

MemberSource

A newsletter for CareSource MyCare Ohio members

CareSource MyCare Ohio: Health Care Made Easy



One plan for Medicare and Medicaid

Medicare and Medicaid options can be confusing. Health care and daily life can sometimes be a lot to manage. That's why CareSource® MyCare Ohio (Medicare-Medicaid Plan) makes things simple with one easy plan.

If you choose CareSource MyCare Ohio for both Medicare and Medicaid, you will enjoy:

- No copays for your Medicare or Medicaid benefits
- No copays for prescription drugs
- One plan and provider network for all your Medicare and Medicaid benefits
- One ID card for both Medicare and Medicaid
- A Care Manager to help coordinate your health care
- Extra vision benefits
- More transportation benefits
- A fitness program called Silver Sneakers® at no cost to you

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 to get more benefits. Just contact the Ohio Medicaid Hotline. Call **1-800-324-8680** (TTY: 1-800-292-3572).

IN THIS ISSUE:

- 2** Find a doctor
- 5** Prevent falls in your home
- 7** Renew your Medicaid benefits



Know where to seek care

Do you know when to see your primary care provider (PCP) for health care and when to go to an emergency room (ER)?

See your PCP for most of your health care needs. Your PCP knows you and your medical history. Your PCP is in the best position to notice changes in your health status and decide on the best treatment for you.

Emergency room doctors do not see you on a regular basis. They do not focus on long-term issues or routine care. They only take care of what needs medical attention right away. You may have to wait a long time at the ER while patients with more critical needs are seen first.

A list of conditions commonly treated at an ER can be found in your member handbook. They include loss of consciousness, uncontrolled bleeding or broken bones. If you don't know what to do, you can get help from our 24-hour nurse advice line. Just call **1-866-206-7861**.

Find a doctor

Do you need to find a doctor in our network? You can search for one on our website. Just use our Find a Doctor tool. It is easy to use.

Our online tool allows you to search the list for a doctor who is close to where you live. You can also narrow your search by the type of doctor you need. Use our tool any time to search our most current list of health partners.

Our website includes simple instructions to help you find exactly what you need. Just go to **CareSource.com/MyCare**. Click on "Find a Doctor/Provider."

You can also request a printed directory of CareSource MyCare Ohio health partners online. Visit **CareSource.com/members/ohio/caresource-mycare-ohio/my-plan-documents-resources** and go to Provider/Pharmacy Directories.

Care Managers make a difference

Our effort to provide health care with heart is alive and well in our Care Managers. They focus on serving members with respect and compassion.

Call your Care Manager if you have questions about your health care. If you leave a message, please allow 24 hours for your Care Manager to return your call.



Success story

As we get older, health care can become more and more complicated. Just ask Dee. She is a CareSource MyCare Ohio member. After she was injured in a fall at home, she went to a long-term care facility for therapy. Since she had lived alone, she thought she would need to continue to live at the facility for her safety even after her fracture healed.*

Then her Care Manager told her about a program that would give her more living choices. Dee was excited that she could live with her daughter instead of in the nursing facility, but it was not an easy transition. There was a lot of paperwork and many applications and assessments to complete. Dee's Care Manager helped her navigate the complicated process. She even helped Dee's daughter get grab bars and other needed items installed at her home. These helped ensure Dee's safety when she moved in.

Dee's move took a great deal of cooperation from many different programs and agencies, and her Care Manager was with her every step of the way. She offered much-needed guidance through a complex transition process. She also provided ongoing emotional support. They finally succeeded and Dee happily moved in with her daughter.

**Name has been changed to protect privacy*

Did you know?

My CareSource™ is a personal online account that can help you get the most out of your member experience. You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- And more

Sign up now! It's fast, convenient and secure. Just visit **MyCareSource.com** to get started.





Get active

By exercising for as little as 30 minutes a day, three times a week, you can increase health benefits. Some benefits could be reducing your risk of heart disease or diabetes. It can also help you to lower or maintain your weight.

Even small changes can add up to big results. Here are some tips:

- Take the stairs instead of the elevator.
- Park farther out or get off the bus one stop early and walk.
- Take your dog for a walk or go for a bike ride instead of watching TV.
- Play outside with your kids or grandkids.
- If you have CareSource MyCare Ohio for Medicare and Medicaid, you can take part in a fitness program at no cost to you. It is called SilverSneakers®. Go to www.silversneakers.com for more details.

Try to make fitness a part of your daily routine. Talk to your doctor about the best fitness program for your needs. For more tips, go to www.choosemyplate.gov/physical-activity.html.

Suicide warning signs

Do you or a loved one struggle with mental illness or substance use? If so, they may have a greater risk for committing suicide. Some warning signs include:

- Talking about wanting to hurt themselves
- Changes in mood, diet or sleeping patterns
- Increase in substance use
- Spending increased time alone
- Acting depressed

Other risk factors include previous suicide attempts or a family history of suicide or violence. When warning signs appear, reach out for help. It is important to get support as soon as possible. If you or someone you know shows suicide warning signs, call the National Suicide Prevention Lifeline at **1-800-273-TALK** (1-800-273-8255).

Source: www.cdc.gov/violenceprevention/suicide



Prevent falls in your home

Many adults 65 and older fall. Accidents often happen in the home. You can do a lot to keep your house safe and prevent falls and injuries. Look around. Is your home as safe as it could be? Here are some tips.

Stairways and floors

- Make sure both sides of steps have handrails that are securely fastened.
- Make sure floor boards are even and secure.
- Area rugs should be secured to the floor with tacks, non-skid pads or double-sided tape.

Bathroom

- Place non-slip strips in the bath/shower. Remove any soap build-up regularly.
- Secure bath mats with non-slip, double-sided rug tape.
- Mount grab bars securely to prevent them from coming loose.

Kitchen

- Place items that you use often within easy reach.
- If you use a step stool, make sure it has a bar at the top to hold on to.

Lighting

- Use nightlights in hallways, bedrooms, bathrooms, and stairways.
- Install light switches at the top and bottom of stairs.
- Place a lamp and telephone near your bed.

All rooms

- Check hallways and rooms for any obstacles to safe movement.
- Move boxes, cords, plants and furniture out of traffic areas.

Outside of your home

- Repair holes and uneven joints on walkways.
- Make sure outside lights work.
- Arrange to have leaves, snow, and ice removed from walkways.



Stay hydrated

During the warmer months, it can be easy to get dehydrated. Be sure to drink enough water. How much should you drink per day? One way to estimate is to take your weight and divide by two. That's close to how many ounces of water you should drink throughout the day. Your doctor can help you determine the best amount for you.

How to store your medicine

How well a medication works for you can depend on how it is stored. Medications can become less effective or even harmful when exposed to heat, light, or moisture. Here are some tips to keep your medication safe and working for you.

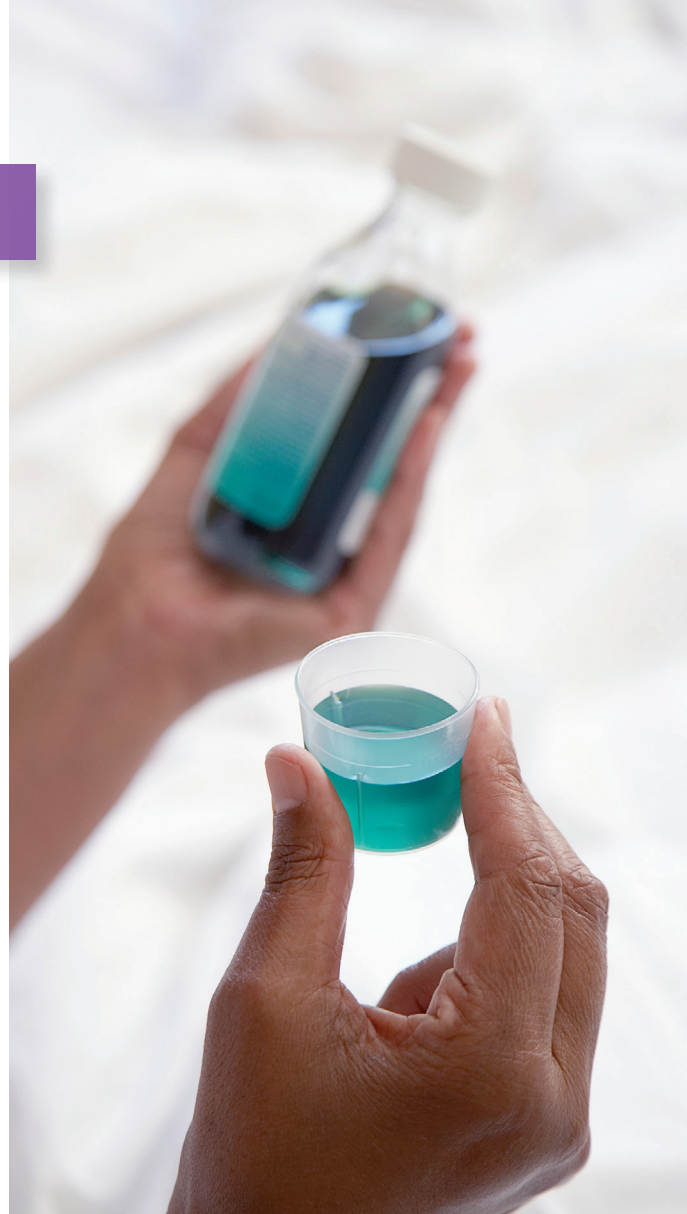
DO:

- Store all medications out of reach of children.
- Keep it in a dry place at the proper temperature.
 - Room temperature is usually between 68°F and 77°F.
 - Refrigerated is usually between 36°F and 46°F.
- Check expiration dates and properly dispose of unused medication.
- Keep your medication in the original container.

DON'T:

- Store medication in the bathroom or kitchen.
- Keep medication in the car.
- Mix different medications together.

Your pharmacist will have more tips on how your medications should be stored so you can stay safe.



Insulin: What to know

Many people take insulin for diabetes. It helps to regulate blood sugar. If you take insulin, talk to your doctor. You should know what kind you take and what to do if you accidentally take too much or miss a dose. Don't wait until it happens to ask.

Ask your doctor or pharmacist these questions. The more you know, the better you will be able to take your insulin correctly:

- When do I need to take it?
- When will it start to work?
- When does it peak?
- How long does one dose last?
- What should I do if I miss a dose or take too much?

You can find more information about insulin by visiting the American Diabetes Association website.

www.diabetes.org/living-with-diabetes/treatment-and-care/medication/insulin/insulin-basics.html

Renew your Medicaid benefits

Each year you have to renew your Medicaid benefits. You must do this to remain a CareSource MyCare Ohio member. The Ohio Department of Medicaid (ODM) will send you a letter when it is time for you to renew. You renew through your county Department of Job and Family Services (JFS) office. There are two ways to renew:

1. **By mail.** Fill out the form you received from the ODM. Mail it to your county JFS office.
2. **In person.** Visit your local JFS office.

Find your local JFS office at jfs.ohio.gov/county/county_directory.pdf. You can also call the Ohio Medicaid Consumer Hotline at **1-800-324-8680** (TTY: 1-800-292-3572) to learn more. Hours are Monday-Friday, 7 a.m. to 8 p.m. and Saturday, 8 a.m. to 5 p.m.

If you have CareSource MyCare Ohio for both Medicare and Medicaid, we can help you get a ride to your appointment, if needed. Please call us at **1-855-475-3163** to schedule a ride to your appointment. Be sure to call at least two business days before you need a ride.

Who to call

Call...	For...
Your Care Manager	<ul style="list-style-type: none">• Questions about your health needs• Developing a care plan• Service plan changes• Waiver services• Information on medical tests• Help with communicating with doctors• Problems that do not get resolved with CareSource
Member Services 1-855-475-3163	<ul style="list-style-type: none">• A handbook or a new ID card• Help with finding a new doctor• Help with a bill
CareSource24® 24-Hour Nurse Advice Line 1-866-206-7861	<ul style="list-style-type: none">• Help deciding where to go if you are sick or injured• Help if you can't reach your Care Manager for several days

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.



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**

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Pinterest.com/CareSource

Important Plan Information

When you leave the hospital

Leaving the hospital can be stressful for many people. You might be tired, anxious and still not feeling like yourself. Take these steps to keep you on track to feeling better.

- 1. Schedule a follow-up appointment.** Visit your family doctor (or a behavioral health specialist, if appropriate) within seven days of leaving the hospital. A hospital staff member can help you schedule this visit before you leave.
- 2. Be sure you know what medications to take.** Fill your prescriptions as soon as you can. Take all the medications ordered by your doctor only at the times and amounts noted. Remember that changes in medication are done for a reason. If you have questions, ask the hospital staff before you leave.
- 3. Let your Care Manager know that you are going home.** He or she can help coordinate any community resources you might need. Your care manager can change your care plan to meet your needs while recovering.
- 4. Keep your member ID card with you.** You will need it each time you get health services. This includes doctor visits, pharmacy pick-ups or transportation requests.

