

MemberSource

A newsletter for CareSource MyCare Ohio members



MEDICARE + MEDICAID = ONE PLAN

When you combine Medicare and Medicaid, you get the best of MyCare Ohio. In one coordinated plan you will receive the medical, behavioral, long-term services and supports you need. At CareSource we care about the “whole you”. If you are receiving only Medicaid benefits from CareSource MyCare Ohio now, you can choose **one plan** for more coverage and more peace of mind.

CareSource will coordinate your Medicare and Medicaid benefits. You will have:

- No co-pays for Medicare or Medicaid medically necessary services
- No co-pays for Medicare or Medicaid prescription drugs
- Ease of use with one ID card
- More transportation help for your health care visits
- Opportunity to join a SilverSneakers® Fitness program at no cost
- Access to behavioral health and long-term services

Add up the benefits of Medicare + Medicaid. Take advantage of having one plan for both Medicare and Medicaid with CareSource MyCare Ohio. 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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Fitness benefit helps member

Taking advantage of your CareSource MyCare Ohio benefits can make a life-changing difference. It did for Tanya* when she became a member.

At 4' 9" and 270 pounds, Tanya's weight and her medical conditions made it difficult for her to get adequate exercise for her needs. Then Tanya joined CareSource MyCare Ohio for both Medicaid and Medicare coverage. This made her eligible for the SilverSneakers® fitness program at no cost to her. The program allows her to participate in water exercise at a local fitness center.

With encouragement from her Care Manager at CareSource, Tanya has made exercise part of her daily routine. Tanya recently told her Care Manager that she is feeling better and has lost 31 pounds so far. Tanya enjoys exercise now. She often works out with her daughter who helps keep her motivated as she continues on her path to better health.

** Name has been changed to protect privacy. Tanya is not a paid actor and is not paid to promote the plan.*



Staying active with a chronic condition

Some health conditions make it difficult to stay mobile. If you have arthritis, diabetes, chronic breathing problems or other conditions, you may think it is impossible for you to exercise. The truth is, you can.

Regardless of your age or condition, you can enjoy the benefits of exercise. It can help you:

- Relieve stress
- Lose weight
- Gain strength
- Enhance self-esteem

The first step is to talk to your doctor. Discuss your goals and decide on the best fitness plan for you. Then start slowly and stick with it. Over time, you can reap the benefits of staying active at your own pace.



It's all-natural, but is it safe?

If something is labeled “all-natural,” does that mean it is safe to use? Not always. Here are a few commonly used herbal products that can have significant interactions with your medications or conditions*:

- **St. John's Wort** is used for depression. It can decrease the effectiveness of birth control pills, digoxin, and some blood thinners. It can increase the risk of bleeding when combined with clopidogrel (Plavix). It may also lead to serious side effects if taken with other medications for depression.
- **Echinacea** is found in natural cold medicines. It can cause problems for people that have autoimmune conditions such as rheumatoid arthritis.
- **Glucosamine** is in many arthritis and joint pain supplements. When combined with warfarin (Coumadin), it can increase your risk of bleeding.
- **Ginkgo** is marketed to prevent memory loss. It has been shown to cause seizures in patients already stable on seizure medications. It can also increase bleeding when combined with blood thinners.
- **Red Yeast Rice** is commonly used to lower cholesterol. It can cause muscle pain and liver problems.
- **Saw Palmetto** is promoted for prostate health. It can increase the risk of bleeding if combined with blood thinners.

*Always check with your doctor or pharmacist before you take an herbal or natural product. Be sure to include them on your list of current medications. If you do choose one, ask your pharmacist to help you find one labeled USP Verified. This can help ensure it is a quality product.



Are you ready for a disaster?

CareSource wants you to be ready for public health threats. These are natural disasters, disease outbreaks, accidents with unsafe substances, and terrorist attacks. Public health threats can lower air quality and cause shortages of safe water and food. They can also cut off electricity, gas and phone services.

These events are hard to predict and out of your control. But you can take steps to help keep yourself and your family safe.

- **Make a family plan.** Choose a friend or a family member who lives out of town to call during an emergency. Decide ahead of time where to go if you are told to leave your home.
- **Know important phone numbers,** including your Care Manager's. Keep them in your cell phone and near your home phones.



Breast health

October was Breast Cancer Awareness Month, but any time is a great time to make sure you are up to date with your breast cancer screenings. During these tests, health partners check a woman's breasts for cancer. These tests can help find breast cancer early when it is easier to treat.

Talk to your PCP or OB/Gyn about breast cancer screening and whether you need a mammogram. You should also discuss your health history and your family health history with your doctor. Your Care Manager can help you schedule a screening or help you get a ride to your visit.

Prevent kidney failure

Your kidneys remove waste and extra water from your body to create urine. When your kidneys stop working properly, waste cannot be removed from your blood naturally. This means that you have kidney disease. It can lead to kidney failure.

Kidney disease and kidney failure are serious conditions that impact your health and lifestyle. If your kidneys fail, you may need dialysis or a kidney transplant to survive. Your risk of getting kidney disease is higher if you have:

- Diabetes
- High blood pressure
- Heart disease

A few lifestyle changes can help you manage your conditions and keep your kidneys healthy. Here are some tips that can help delay, or even prevent, kidney failure.

- Eat a healthy diet. Cut back on salt.
- Take your medication as prescribed.
- If you have diabetes, monitor your blood glucose level.
- Maintain your blood pressure at 140/80 or lower.
- Limit alcohol.
- Don't smoke. If you smoke, talk to your doctor about quitting.
- Exercise.
- Lose weight if you are overweight.
- See your doctor regularly.



Finding a doctor just got easier

Do you need to find a health partner in our network? You can search for one on our website. We have improved our Find a Doctor tool. Now it is easier than ever to use.

We used member and health partner feedback to enhance our system. Searching is easier and more intuitive. Information about health care providers is more detailed and complete. You can search based on name, location, specialty and much more. 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](https://www.caresource.com) and click on Find A Doctor/Provider.

Suicide prevention resources

According to the Centers for Disease Control, suicide rates have increased from 1999 through 2014.¹ Here are some ways to help recognize and prevent it.

Risk factors for suicide

- A previous suicide attempt
- Availability of lethal means
- Limited supportive relationships
- A family history of suicide
- Major physical illness such as chronic pain
- Having depression, a mental illness or substance use disorder

Warning signs

- Hopelessness
- Withdrawing
- Feeling anxious or agitated
- Talking about hurting or killing oneself

How you can help

- Know the warning signs and the suicide prevention hotline number: 1-800-273-8255.
- Help connect your loved one to resources:
 - Encourage a visit to their primary care provider (PCP) or behavioral health care provider.
 - Encourage them to follow their mental health or substance use treatment plan.
 - Let them know about the free MY3 mobile suicide prevention app. You can download it at **www.my3app.org**
 - Encourage them to keep follow-up appointments after discharge from a hospital stay.
 - Know where your local crisis center is located. Find it at **<http://suicidepreventionlifeline.org/our-network/>**
 - Encourage positive relationships with family, friends, faith and community.
 - Restrict access to lethal means in the home. Find a drug disposal location near you at **www.deadiversion.usdoj.gov**
 - Develop a safety plan. This is a set of steps to follow during a crisis. Learn how at **<http://suicidepreventionlifeline.org/help-yourself/>**

Learn more at **www.nimh.nih.gov/health/publications/suicide-prevention-listing.shtml**

¹Centers for Disease Control and Preventions, National Center for Health Statistics, NCHS Data Brief No. 241, April 2016, Retrieved September 2016.

²National Suicide Prevention Lifeline, Retrieved October 2016.

Blood pressure Q&A

What is high blood pressure?

High blood pressure is also called hypertension. It occurs when blood moves through your arteries at a higher pressure than normal.

Why is it important?

If your blood pressure gets too high, it can cause health problems. These include stroke, heart disease, heart attack, and kidney failure.

What are the symptoms?

Most people who have high blood pressure do not have any symptoms. This is why it's sometimes called "the silent killer." The only way to know if your blood pressure is high is to have it checked regularly.

What can I do to improve my blood pressure?

Many factors can cause high blood pressure. Some are beyond your control such as family history, age, and race. However, there are many ways you can improve your blood pressure:

- Eat right. Reduce salt and fat. Eat lots of fruits and vegetables.
- Stay fit. Talk to your doctor about the best exercise plan for you.
- Maintain a healthy weight.
- Improve stress levels.
- Don't smoke. If you do smoke, quit.
- Take medicine if your doctor prescribes it. Some people can't control their blood pressure without medication. Sometimes more than one is needed. Don't stop taking your medicine without talking to your doctor. If you do, you may increase your risk of a stroke or heart attack.



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.

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.

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. To talk to an interpreter, call 1-855-475-3163 (TTY: 1-800-750-0750 or 711).

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, llame al 1-855-475-3163.

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，请致电 1-855-475-3163。

You should not be balance billed

As a MyCare Ohio member, you are eligible for both Medicare and Medicaid benefits. This means that your health care providers should not bill you for any services you receive. This is commonly referred to as “balance billing.” Your providers must accept the Medicare and Medicaid payment as payment in full. If you do not have CareSource for both Medicare and Medicaid, bring both your ID cards to the visit.

If a provider is balance billing you, we want to know about it. Please contact us using one of the methods below.

Anonymous options

1. Call **1-855-475-3163** (TTY: 1-800-750-0750 or 711). Choose the menu option for fraud.
2. 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

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

Most email systems are not protected from third parties. This means people may access your email without you knowing or saying it's OK. Please do not use email to tell us something that you think is confidential. Some examples are your social security number, member ID number, or medical diagnoses. Instead, please use the form or phone number above. This can help protect your privacy.



Transportation survey helps improve service

You spoke. We listened. Since April, we have surveyed members who use our transportation services. We want to get your feedback about your trip. When you call for a ride, you may have the opportunity to provide feedback on our transportation services. You can help us improve our service with your input.

Here's what we found:

- We received more than 1,000 completed surveys.
- On a scale of 1-10, members gave an average score of 7.6 for their riding experience.
- Members said that waiting time is the area that needs to improve the most.

Thank you for your feedback. We are working on decreasing the time you need to wait for a ride. Our transportation provider has also added cameras to its vehicles to help ensure a safe and secure ride to your health care visit.

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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 Twitter.com/CareSource

 Instagram.com/CareSource

 Pinterest.com/CareSource

Important Plan Information

Members provide feedback

CareSource participates in the national Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey each spring. The survey asks questions about your health and the care and service you receive. We use your feedback to improve members' experiences with CareSource.

In the most recent survey, members gave high marks to:

- Their ability to get the care they need
- Their ability to get care quickly
- How well their doctor communicates with them

Your input is important to us. If you are asked to take a CAHPS survey, please participate and let us know what you think.

CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Holiday schedule

Our Member Services Department is open Monday through Friday from 8 a.m. to 8 p.m. Eastern Standard Time (EST), except on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.