact us. We will connect you. Just call **1-866-206-7861**.



Success story

Sometimes, being around loved ones is all it takes to improve your well being. This was the case for Ellen, a CareSource MyCare Ohio member. At one time, she was not happy. She has a lot of health issues. They include diabetes, high blood pressure, depression and anxiety.

Ellen was confused and forgetful at times. She could no longer give herself the insulin shots she needed. Sometimes, she had trouble walking. So she had to move from her home to a long-term care facility to get help with her health conditions.

After nearly a year at the facility, Ellen confided in her CareSource MyCare Ohio care manager. She told her care manager she was sad. She was lonely because she did not get any visitors. Her son had passed away and her sister lived in a different nursing home.

Ellen's care manager asked if she would like to visit her sister. Ellen said she didn't have any family to take her. So her care manager worked with Ellen's facility and a friend of Ellen's to arrange a visit. Ellen was happy again and grateful for her care manager's help. Ellen is scheduled to visit her sister once a month now to help keep her spirits up.

Vision benefit reminder

CareSource MyCare Ohio members have a selection of frames and lenses to choose from when they fill a prescription for new glasses. Please note that Progressive and Transitions lenses are not covered. Ask your eyeglass professional to show you the frames and lenses covered by CareSource MyCare Ohio.

Vision care is an important part of your health. Do you need to find a vision care provider in our network? Use our Find a Doctor/Provider tool at **CareSource.com/MyCare**. Or you can look in your Provider Directory.





More ways to get the care you need

Getting health care is easier than ever. You can enjoy the convenience of getting care for routine and minor conditions at a local pharmacy. Walgreens Healthcare Clinics now accept CareSource MyCare Ohio patients.

Members can visit clinics at select Walgreens locations in Ohio. You can see a board-certified family nurse practitioner for:

- Preventive care, immunizations and health screenings
- Everyday illnesses
- Minor injuries
- And more

For a full list of services or to find a location near you, call 1-855-WALGREENS (1-855-925-4733).

Waiver services

Some members qualify for home and community-based waiver services. These are members who need an intermediate or skilled level of care. This care helps members live and function independently. Do you qualify? Talk to your care manager to find out.

If you already receive waiver services, would you like to be more in charge of the services you receive? As a MyCare Ohio member, you can decide to self-direct. What does this mean? It means **YOU DECIDE**:

- What services you need, with the help of your Waiver Services Coordinator
- Who to hire to give you the services
- When you get the services
- How you get the services
- How good the services are
- Who to fire if the services do not meet your needs

When you self-direct you can have employer authority, budget authority, or both. You can name an authorized representative if you want. Self-direction can help you be in more control of your life. Contact your care manager to get started.

Beware of “free” offers

Is it too good to be true? Offers of free health care services or tests are often fraud schemes. They are designed to bill you and CareSource illegally for thousands of dollars of treatments you never received.

Be suspicious of anyone who offers free items or services and then asks for your Social Security or CareSource ID numbers or banking information. You do not have to accept items that you or your doctor did not order. Instead, you should refuse the delivery and return it to the sender. Write down the sender’s name and the date you returned it. Then report it to us.

You can report your concerns to us in a variety of ways.

Anonymous options:

- Call **1-855-475-3163**
(TTY: 1-800-750-0750 or 711).
Choose the menu option for fraud.
- Write us a letter or complete our Fraud, Waste and Abuse Reporting Form. You can find the form at **CareSource.com**.
Send it to:
CareSource MyCare Ohio
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other options:

- Email us at **fraud@caresource.com**.
- Send a fax to 1-800-418-0248.

If you choose to remain anonymous, we will not be able to call you back. So please leave as many details as possible. This includes names and phone numbers. Your report will be kept confidential to the extent permitted by law.



Show your ID card

You received a CareSource MyCare Ohio member ID card when you joined our plan. Be sure to show your card each time you go to the doctor, hospital, urgent care center or pharmacy.

You should also have your card ready when you call our Member Services Department. We will need the Member ID number listed on your card. This will help us serve you faster.



Your mental health matters

Do you struggle with a mental health issue or substance use? Do you feel stressed or anxious? **If so, it's okay to reach out for help.**

Talk to a behavioral health care provider. You can choose one in our network that best fits your needs. He or she can help you figure out your problems and find the best ways to cope.

You don't need to suffer alone. To find a health partner who can help, you can use our online tool. Just visit **CareSource.com/MyCare**. Click on "Find a Doctor/Provider" to get started.

If you are in crisis, you can get help right away. Call our 24-hour behavioral health crisis line. Just dial **1-866-206-7861**.

Have you heard of mental health first aid?

It is an 8-hour course to help you assist someone having a mental health-related crisis. In the class, you will learn a basic understanding of mental illnesses and addictions. Some examples are depression, anxiety, psychosis, and substance use disorders.

You can learn a 5-step action plan to help someone who is experiencing a panic attack or acute psychosis. Just go to **www.mentalhealthfirstaid.org**. You can get more details and find a class in your area.

Did you remember to take your medication today?

Medications for high blood pressure and diabetes can prevent serious complications, but like our glasses and car keys, they get lost in the shuffle.

Here are some reasons you may not be taking your medications and what you can do:

I forget to take my medication.

- Try a pill organizer.
- Ask your pharmacist to help you match up your medications with daily routines.
- Use an alarm or a smart phone app.

I have to take it too often or I have to take too many pills.

- Ask your doctor about alternatives you could take less often. There may be a combination drug you could take so you would need fewer pills.
- Review your medications with your doctor. Find out if any can be stopped.

I don't feel any different when I take my medication.

- Some conditions, such as high blood pressure and cholesterol, don't make you feel bad until it is too late. Ask your doctor or pharmacist how your medication is helping you.

I don't like how my medication makes me feel.

- Report any side effects to your doctor or pharmacist.
- Ask if there is anything you can do to prevent a side effect or how long it will last.
- Ask about alternatives that may not cause the same problems.



MemberSource is a publication of CareSource MyCare Ohio (Medicare-Medicaid Plan), a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. Limitations, copays, and restrictions may apply. For more information call CareSource MyCare Ohio Member Services or read the Member Handbook. Benefits, Lists of Covered Drugs, pharmacy and provider networks and/or copayments may change from time to time throughout the year and on January 1 of each year.



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

CareSource.com/MyCare

HOW TO REACH US

Member Services Department:

1-855-475-3163

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

Hours are Monday – Friday,
8 a.m. to 8 p.m.

CareSource24®, 24-Hour Nurse
Advice Line: **1-866-206-7861**

Follow us on Social Media

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

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Important Plan Information

A mobile app for better health

Keeping track of your health information is not always easy. Try out this tool and take control of your health.

Medisafe

This phone app can help you stay on track with your medications. Just enter the name of your medicine and the dose you take. Then, set up reminders to help you keep track of when to take it. You can also get electronic refill reminders. To download the free app, go to your phone's app store. Search for "Medisafe Medication Reminder and Pill Organizer."

TEN SMALL WAYS TO GET BIG STRESS RELIEF

We all have stress. It is a part of life that we can't get rid of. But too much stress 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