



SPRING 2023

# MEMBER *Source*

A Newsletter for Georgia CareSource Dual Advantage™ (HMO D-SNP) Members

## *Spring* Into Self-Care!

The days are getting longer, and the flowers are starting to bloom. Spring is a time for fresh starts. You can start fresh by making time for you! It's important to maintain a healthy mind and body. We have started a self-care checklist for you. These are just a few ways you can make sure you are taking care of yourself.

### Self-care checklist:

- Drink more water
- Listen to music
- Declutter a space
- Try yoga or stretching
- Watch a sunrise or sunset
- Call a friend
- Eat your lunch outside



### Looking for more health and wellness tips?

Would you like to connect with other CareSource members? CareSource Circle is an online community where you can give feedback through surveys and discussion boards. You can also access health tips, recipes, and more! If you love to share your opinions and make improvements, join CareSource Circle at [CareSourceCircle.com](https://www.caresourcecircle.com)

  
**CareSource**®



## Your Supplemental **BENEFITS**

CareSource is more than just quality health insurance. We are a not-for-profit health plan that *cares about you*. Our benefits go beyond basic care. Take advantage of all that CareSource has to offer.

### »» **DentaQuest Dental Coverage**

Your plan covers many types of both diagnostic and preventive services as well as comprehensive dental services through DentaQuest®. A dental allowance of **\$4,000** is included in your plan. Services include:

- ✓ Teeth cleanings
- ✓ Exams
- ✓ X-rays
- ✓ Fluoride treatments
- ✓ Dentures
- ✓ Dental implants
- ✓ And more

Call DentaQuest at 1-855-453-5284 (TTY: 711) or visit **FindADoctor.CareSource.com** to find a provider near you.

### »» **EyeMed Vision Care**

EyeMed® benefit options offer more flexibility, choice and savings for you. In 2023 you get:

- ✓ **\$0 copay** for once-a-year routine exam with dilation as necessary.
- ✓ **\$0 copay** for exam to diagnose and treat diseases and conditions of the eye.
- ✓ **\$350** allowance per year toward eyewear and contact lenses.

For more information, call EyeMed at 1-866-299-1425 (TTY: 711) or visit [www.eyemedvisioncare.com/csduals](http://www.eyemedvisioncare.com/csduals).

### »» **TruHearing Hearing Benefit**

With TruHearing® you get high quality hearing aids and local professional care at a fraction of the cost. In 2023 you get:

- ✓ **\$0 copay** for once-a-year routine hearing test.
- ✓ **\$0 copay** for exam to diagnose and treat hearing and balance issues.
- ✓ **\$0 copay** and unlimited provider visits for hearing aid fitting and evaluations.
- ✓ Hearing benefit allowance of up to **\$1,000** per ear, per year.

Call TruHearing at 1-833-759-6826 (TTY: 711) or visit **FindADoctor.CareSource.com** to find a provider near you.



## >> Additional Benefits for 2023

Use all that CareSource has to offer. Below are just a few highlights of how we take extra care of you!

- ✓ No copays for health care visits.
- ✓ Tier 1 medications at no cost to you.
- ✓ A FlexCard to use for allowances such as:

- **\$500 quarterly over-the-counter (OTC) allowance** for vitamins, first aid supplies, and more!
- **\$1,000 annual flex allowance** for dental, vision, and hearing services and accessories.

Visit **CareSourceFlexCard.com** or download the *myTotal Benefits* app on your smartphone to learn more.

- ✓ Brain health and memory support through BrainHQ® to keep you sharp!
- ✓ **60 trips** to health care visits, pharmacy trips, and the gym at no cost to you.
- ✓ Personal emergency response system (PERS) to assist you in the event of an emergency.
- ✓ Access to many fitness centers or select YMCAs and an in-home fitness kit (some include a Garmin® or Fitbit® tracker) through the Silver&Fit® fitness program.



## How to Find a PROVIDER

We want to give you access to the best care. That is why we have partnered with many providers in your area.

### >> Getting You the Care You Need

Using the **Find A Doctor/Provider** online tool is the fastest way to find an in-network provider near you. Here's a few types of providers you will find included:

- ✓ Family Practice (primary care provider (PCP))
- ✓ Dentistry (dentist)
- ✓ Vision – Optometry (eye doctor)
- ✓ Behavioral Health (e.g., Substance Use Disorder)
- ✓ Specialists
- ✓ Clinics
- ✓ Hospitals

If you want to change your PCP use this tool to find a new one near you.

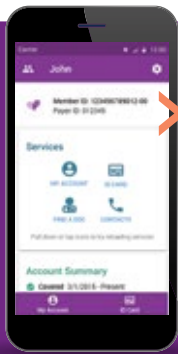
### >> How to Get Started

Access the tool by going to **FindADoctor.CareSource.com**. Choose **Get Started** and fill out the following:

- **CHOOSE LOCATION:** Share your location or enter your street address. Click continue
- **CHOOSE PLANS:** Select **Dual Special Needs** under **Georgia**. Click continue.
- **CHOOSE FILTERS:** Use filters to find the right provider. You can outline your preference for gender and language. NOTE: Select **Yes** under **Accepting New Patients**. Click continue.

Member Services can help you find a provider near you if you are having any issues. You can also get a printed provider directory\* sent to your home at no cost to you. Just call Member Services and request one!

*\*The printed copy is not as up-to-date as our online tool. Call the provider's office first to make sure the*



## Find a Provider in the CARESOURCE MOBILE APP

You can use the **Find A Doctor/Provider** tool in your My CareSource® account on the CareSource mobile app. If you do not have a My CareSource account, signing up is easy:

1. Go to **MyCareSource.com**.
2. Click **Sign Up** at the bottom of the page.
3. Answer the questions.
4. Click **Register**. You are all set!

Get the mobile app through the App Store® for iPhone® or Google Play® for Android®.



## Pharmacy Updates

CareSource has a searchable drug list on **CareSource.com**. Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **Georgia** and **Dual Special Needs** to find out which drugs are covered. It is where the most current updates can be found. Call Member Services if you do not have access to the Internet. We can help you find out if a medication is covered and how much it will cost.

## Help in Other Languages



Are you or someone you care for a CareSource member who:

- Does not speak English?
- Has hearing or vision problems?
- Has trouble reading or speaking English?

We can help. We can get you sign language interpreters or interpreters in the language you speak.

Interpreters can help you talk with us or your providers. You can also get materials in other languages or formats at no cost to you. These formats include large print, braille, or audio. Call Member Services to learn more.



# Fuel Up With *Fresh Food*

Start strong this spring by adding fresh fruits and vegetables to your diet. Eating fresh food helps you stay healthy. It also gives you energy. That way you can get outside and enjoy the weather as it gets warmer.

Fruits and vegetables are great sources of vitamins and minerals. They also help decrease the risk of chronic disease. Here you can see which fruits and vegetables have the vitamins and minerals you need.

Nutrients	Importance	Fruits & Vegetables
Vitamin A	Helps with healthy eyes and skin, protects from infection	Cabbage, cantaloupe, carrots, grapefruit, leaf and romaine lettuce, sweet potatoes, watermelon, tomatoes
Vitamin C	Supports immune health, helps heal cuts and wounds	Broccoli, cabbage, cantaloupe, cauliflower, grapefruit, oranges, pineapple, strawberries, tomatoes
Calcium	Helps keep teeth and bones healthy	Blackberries, leafy green vegetables – collard greens, kale, oranges, spinach
Fiber	Helps with digestive system health, reduces risk of heart disease	Apples, bananas, broccoli, brussel sprouts, peaches, pears, raspberries, spinach
Iron	Helps maintain healthy blood	Broccoli, spinach, sweet potatoes, peas
Potassium	Helps lower blood pressure	Bananas, broccoli, potatoes, sweet potatoes, tomatoes

It may seem like a challenge to know where to start. Small changes can make a big difference. You can add fresh food to meals you are already eating. Add carrots or spinach to pasta sauces or soups. You can also add fruit to salads or side dishes. Fruits like bananas, apples, and oranges are easy to grab on the go. Finding ways to fuel up with these fresh foods will help you stay healthy all year long! Learn more by visiting [www.MyPlate.gov](http://www.MyPlate.gov).



# Using the My CareSource Member Portal

My CareSource® is your personal portal account. It holds your CareSource health information.



There are a few easy steps to set up a My CareSource member portal account.

1. Go to **MyCareSource.com** and click **Sign Up**. Enter your name and email address, then set up a password.
2. You can choose to complete the form in Spanish or English.
3. To add your plan, fill in:
  - Your name,
  - Member ID number as it appears on your CareSource member ID card,
  - Your birth date, and
  - Specify if this is your plan, or if you are creating it as a parent or guardian for another member.
4. Click **Register**. You will get a confirmation email.
5. Click the link in the email to activate your My CareSource account.

**Now you are ready to use your new My CareSource account!**

You can use your My CareSource account to pay your premium, view plan documents, use tools to improve your health, get important health updates, and lots more! Take a few minutes to see what you can do!

## One popular use for My CareSource is to request a new ID card.



Getting a new CareSource ID card is easy. On the Home page, click **Request ID Card** from the **My Help** menu on the right. A new ID card request page will come up.

- Pick the reason you need a new ID card from the choices listed.
- Make sure the mailing address shown is correct. (If it is not correct, you can update it on the **Preferences** page.)
- Click **Submit**.

Your new CareSource ID card should arrive within 7-10 days.

*It is just that easy!*



## Life HACKS:



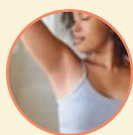
# Baking Soda

Who knew baking soda had so many uses beyond just baking? Here are just a few ways to use baking soda in and around your home!



### SOOTHE DIAPER RASHES:

Use two tablespoons of baking soda in the bath to soothe a red rash.



### USE AS DEODORANT:

You can gently pat baking soda under your arms to use as deodorant!



### CLEAN CRAYONS FROM THE WALL:

Using a wet cloth with baking soda can remove crayon marks from the wall.



### REMOVE WEEDS:

Sprinkle baking soda between the cracks in your sidewalk or driveway to remove weeds.



### USE AS AN ANTACID:

Use a half teaspoon of baking soda with a half cup of water to relieve heartburn or an upset stomach.



### REMOVE OIL & GREASE STAINS:

Sprinkle a little bit of baking soda on your oil or grease spill and scrub with a wet brush.



### KEEP YOUR FLOWERS FRESH FOR LONGER:

Adding just a teaspoon of baking soda to the water in your vase of flowers will help them stay fresh!



### KEEP ANTS AWAY:

Use a 50/50 mix of baking soda and salt and sprinkle where you may have ants.

Plus, baking soda doesn't cost much. It never hurts to have a box or two on hand!



YOU ASKED FOR IT!



## Your Top Questions to Member Services Answered

### When will I receive my CareSource member ID card?

Each member of your family who has joined CareSource will receive their own CareSource member ID card. Carry your member ID card and your Medicare ID card with you in a secure place. Call Member Services if you have not received your card or any of the information listed is wrong. You must show your CareSource member ID card when you get any medical services or prescriptions.

**Need it sooner?** You can view a digital copy of your member ID card on the CareSource mobile app.

### I lost my CareSource member ID card. What should I do?

If you lose your member ID card, you can request a new printed member ID card on the My CareSource® member portal. Read article *Using the My CareSource Portal* on page 6 to learn more. You can also call Member Services to get a new one sent to you.

### I changed my primary care provider (PCP). Do I need a new CareSource member ID card?

Your PCP is listed on your member ID card. You will receive a new card if you change your PCP. Make sure you get rid of your old ID card when you receive your new one.

## 4 Ways to Report Fraud, Waste and Abuse

CareSource has a program to handle cases of fraud, waste, and abuse. Misuse of benefits can be done by providers, pharmacies, or members.

If you are concerned about these:

**1** Call Member Services

**2** Write a letter to:

CareSource  
Attn: Program Integrity  
P.O. Box 1940  
Dayton, OH 45401-1940

You do not have to give us your name when you write or call. If you do not mind giving your name, you can:

**3** Fax: 1-800-418-0248

**4** Email: [fraud@CareSource.com](mailto:fraud@CareSource.com)

Find out more at [CareSource.com/members/tools-resources/fraud-waste-abuse](https://www.caresource.com/members/tools-resources/fraud-waste-abuse) or scan the QR code.



## Take Control of Your Cluttered Mind

Studies show having a tidy home can bring calm to your life. Cleaning and decluttering your home can have a positive effect on your mental health. It can give you a feeling of control in your life. If you have let your home go because you have been busy or feeling down, it can feel overwhelming to get started.

Experts say to start in one room or with one task. Washing the dishes is a great place to start. Dirty dishes are an easy task, and one that is easy to measure progress. Then wipe the counters. Pretty soon, the kitchen is clean! Any room you start is a great place. Getting started is the key.

It is amazing how much better having a clean room or a clean home can feel. To get more information about decluttering and health essentials, you can read or listen to podcasts from the Cleveland Clinic at [www.my.clevelandclinic.org/podcasts/health-essentials](http://www.my.clevelandclinic.org/podcasts/health-essentials).



## Prepping for Spring Storms

Spring storms can make getting around hard. Get ready for bad weather before it hits. Make kits for your home and car in case you get caught by a storm or stuck in traffic. If you or a family member is out when a storm hits, have a plan for where you go if you cannot get home.

### YOUR HOME KIT:

Have candles, matches, blankets, and enough water to last at least three days for each person on hand. If you can store them safely, a kerosene heater or generator can be helpful if the power will be out for a long time. If you have a fireplace, bring in enough wood to burn for a few days.

### YOUR CAR KIT:

Have blankets, a raincoat, socks, bottled water, packaged snacks, jumper cables, sand, and a flashlight on hand.

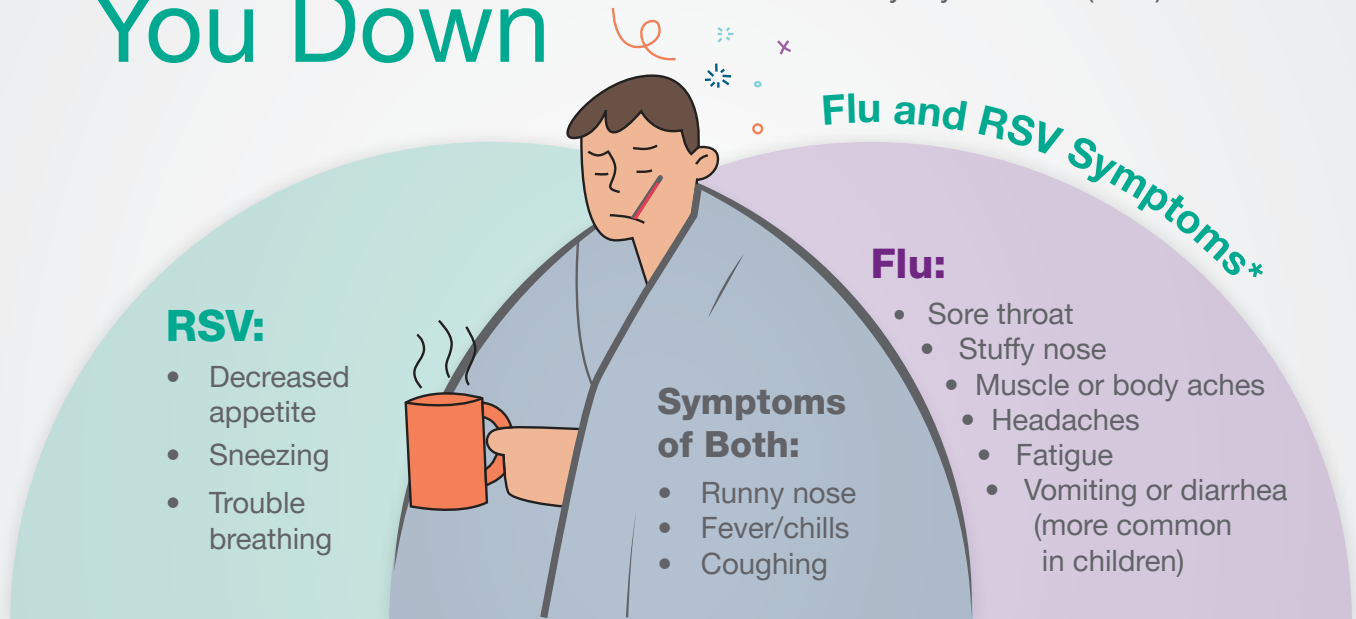
You can get more tips and ideas to prepare for all types of weather at [www.Ready.gov](http://www.Ready.gov).





# Don't Let Illness Bring You Down

Many people seem to get sick this time of year. Two of the most common ones are influenza (flu) and Respiratory Syncytial Virus (RSV).



You may not have every symptom listed. Many people get sick this time of year. Infants and young children are more likely to get severe symptoms.

## TIPS TO PREVENT FLU AND RSV:

- **Stop the spread of germs.** Wash your hands often. Cover your coughs and sneezes.
- **Avoid touching your eyes, nose, and mouth.**
- **Disinfect your home.** Clean areas that are touched often, like doorknobs, faucets, and light switches.
- **Limit contact with others who are sick.**
- **Get your flu shot.** It is vital to get all your vaccinations on time to keep you healthy. Visit [CareSource.com/flushot](https://www.caresource.com/flushot) to learn more about the flu shot.

Call the CareSource24® Nurse Advice Line if you have any questions. They can help you learn about your health, give you advice, or help you decide where to go for care.

Sources: Centers for Disease Control and Prevention. <https://www.cdc.gov/rsv/about/symptoms.html> Centers for Disease Control and Prevention. <https://www.cdc.gov/flu/symptoms/index.html>

# Benefits of Walking

Taking a walk is an easy way to stay active and healthy. Find a park near you to take a walk outside. Meet some friends and walk together at the gym. Grab your headphones and listen to music, a podcast, or an audiobook while you walk. Taking a walk can be fun! How does adding a few extra steps to your day help your health?



## Improves Heart Health

increases heart rate, improves blood flow, and helps lower blood pressure.



## Strengthens Muscles

helps with joint and bone health.



## Improves Mental Health

reduces stress and depression.



## Helps with Weight Loss

walking at least 30 minutes a day can help you lose weight.



## Lowers Risk of Diabetes

exercise, such as walking, helps regulate blood sugar levels.

**All you need is a comfy pair of walking shoes and you can be on your way!**

You have access to fitness centers, select YMCAs and home fitness programs with Silver&Fit®. The Silver&Fit Home Fitness program also allows you to request one home fitness kit per year at no additional cost to you. Some kits include a Fitbit® or Garmin® Wearable Fitness Tracker, so you can track those steps while you are walking! You can also use your transportation benefit and request a ride to the gym. Learn more about your fitness benefits by calling 1-877-427-4788 (TTY: 711) or visiting [www.SilverandFit.com](http://www.SilverandFit.com).

Source: [www.cdc.gov/physicalactivity/walking/index.htm](http://www.cdc.gov/physicalactivity/walking/index.htm)



## Stress and Self-Care for Parents and Caregivers

Parents and caregivers have needs just like children. Self-care is not selfish. You cannot give your best to others if you do not care for yourself first.

The first step in caring for yourself is knowing when you are stressed. Stress can make you feel physically tense or stiff. It can also make you mentally tired or unable to fall asleep at night. Some people even get sick more often because their immune system is not working as well as it should.

Taking time to relax is vital to lower stress. Whether it is listening to music, taking a warm bath, or meditating, you need to make time for yourself. Reframing your thinking can also help lower stress. If you have thoughts like, “I am such a bad parent or caregiver” or “I can’t do this”, you can start believing those statements even if they are not true. Try to catch these thoughts and replace them with coping statements. Think to yourself, “this too shall pass” or “I can do this” to help you cope in stressful moments.

All of this is *easier said than done* as a parent or caregiver. But you need to take care of yourself. Not only will it make you a better caregiver or parent, it is also good for your health.



# Staying Healthy in 2023, and Beyond!

We want you to stay healthy this year! A new year is good time to set up your preventive care visits. Use the table to help you stay up to date on needed activities. Work with your provider to get your preventive care. They will know what is best for you based on your health history.

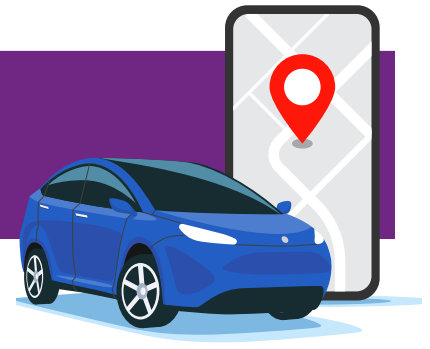
## Preventive Care for Adults

RECOMMENDED ACTIVITIES	HOW OFTEN?	MEN	WOMEN
Abdominal Aortic Aneurysm (AAA) Screening Shot	A one-time screening for men ages 65-75 who have smoked.		
Annual Physical Exam	Once a year.		
Breast Cancer Screening	Women ages 40-54, once a year. Women ages 55 or older, every two years or can continue once a year.		
Cervical Cancer Screening	Women ages 30-65, once every five years if they also have a normal Pap test. Women who are older than 65 who have not been diagnosed with cervical cancer can stop having Pap tests if they had three negative tests in the last 10 years.		
Cholesterol Screening	If your levels are within normal limits, get checked every five years.		
Colon Cancer Screening	Anyone between the ages of 50-75 should get screened. A colonoscopy should be done every 10 years. A fecal immunochemical test (FIT) test is done yearly.		
Dental Exam	At least once a year.		
Diabetes Screening	Every three years.		
Eye Exam	Every two years.		
Flu Shot	Once per flu season.		
Pneumococcal	If you are over age 64, at least once in your life.		
Shingles Vaccine	Adults 50 years or older should get the two-dose shingles vaccine.		
Td Vaccine	Once every ten years.		

To learn more, visit: [CareSource.com/ga/members/education/preventive-care/dsnp/](https://www.caresource.com/ga/members/education/preventive-care/dsnp/)



## Need A Ride?



A big part of staying healthy is going to all your health care visits.

As a CareSource member, you get transportation to and from your providers and other health care visits at no cost to you.

### We Also Help You Go To:



Health care visits



The pharmacy to pick up your prescriptions.



Renewal appointments with the State at Job and Family Services.



The gym

### How To Set Up Your Ride

Call Member Services to schedule your ride. Call at least two business days before your visit.

## Ambulatory Surgery Centers

Having some common outpatient procedures and tests like colonoscopies, mammograms, x-rays, and ultrasounds done at outpatient diagnostic centers or ambulatory surgery centers (ASCs) are easy and safe.

Compared to a large hospital, these centers are usually closer to home and easier to find your way around. You can normally get in and out the same day. They also cost less for the same procedures or tests. You may be able to save 60% or more by using an ASC for a test or procedure over having it done at the hospital.

Talk to your provider about using these centers when you need a diagnostic test or procedure.

## Are you at Risk for Chronic Kidney Disease



If you have diabetes and/or high blood pressure, you're at risk for chronic kidney disease (CKD). You may not notice any symptoms during the early stages. If it is left untreated, CKD can get worse and lead to permanent kidney failure. Here's how you can take action:

- 1 Get screened for CKD today.
- 2 Keep your blood pressure below 130/80.
- 3 Keep your blood sugar levels under control.

### Need help managing CKD?

Our Care Management program can help you learn more about CKD and find ways to better manage it. Call **1-844-438-9498** (TTY: 711) if you would like to be part of the Care Management program.



# What Can *Care Management* Do For You?

CareSource Care Management was made with you and your health in mind. Your Care Team includes nurses, pharmacists, a social worker, and health specialists. We can help you with these things and more:



Coordinating your care.



Managing your health condition.



Accessing free rides to provider visits.



Getting community support.



Tracking your rewards.

To enroll in our Care Management program, call **1-844-438-9498**.



Want more information about our Care Management program? Scan the QR code or visit [CareSource.com/ga/plans/dsnp/benefits-services/care-disease-management/](https://www.caresource.com/ga/plans/dsnp/benefits-services/care-disease-management/).

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-833-230-2020**. Someone who speaks your language can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-230-2020. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-230-2020。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-230-2020。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasalang-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasalang-wika, tawagan lamang kami sa 1-833-230-2020. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-230-2020. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-230-2020 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-230-2020. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-230-2020 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**TTY: 711**

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-230-2020. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:** إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-230-2020. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषयिणी सेवाएँ उपलब्ध हैं. एक दुभाषयिणी प्राप्त करने के लिए, बस हमें 1-833-230-2020 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-230-2020. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

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