

FALL 2017

MEMBERSource

A Newsletter for CareSource Members

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GET CARE ANYTIME, ANYWHERE WITH TELEMEDICINE

Getting an appointment with your doctor is not always possible when you want it. CareSource now offers a telemedicine benefit. It is called MYidealDOCTOR™. You can access it with your phone or computer. It lets you talk to a board-certified doctor anywhere, anytime.

MYidealDOCTOR may be a good choice if:

- Your primary doctor is not able to see you
- Your condition is urgent, but not an emergency, such as:
 - Coughs/Colds/Flu
 - Congestion/Sinus Infection
 - Allergies
 - Rashes
 - And more

Here are three easy ways to connect.

1. Go to **www.myidealdoctor.com**.
2. Call **1-855-879-4332**.
3. Download the MYidealDOCTOR app to your smart phone.

Please have your member ID number handy. You will need to answer a few questions about the reason for your visit. A doctor will then call you back for your consultation, usually in 15 minutes or less.

Get more details at **CareSource.com/members/MYidealDOCTOR**.



FOLLOW UP AFTER A MENTAL HEALTH HOSPITAL STAY

Have you had a hospital stay for a mental health issue? If so, follow-up care will help you get the continued support you need. Be sure to have a follow-up visit **within seven days** of your hospital stay.

Talk to your mental health care provider during this visit. You can discuss:

- Current and future treatments
- Any medication side effects
- Problems with getting medications or treatment
- Filling your prescriptions
- Making a safety plan
- Community support
- Self-care tools
- Who to call if you start to feel bad again

If you need help, contact your Care Manager or call Member Services. The number is on your member ID card.



PROTECT YOUR PERSONAL INFORMATION

Health insurance fraud is a serious issue. You can help combat it. Keep these tips in mind.

- Use caution when giving out your personal information. This includes your member ID and social security number.
- Never let anyone else use your ID card. This could put you at risk for identity theft. It is also illegal.

If you think someone has used your ID card, let us know right away. You can call Member Services at the number on your ID card or on the back of this newsletter. Follow the prompts to report fraud. You can choose to remain anonymous. Your report will stay confidential to the extent allowed by law.

Drug List Updates

CareSource has a searchable drug list on our website. It can help you find out which drugs are covered. Use the Find My Prescriptions link under Quick Links to find the medicines covered under your plan.

Quarterly changes and updates to the list are online, too. Just go to this link:

[CareSource.com/members/westvirginia/marketplace/my-pharmacy/drug-formulary](https://www.caresource.com/members/westvirginia/marketplace/my-pharmacy/drug-formulary)

If you don't have access to the internet, please call Member Services. The number is on your member ID card. We will help you.

OPEN ENROLLMENT IS NOVEMBER 1 – DECEMBER 15, 2017

As a reminder, Open Enrollment for 2018 Marketplace will be only 6 weeks long, running from November 1 through December 15, 2017. Look for your renewal letter in the mail in late October. It is important that you take the time to understand your 2018 plan, have time to review other CareSource plan options, and to comparison shop if you choose.

DID YOU KNOW?

My CareSource® is your personal online account. It can help you get the most out of your member experience. We have recently improved the **MyCareSource.com** web portal and added features to make your experience even better!

You can:

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

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



EASY WAYS TO PAY

CareSource makes it easy to pay your bill each month. Use one of these options:

- **Make automatic recurring monthly payments.** Set it up online. Log in to your My CareSource® account and choose the **Pay Now** option. Then choose Credit or Debit as your payment method. Click **Manage Automatic Payments**. Follow the instructions to complete the set up.
- **Pay online each month.** Log in to your My CareSource account. Choose the **Make a Payment** option.
- **Pay by phone.** Call 1-855-202-0622, TTY: 1-800-982-8771. Tell “Katie,” our automated attendant, that you want to pay by phone. Follow the prompts to make your payment.
- **Pay by mail.** Be sure to include your payment slip. Make checks payable to CareSource. Write your member ID number on your check. Send it to: P.O. Box 630093, Cincinnati, OH 45263-0093.

Please allow three business days for online or phone payments to process. Allow 7-10 business days for mailed payments to process.



DENTAL AND VISION PLAN MEMBERS GET A FITNESS PROGRAM!

If you opted for one of our enhanced Dental and Vision plans, you are eligible for a low cost fitness program!

You can join a network of fitness centers for just \$100 per calendar year, or get two home fitness kits for just \$10! The program provides members with access to network of over 8,400 fitness centers. For the home fitness kits, you can choose from over 20 home kits that may include DVDs, exercise guides, and/or other products. And, if you already have a FitBit® or other wearable fitness device, you can track your activity and progress.

Find out more by calling the Member Services phone number on your member ID card.



EXPRESS BANKING FOR CARESOURCE MEMBERS

We have partnered with Fifth Third Bank to offer our members an Express Banking® service. This is a bank account from Fifth Third Bank that offers:

- No monthly service charge
- No balance requirement
- No overdraft fees
- A debit card for purchases

Your financial health is key to your well-being. This account is a simple way to manage your money and reach your financial goals. For more details, go to www.53.com/CareSource. If you are visiting a Banking Center, tell them you are a CareSource member and reference code number **56706**.

One Call for Care Management Support Services

Now you can call one convenient number to reach us for all of your Care Management, Disease Management, and Care Transition needs. Call us from 8 a.m. to 5 p.m., Monday through Friday at 1-866-286-9738.



CARE FOR MOMS AND BABIES

Are you thinking about getting pregnant? Expecting a baby soon? Already a mom? Here are some tips to help you and your baby stay healthy.

Before you are pregnant

- If you think you might be pregnant, don't wait. Call your doctor right away to schedule a visit.

While you are pregnant

- Your doctor will schedule many checkups for you over the course of your pregnancy. Don't miss any. They are all important.
- Follow your doctor's advice. Ask questions if you are not sure what to do. Your doctor and our nurse advice line are here to help.
- Don't smoke. If you do, try to quit. Smoking can cause serious harm to you and your baby. We can help you find a path to success. You can:
 - ✓ Get stop-smoking tips and resources at the MyHealth link on your My CareSource account.
 - ✓ Get coaching through our Tobacco Free program. Access this through the MyHealth link, too.

After the baby is born

- Schedule a postpartum (after birth) visit to see your doctor. You should go **between three and eight weeks after you deliver**. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child exams. See details in this newsletter.



Know How to Recognize Psychosis

Psychosis is a mental health condition. It includes some loss of contact with reality. Symptoms include changes in thinking and mood. Some examples are:

- Confused thinking
- False beliefs
- Hallucinations
- Changed feelings
- Changed behaviors

Symptoms can be scary or confusing, but you can get help. There is treatment for psychosis. No one needs to suffer alone.

Seek help early. Talk to your doctor.

Reach out for help the first time symptoms appear. If left untreated, it may disrupt relationships, work or school. It can also increase the risk for:

- Depression
- Suicide
- Substance use

YOU CAN LEARN MORE ONLINE.

Go to www.nimh.nih.gov/health/publications/raise-fact-sheet-first-episode-psychosis/index.shtml.

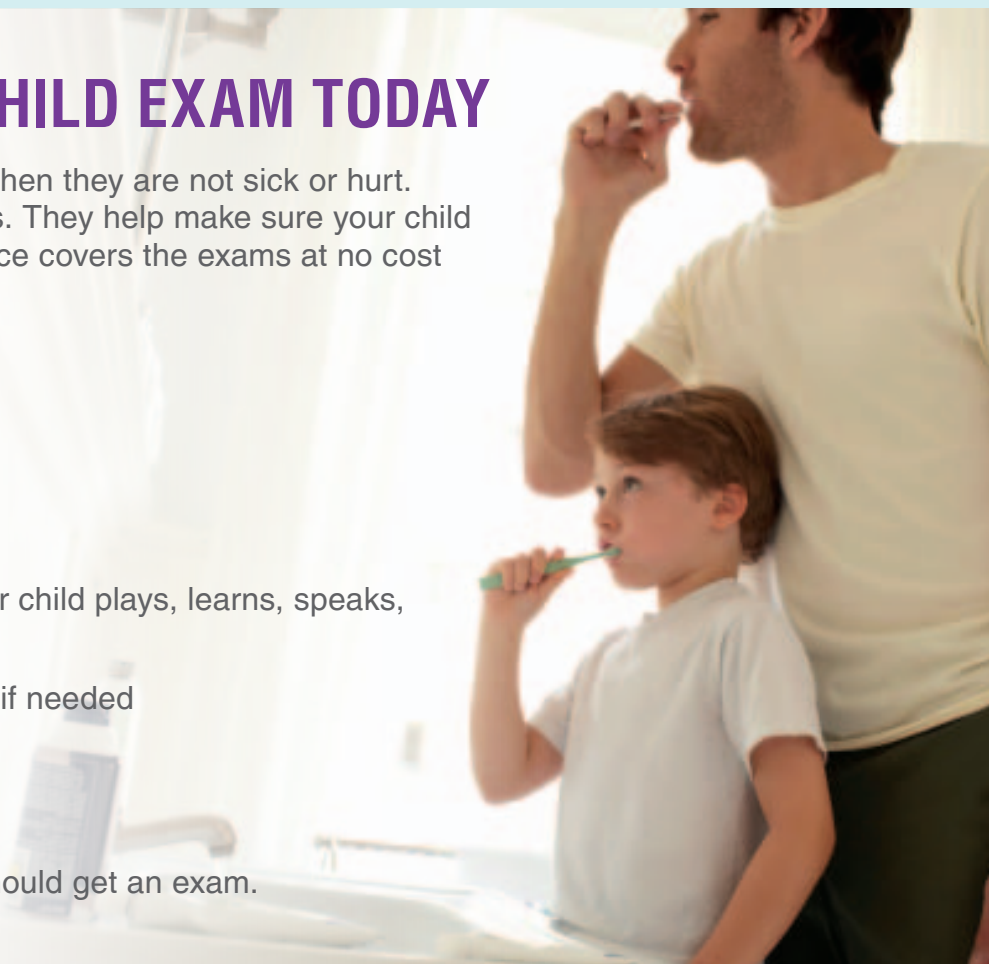
SCHEDULE A WELL-CHILD EXAM TODAY

Children need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. They help make sure your child stays as healthy as possible. CareSource covers the exams at no cost to you.

These exams may include:

- Immunizations
- Height and weight check
- Lead screening
- Developmental screening (how your child plays, learns, speaks, acts and moves)
- Referral for preventive dental care, if needed
- Illness and injury prevention
- And more

Ask your doctor how often your child should get an exam.



CALL US

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

JUST DIAL 1-855-202-0622 (TTY: 1-800-982-8771 OR 711).



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

HOW TO REACH US

Member Services Dept:
1-855-202-0622
(TTY: 1-800-982-8771 or 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-0701

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

Non-Profit
US Postage
PAID
CareSource

THE NEW CARESOURCE APP IS HERE!

If you haven't downloaded the FREE CareSource mobile app yet, do it today! The CareSource app gives you easy access to your health plan information when you need it.

The mobile app lets you:

- View your digital 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)
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

Creating a My CareSource account helps you get the most out of the app. Set up your My CareSource account through the app or at **MyCareSource.com**.

Download it through the App Store for iPhone and Apple or Google Play for Android today!

