

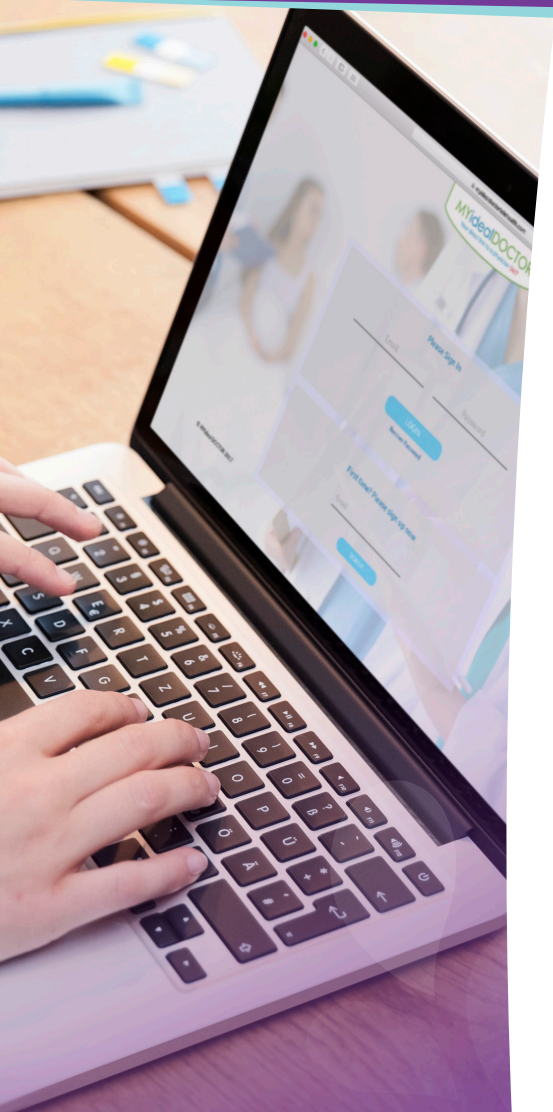
SPRING 2017

MEMBERSource

A Newsletter for CareSource West Virginia Members

IN THIS ISSUE:

- 2 Q&A: Lab Tests
- 4 We Make it Easy to Find a Doctor
- 5 Change of Life Events
- 6 Take Charge of Your Mental Health
- 7 Paying Your Bill is Easier than Ever!



NEW! TELEMEDICINE BENEFIT

All marketplace plan members now have access to MYidealDOCTOR®, our new Telemedicine provider. With telemedicine, you can use your phone, a mobile app or computer to have a consultation with a board certified physician anywhere, anytime.

What is MYidealDOCTOR?

MYidealDOCTOR is meant to supplement your care when your doctor is unavailable or your situation is urgent, but not an emergency. It should not be used as a primary care provider.

It's best to call the CareSource24® Nurse Advice Line to help you determine the right course of action for your symptoms. If the nurse thinks that you need to be evaluated by a doctor and this choice is a good option, you will be connected directly to MYidealDOCTOR. No need to make another phone call.

How do I use MYidealDOCTOR?

For your convenience, there are easy ways to connect.

1. Direct connection from CareSource24 (1-866-206-0701).
2. Visit www.myidealdoctor.com.
3. Call 1-855-879-4332.
4. Download the MYidealDOCTOR app to your smart phone.

You will need your member ID number and to answer a few questions about the reason for your visit. A board certified doctor will then call you back for your consultation, normally in 15 minutes or less.



YOUR BEST WEAPON AGAINST COLORECTAL CANCER

You have a powerful weapon to help prevent colorectal cancer. Do you know what it is? It's regular screenings.

Screenings look for cancer or pre-cancer in people before symptoms begin. Polyps can be found and removed years before they develop into cancer. Polyps are abnormal growths that form on the inner wall of the colon or rectum. Screenings can also find colorectal cancer early, when it is highly curable.

You should have your first screening at age 50 if you do not have risk factors. If you have a family history or other risk factors, such as inflammatory bowel disease, talk to your doctor. You can discuss the best time for you to start.

The type of screening test used is based on your age, family history and other factors. Your doctor will work with you to find the best screening method and schedule for you.

You can take steps to decrease your risk of colorectal cancer. They include:

- Be more active.
- Limit alcohol.
- Maintain a healthy diet and weight.
- Don't smoke.

Source: National Cancer Institute, National Institutes of Health

WVU PROVIDERS ARE NOW IN-NETWORK!

Great News! West Virginia University's Health Partner Network is now in our network and available to CareSource members. The WVU HPN is a growing network of 2,000+ providers throughout the state.

CareSource members can now visit doctors affiliated with the following hospitals and Federally Qualified Health Centers:

- West Virginia University Hospitals, Morgantown
- United Hospital Center, Bridgeport
- Camden Clark Medical Center, Parkersburg
- Ohio Valley Ambulatory Surgery Center, Belpre, OH
- Allied Health Services (UML) Morgantown
- Broaddus Hospital, Philippi
- Grafton City Hospital, Grafton
- HealthSouth, Inc., Morgantown, Huntington, Princeton, Parkersburg
- Minnie Hamilton Healthcare Center, Grantsville

Like all large provider networks, our list of in-network providers continues to grow and change. You can check our **Find A Doctor/Provider** tool on **CareSource.com** to see if your provider is listed. Some providers in the WVU network will only be able to see patients at the hospital or clinic address listed on the Find A Doctor/Provider tool, and not at their office location. Call the number listed on Find A Doctor/Provider to ensure that the provider you want to see is still In-Network and accepting new patients.

QUALITY CARE IS OUR GOAL

MEMBERSource | SPRING 2017



CareSource is invested in your health. We want you to get the best care possible. That's why we have a quality program. It helps us improve our service and the care you receive.

CareSource uses the Healthcare Effectiveness Data and Information Set (HEDIS®). This helps us measure care quality. We also use the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey (see related article below).

These tools help us find out how we are doing in many areas. They include:

- Member access to care.
- Member health and preventive care.
- How happy you are with your health plan and doctors.

We use results to make your care better. One way is to create special programs. Some examples are the ones we have to help members with asthma and diabetes stay healthy. We design programs that focus on preventive care, too. These include tools that encourage you to get checkups and screenings.

You can find out more about our quality program. You can also see more details about the progress we have made in meeting our program's annual goals and the results.

Visit CareSource.com for more information.

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

We Want to Hear from You

Your care means a lot to us. Part of our Quality Improvement program is an annual member survey. It is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). **Please take the time to participate in this survey if you receive it in the mail.** CareSource studies your responses. We take actions that will improve your health and well-being and your experience with CareSource. This is an important part of our quality commitment to you.

Last year you told us you wanted us to improve our internet information. You also wanted your benefit coverage to be easier to understand. We continue to work on these areas based on what you told us. **Thank you for this feedback.** If you receive a CAHPS survey in your mailbox this year, please tell us more.

Our mission is to make a lasting difference in your life. **To best serve you, we need your feedback. Help us help you!**



WE MAKE IT EASY TO FIND A DOCTOR

Do you need to find a doctor? You can use our online tool at any time to search for a health partner in our network.

Recent updates make it easier than ever to use, and details about health partners are more complete. You can search based on name, location, specialty and more. You can find out where a doctor went to medical school, if they are board certified or have other professional qualifications.



If you need help, just use the online tutorial. It will show you how to find what you need. Go to [CareSource.com](https://www.caresource.com) and click on **Find A Doctor/Provider** to get started.

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](https://www.fda.gov).
- Talk to your local pharmacist about “take back” efforts.

DRUG LIST UPDATES

CareSource has a searchable drug list on our website. 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:

<https://www.caresource.com/members/westvirginia/marketplace/my-pharmacy/drug-formulary/>

If you don’t have access to the internet, please call Member Services to find out if a drug is covered. The number is on the back of your member ID card.



CHANGE OF LIFE EVENTS AND SPECIAL ENROLLMENT PERIOD

Update your HealthCare.gov Marketplace application when you have major life changes. It can keep from paying penalties at the end of the year, and ensure you are getting the financial assistance that you need. You can update your information any time by:

- Visiting **HealthCare.gov** and logging in to your account.
- Calling the Marketplace at **1-800-318-2596**.
- Scheduling an appointment with someone who can help you. You can find information about these helpers at **LocalHelp.HealthCare.gov**.

Here are examples of the types of changes you should report:

- Changes to household income.
- Changes to the number of dependents in your household, including children turning 26 or no longer being dependent.
- Someone in your household getting other public health care coverage, like Medicaid, CHIP or Medicare.
- Someone in your household being offered job-based health coverage, even if they didn't enroll in it.
- Change in home address.
- Change in immigration status.
- Starting or ending a prison sentence.

If you have a qualifying change, you may be eligible for a Special Enrollment Period, even if you didn't already have Marketplace insurance. When you update your application, **HealthCare.gov** will let you know if you qualify for a Special Enrollment Period. Please note that SEP eligibility is determined by the Marketplace and not by CareSource. The Marketplace may require that you submit documents to them to prove you qualify for a Special Enrollment Period. It is a good idea to ensure that your documentation is accurate and up to date.



TRANSITIONING TO ADULT CARE

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care partner who focuses on adult care.

Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health partner for your child by age 18. If needed, Member Services can provide information to help with a smooth transition in choosing a new primary care provider for your child.



Take Stock of Your Health

Have you ever asked yourself “**How healthy am I?**” or “**Could I be healthier?**”

We can help you find out. Take a **FREE** online health risk assessment that will help you understand how you can be healthier. It’s quick and easy to take. Go to **CareSource.com** and choose the Health Risk Assessment link.

When you finish, you’ll get your personal health score and a plan to help you live a healthier life. You can also set up a “My Account” page, build a profile and set goals and preferences. You can try different tools, explore healthy recipes and much more.

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. 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 1-855-202-0622 (TTY: 1-800-982-8771, or 711).

USE THE FOUR R'S TO PREVENT FRAUD

MEMBERSource | SPRING 2017



CareSource has a program to handle cases of fraud, waste and abuse. However, you are our first line of defense. Use the “four R’s.” They can help protect you and your loved ones from fraud and abuse.

- 1. Record** – Record dates of doctor’s visits, tests and services you receive on a calendar. Save receipts and statements from providers. This will help you be sure of which services you have received.
- 2. Review** – Review your Explanation of Benefits statements. Compare them to the dates on your calendar. If you find there are items that you don’t have a record of, it’s possible you may have been billed for services you did not receive.
- 3. Report** – If you suspect fraud or abuse, call us at: **1-855-202-0622** (TTY: 1-800-982-8771, or 711). Follow the prompts to report fraud. We will review your report to be sure everything is OK. To see other options for reporting, visit **CareSource.com**.
- 4. Remember** – Protect your member ID card. Don’t give it to anyone except your doctor or other health care provider. Never give your card to someone in exchange for a special offer, and never let another person use your card.

PAYING YOUR BILL IS EASIER THAN EVER!

CareSource is now offering automatic recurring monthly payments to make it easier for you to pay your bill! You can set up monthly payments through your My CareSource® account. Once you are logged on, choose the Pay Now option, and then choose Credit or Debit as your payment method. Click **Manage Automatic Payments** and follow the instructions to complete the set up. Your payment will be processed 15 days after your invoice date (not your due date).

2 of 3

Choose a payment method:

Credit or Debit Pay by Phone Pay by Mail

3 of 3

Pay your bill through InstaMed, our secure payment processing provider.

Make a Payment Manage Automatic Payments

In addition to recurring payments, you can pay online each month using your My CareSource account, by choosing the **Make a Payment** option.

You can also pay by phone. Call **1-855-202-0622** (TTY: 1-800-982-8771, or 711) and tell “Katie,” our automated attendant, that you want to pay by phone. Then follow the prompts to make your payment.

Another payment option is to send us a payment by mail. Be sure to include your payment slip and write your member ID number on the memo line of your check. Send your payment to:

PO Box 630093, Cincinnati, OH 45263-0093

You can check your My CareSource account to see if your payment has posted. Please allow 3 business days for your online or phone payment to process, and 7-10 business days for your mailed payment to process.



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

JOIN US



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

CARE MANAGEMENT SUPPORT SERVICES

CareSource offers help in managing some health conditions with care management and outreach services. We have registered nurses, social workers, and other outreach workers that can work with you one-on-one to help coordinate your health care needs. Our care management team may contact you if your doctor requests it, if our staff feels their services would be helpful to you or your family, or if you call and request it.

Now you can call one convenient number to reach us for all of your Care Management, Disease Management, and Care Transitions needs.

**Call us from 8 a.m. to 5 p.m.,
Monday through Friday at 1-866-286-9738.**

CARESOURCE24®, YOUR 24/7/365 NURSE ADVICE LINE

Why call CareSource24? The call is free. If you are not sure if you need care, or where to seek care, call our Nurse Advice Line! If the nurse determines you should see a doctor right away, he or she can transfer you directly to MYidealDOCTOR if that is the best choice for you, or can refer you to the closest urgent care facility or hospital emergency room.

**Call CareSource24 at
1-866-206-0701**