

SUMMER 2017

# MEMBERSource

A Newsletter for CareSource Ohio Members

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## INTRODUCING THE CARESOURCE APP

Easy access to your health plan. That's what the CareSource mobile app gives you. You will have important plan information close at hand and "on the go." The new CareSource mobile app is available at no cost to you. Download it now and use it to manage your CareSource health plan on the go.

Our convenient and easy-to-use mobile app lets you:

- View your member ID card
- Access your secure My CareSource® account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Check your claims, copays, deductibles and balances
- Make a payment
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- Explore health rewards opportunities
- And more!

To take advantage of all the mobile app features, be sure you have a My CareSource account. You can set up your My CareSource account directly through the app or at **MyCareSource.com**.



The mobile app is available for both iPhone and Android systems.

**Get it through the Apple App Store or Google Play today.**

  
**CareSource**®



## What is Preventive Care?

We all deserve preventive care such as screenings, checkups and vaccines. It's always better to prevent a problem than have it occur and need treatment. Preventive care helps avoid illness, disease and other health problems. It also can detect illness at an early stage when treatment is likely to work best.

Recommended preventive care changes with age. Visit [www.cdc.gov/prevention](http://www.cdc.gov/prevention). Find the preventive care services that are right for you based on your age and gender. Then, talk with your doctor.

## CHECKUP CHECKLIST

Get ready for your upcoming doctor's visit. Use this checklist for your next appointment.

- ☐ Take your CareSource ID card. Show it before you get services.
- ☐ Be on time. If you have to cancel, call 24 hours in advance.
- ☐ Write down any questions you have and take them with you.
- ☐ Bring a list of your medications to show the doctor. Include over-the-counter drugs.
- ☐ Ask questions. Make sure your doctor explains anything you don't understand.
- ☐ Take paper and a pen to write down important details you need to remember.

## KNOW YOUR BMI

Your BMI is your body mass index. It is a simple measure you can use to know if you have a healthy body weight. It can also help your doctor decide if you are at risk for health problems like heart disease or stroke.

BMI is based on your weight and height. Your BMI will show if you are:

- Underweight
- Healthy weight
- Overweight
- Obese

Talk to your doctor. Ask to have your BMI checked. Then discuss the steps you can take to stay in or move to the healthy weight zone. This may include a diet and exercise plan tailored just for you to reach your goals.



# MEN'S HEALTH:

## HEART DISEASE RISK FACTORS

One in every four men will die from heart disease. It is the leading cause of death for men in the United States.

You can help your heart stay healthy. Know and control your risk factors. They include:

- High blood pressure
- High cholesterol
- Smoking
- Diabetes
- Overweight
- Poor diet
- Lack of exercise
- Family history

Many men have no symptoms. Reduce your risk by making healthy lifestyle choices. Early detection is key to better outcomes. Talk to your doctor about your risk factors and how you can take control of your heart health.

Source: [www.cdc.gov/heartdisease/about.htm](http://www.cdc.gov/heartdisease/about.htm)

## PROSTATE CANCER SCREENINGS

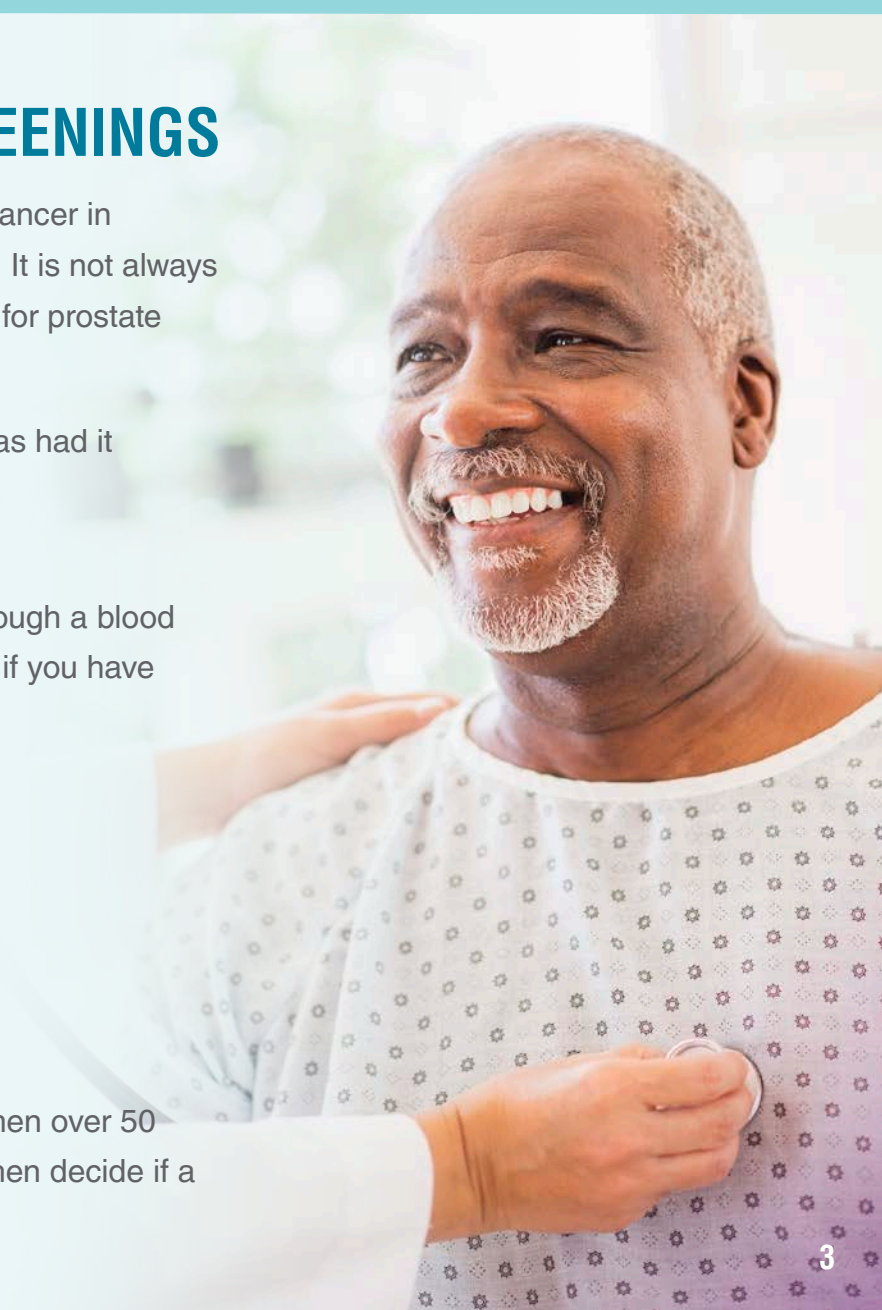
Prostate cancer is the second most common cancer in American men. It is not usually life threatening. It is not always treated when it is detected. You may be at risk for prostate cancer if:

- You have a close family member who has had it
- You are over age 50
- You are African American

Your doctor can screen for prostate cancer through a blood test called a PSA test. It is only recommended if you have symptoms. Some symptoms are:

- Difficulty starting urination
- Weak or interrupted flow of urine
- Frequent urination, especially at night
- Difficulty emptying bladder completely
- Pain or burning during urination
- Blood in the urine or semen

These symptoms can have other causes. So men over 50 should talk to their doctor about risk factors. Then decide if a screening is right for you.







## REVIEWING YOUR EXPLANATION OF BENEFITS STATEMENT

One of the ways CareSource monitors fraud, waste and abuse is by sending an Explanation of Benefit (EOB) to some members. We also look for any medical identity theft. Not everyone will receive an EOB. Please remember that this statement is not a bill. If you receive an EOB, please check for these three things:

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

By checking these things, you will help us make sure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know immediately by contacting our Special Investigations Unit. You can:

- Call **1-844-607-2827 (TTY: 1-800-750-0750 or 711)**; choose the option for reporting fraud
- Write us a letter or complete our Confidential Fraud, Waste and Abuse Reporting Form found on [CareSource.com](http://CareSource.com) and send it to:

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

- Email **[fraud@caresource.com](mailto:fraud@caresource.com)**
- Fax **1-800-418-0248**

You do not have to give us your name.

If you choose to be anonymous, we will not be able to call you back for more information. Please give as many details as possible. **Your report will be kept confidential to the extent permitted by law.**

## WHERE'S A NURSE WHEN YOU REALLY NEED ONE? JUST A PHONE CALL AWAY!

Dealing with an injury or illness can be stressful. Getting an answer doesn't have to be. You can call our team of professional nurses 24 hours a day, 7 days a week. Our nurses are ready to talk through your symptoms. They will help you figure out your next steps for care. A nurse will advise on how to care for an illness or injury at home or provide guidance about whether and when to see a health care provider.

Do you have a sick newborn in your care and need advice? Or maybe you're not feeling well, but you're unsure if you should seek medical care? Stop worrying and start dialing. Call our nurse advice line. The number is on your member ID card.



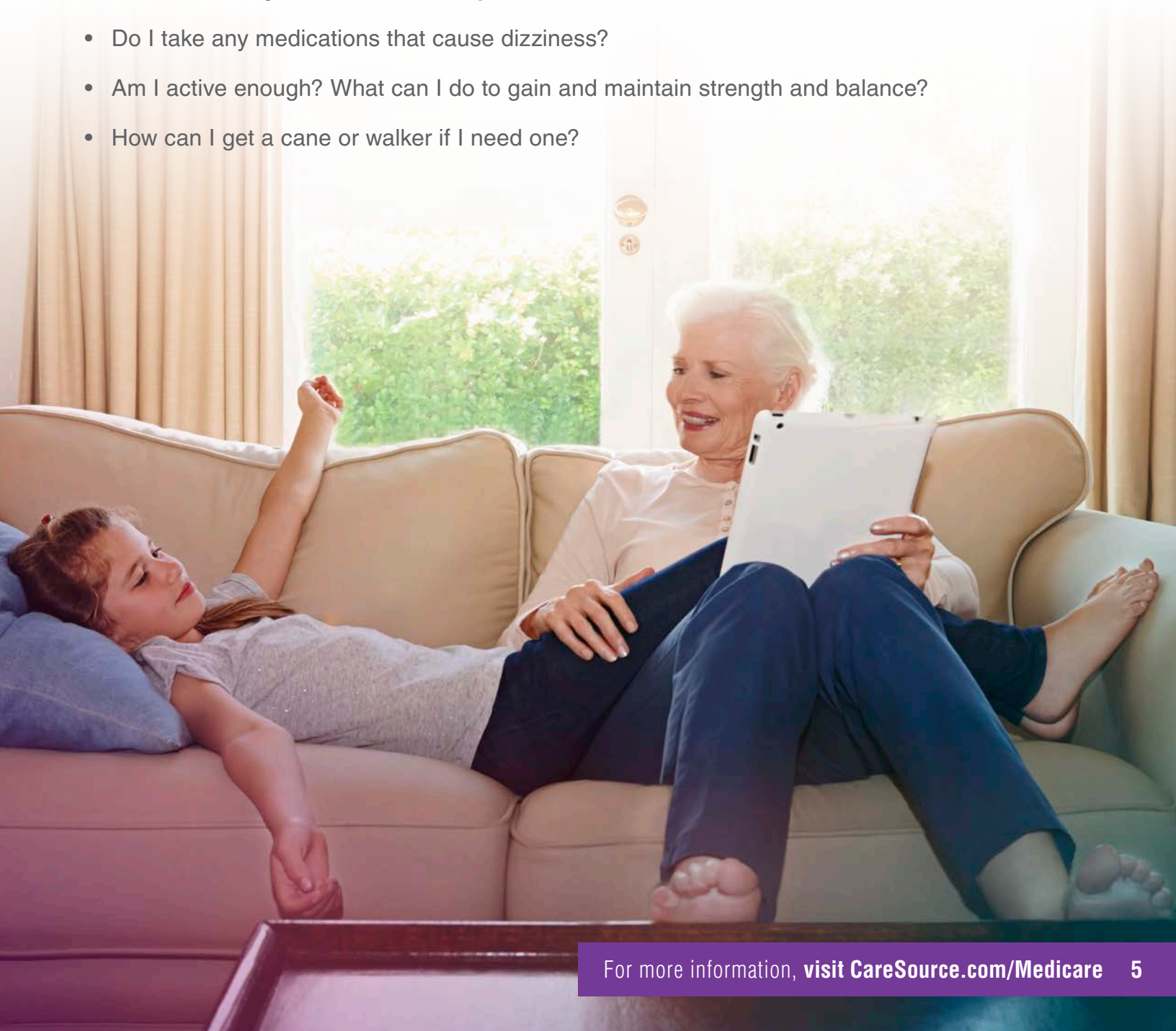
As we age, our body goes through changes. Our health gradually declines, and the risk of falling increases. A few simple precautions can help you reduce your risk and stay healthy.

**You can help prevent falls. Improve safety in your home. Here's how:**

- Remove clutter, throw rugs and other obstacles.
- Make sure area rugs are secured to the floor so they do not slide.
- Use a nonslip mat or shower chair while bathing.
- Use nightlights in bedrooms, bathrooms and hallways.

**You can also ask your doctor these questions:**

- Do I take any medications that cause dizziness?
- Am I active enough? What can I do to gain and maintain strength and balance?
- How can I get a cane or walker if I need one?



# GET RID OF YOUR UNWANTED MEDICATIONS

Do you have expired drugs in your home? Do you have medications that you are not taking anymore? Leftover medications can pose a health risk for others. Toddlers, teens and pets are the most at risk.

Take these steps to get rid of unwanted medications the safe way:

- Go to the nearest “take back” location to dispose of old drugs. Not all expired drugs should be thrown out or flushed down the toilet. This can pollute our waters. The safest way to get rid of your old drugs is a community “take back” program. To find a location near you, go to <https://www.deadiversion.usdoj.gov/pubdispsearch/>.
- For more details on how to properly dispose of medicines go to [www.FDA.gov](http://www.FDA.gov).
- Talk to your local pharmacist about “take back” efforts.

## *Antibiotics Aren't Always the Answer*

Antibiotics only treat infections caused by bacteria. These include strep throat, whooping cough and urinary tract infections, among others.

Antibiotics do not treat viruses. For a virus, like a cold, talk to your doctor about symptom relief. You can also

- Drink more fluids.
- Get plenty of rest.
- Use warm compresses over the nose and forehead to help relieve sinus pressure.
- Use a cool mist humidifier or saline nasal spray to relieve a stuffy nose.

To learn more, go to [www.cdc.gov/getsmart](http://www.cdc.gov/getsmart).

## STEPS TO A HEALTHY SMILE

- Visit your dentist every six months.
- Brush twice a day.
- Floss once a day.
- Know the signs of cavities. They include:
  - Tooth pain
  - Sensitivity to hot or cold food or drinks
- Know the signs of gum disease. They include:
  - Swollen or red gums
  - Bleeding gums when brushing teeth
  - Bad breath
  - Loose teeth

**Early treatment results in the best outcomes.**





Thinking about stopping a medication?

Many drugs can cause problems if you quit taking them without slowly lowering the dose over time. You can minimize any symptoms by talking with your doctor first.

Here are some common drugs that you should not suddenly stop and what might happen if you do.

- **Antidepressants:** May experience flu-like symptoms, trouble sleeping, balance problems, vision issues, numbness, tingling and anxiety
- **Blood pressure medications:** May experience rebound high blood pressure, chest pains, irregular heart rates, anxiety, and even a heart attack
- **Heartburn medications:** May experience rebound heartburn
- **Pain medications:** May experience anxiety, sweating, trouble sleeping, flu-like symptoms, fatigue, stomach cramps, diarrhea, and headaches
- **Seizure medications:** May experience recurrence or worsening of the condition being treated, headaches, sweating, diarrhea, sleep problems, and increased blood pressure
- **Sleep/Anxiety medications:** May experience rebound sleep or anxiety problems, sweating, muscle cramps, increased heart rate, nausea, vomiting, hallucinations, and seizures

These symptoms can last a week or longer. You are more likely to have them if you suddenly stop a medication taken regularly over an extended period of time.

Always talk to your doctor or pharmacist before you quit taking any medication. If you do need to stop a medication, your doctor will help find a schedule that's right for you.





## TAKE CHARGE OF YOUR MENTAL HEALTH

We are excited to offer a new wellness tool called myStrength. You can access it online or on your mobile device at no cost to you. myStrength's proven tools can help strengthen your mind, body and spirit. Think of it as a health club for your mind.

### myStrength offers:

- Online learning – Topics include depression, anxiety, drugs and alcohol.
- Empowering self-help tools – These include a mood tracker, thought and feeling log, and a fitness log.
- Wellness resources – Mindfulness and relaxation exercises as well as physical fitness resources are available. You'll also find help to quit smoking, manage stress and eat a healthy diet.
- Inspirational quotes and articles – These can help motivate you to stay healthy.

### Ready to start?

1. Visit <https://www.mystrength.com/r/caresource> to get started. Then click “**Sign Up.**”
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile. Download the myStrength app for iOS or Android devices.  
Find it at [www.mystrength.com/mobile](http://www.mystrength.com/mobile). Use your login email and password to sign in.

**Tap into your strength today! If you have any questions, let us know.**  
**Call Member Services at 1-844-607-2827 (TTY: 1-800-750-0750 or 711).**  
**We are open Monday – Friday, 8 a.m. to 8 p.m.**



# HAVE ASTHMA? BREATHE EASIER

MEMBERSource | SUMMER 2017



Asthma affects almost 24 million Americans. Are you one of them? Follow these steps to manage your asthma.

- Avoid triggers that make your asthma worse. Everyone is different. Some common triggers are pollen, smoke, dust mites or exercise.
- If you smoke, get help to stop. Talk with your doctor.
- Take your medicine as prescribed. You may take medicine for long-term control to help prevent symptoms. You may also need quick-relief, or rescue, medicine that helps relieve symptoms when they flare up.
- Follow your asthma action plan. Work with your doctor on a plan right for you. It will help you track your asthma and get the care you need.
- If you have questions, talk with your doctor.

Source: [www.cdc.gov/asthma](http://www.cdc.gov/asthma)

## HELPING YOU STAY SAFE

Public health threats are hard to predict. CareSource wants to help make sure you are ready for the unexpected. You can take steps to help keep you and your family safe.

For tips to prepare, visit:

**[CareSource.com/connect/caresource-in-the-community/are-you-ready-for-a-disaster](http://CareSource.com/connect/caresource-in-the-community/are-you-ready-for-a-disaster)**

## KEEP TRACK OF YOUR HEALTH

A personal health record is a handy tool. You can use one to collect and track your health information all in one place. You can use a paper or online tool, and you can get one at no cost to you. There are many options. Find one that works best for you.

CareSource is an HMO with a Medicare contract. Enrollment in CareSource Advantage® Zero Premium (HMO), CareSource Advantage® (HMO) or CareSource Advantage Plus® (HMO) depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or co-payments/co-insurance may change on Jan. 1 of each year. You must continue to pay your Medicare Part B premium.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

**JUST DIAL 1-844-607-2827 (TTY: 1-800-750-0750 OR 711).**



P.O. Box 8738  
Dayton, OH 45401 8738

## HOW TO REACH US

**Member Services Dept:**  
**1-844-607-2827**  
(TTY: 1-800-750-0750 or 711)  
Hours are Monday – Friday,  
8 a.m. to 8 p.m.

**CareSource24®**  
24-Hour Nurse Advice Line:  
**1-866-206-0569**

## JOIN US



Facebook.com/**CareSource**



Twitter.com/**CareSource**



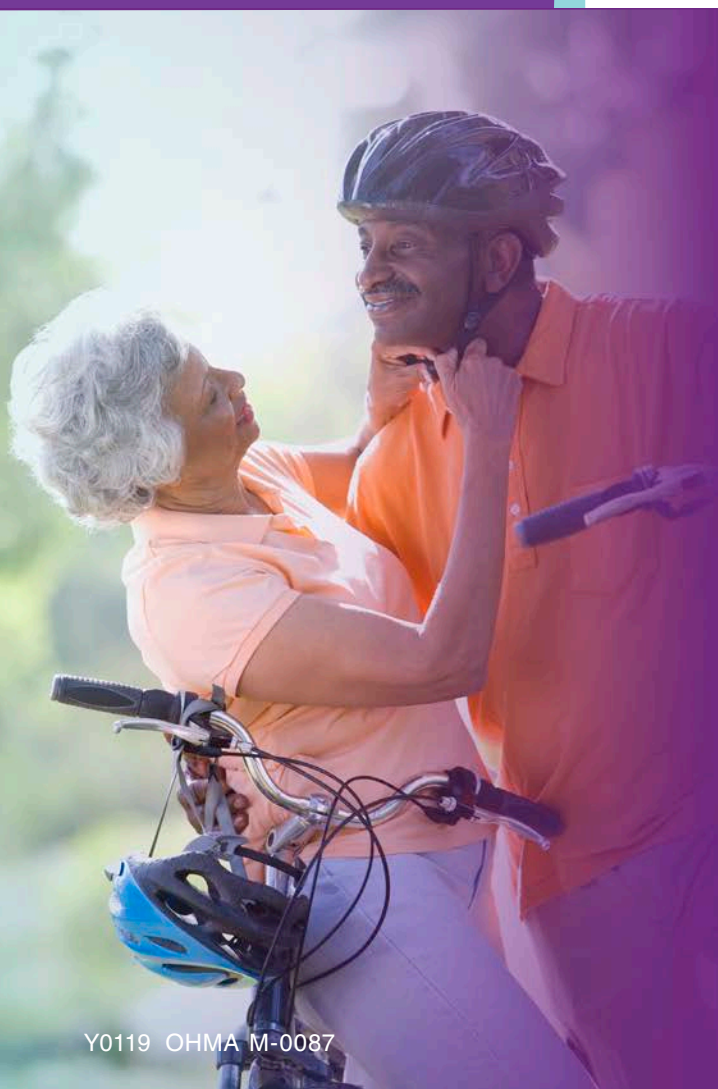
Instagram.com/**CareSource**



Pinterest.com/**CareSource**

Non-Profit  
US Postage  
PAID  
CareSource

## Important Plan Information



## HAVE FUN AND DON'T GET HURT

Summer will be here soon. It is a great time to become more active. Here are some tips to help you stay safe both inside and out.

### Outside

- Wear helmets and protective gear when biking or playing contact sports.
- Dress appropriately for the temperature outside.
- Avoid unfamiliar dogs or animals.
- Do not bother a dog when it is eating or sleeping.

### Inside

- Do not leave hot pans unattended on the stove.
- Always test hot food or drink temperature.
- Keep a smoke detector on every level of your home. Check the batteries once a year.
- Remove clutter in the house.
- Use nightlights to help prevent falls.
- Make sure area rugs are secured to the floor so they do not slide.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

## ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

## AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ከፍተኛ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

## BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်ပုံ၊ ပြုပြင်ဆင်ခြင်မှု အသင့်အတင့်၊ ဤကြက်ပေါ်ရှိ အသင့်အတင့် ဖြစ်နိုင်မှုကို ဝက်ဘ်ဆိုက်တွင် သိရှိနိုင်ပါသည်။

## CHINESE

如果您或者您在帮助的人对 CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请拨打您的会员 ID 卡上的会员服务电话号码。

## CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuuf fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

## DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

## FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

## GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service-Nummer auf Ihrer Mitglieder-ID-Karte an

## GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે [થી] કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્તી મેળિનો અવિકર છે. તે અર્થ વિન તમ રી ભ પ મ i પ્ર ન ક રી શક ર છે. દ ભ વપરો નિ કરિ મ દે, કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

## HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

## ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

## JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

## KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

## PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

## RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

## SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

## UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

## VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.



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 the member services number on your member ID card.

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  
1-844-539-1732, TTY: 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  
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