



FALL 2023

MEMBER *Source*

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

Schedule a Ride!

Don't let getting around hold you back from living a healthier life! Going to your health care visits are a big part of staying healthy. You can get rides to and from your providers, and to the pharmacy.

Here's what to do when you need a ride:

Call Member Services at least two business days before your visit. Want to use public transportation? We can help! Just call Member Services to let us know.

Did you know you can also get a ride to the gym? Learn more about your ride options at [CareSource.com/plans/dsnp/benefits-services/](https://www.caresource.com/plans/dsnp/benefits-services/) or call Member Services.



CareSource®



Caring for your Mental Health & Wellness



Good health means more than just taking care of your body. It means taking care of your mind, body, and spirit.

You may feel overwhelmed, sad, or nervous at times. Those feelings may go away on their own. Sometimes, these feelings are more serious and may make it hard to carry out daily tasks. You are not alone. You can feel better. CareSource has options available for both your mental and physical health.

Your Primary Care Provider (PCP) Can Help

Your annual wellness visit can be used to talk about mental health with your PCP. Any time you visit can be a good time to talk about it. They can give you a screening to decide if your concerns are serious enough to need medication or counseling. You may want to bring up:

- Feeling down or sad for more than a week
- Crying frequently
- Thinking of death or suicide
- Thinking of hurting others
- Trouble sleeping
- Dramatic mood swings
- Feeling short of breath or scared
- Using or abusing drugs or alcohol

If You Need Counseling...

You don't need our approval or a referral for counseling. We want you to get the help you need.

Use our **Find A Doctor/Provider** tool to find counselors, psychiatrists, and psychologists that are in-network and accepting new patients. Your Care Manager can help you find one. You can also call the CareSource24[®] Nurse Advice Line if you need help finding a mental health or substance use disorder provider near you.



Telehealth Services for Mental Health

If you can't find a local mental health provider or need telehealth counseling, Teladoc® offers counseling by appointment by phone or computer from 9 a.m. to 7 p.m. seven days a week. Talk to a counselor for mental health or substance use issues. You can talk to the same person each time if you like.

How to Use Teladoc*:

- Visit [Teladoc.com/CareSource](https://www.teladoc.com/CareSource)
- Call 1-800-TELADOC (835-2362)
- Use the CareSource mobile app
- Download the Teladoc app

*To use Teladoc, you must be 18 years or older.

CareSource24 Nurse Advice Line

Call the CareSource24® Nurse Advice Line at **1-833-687-7301 (833 NURSE 01)** or **(TTY: 711)**. We are here 24 hours a day, 7 days a week, 365 days a year. Call us any time if you need to talk. We can listen or refer you to crisis care if you need it.

Suicide Prevention

GET HELP NOW! 9-8-8 is the number to reach a crisis counselor. You can call 24 hours a day, 7 days a week. Dial 9-8-8 if you or someone else is:

- Thinking of suicide or hurting themselves
- Having a mental health crisis
- Having a substance use crisis

Learn more about the 9-8-8 Suicide and Crisis Lifeline at www.988lifeline.org

Help for Moms and New Parents

If you know a mom or new parent, there are resources that may be helpful to them. Moms and new parents can talk with mental health providers and other experts. Women and their families can get the help they need before, during and after the baby is born. Get help and support from these resources:

National Maternal Mental Health Hotline

Call or Text: 1-833-9-HELP4MOMS
(943-5746)

Postpartum Support International

Call: 1-800-944-4773



Manage Your Medication This Fall!

Keeping up with your medication can be hard! It's important to fill and take your medication on time. If you are able, fill a 90-day supply so you won't run out during busy months.

HERE ARE OTHER TIPS:



Medication and Temperature Changes.

Some medications are affected by high or low temperatures. Medicine may be less effective if it is not kept at the right temperature. Do not leave any medication where the temperatures change, like in the car or the bathroom.



Stick to a plan!

Try to take your medication at the same time each day. You can set an alarm, use a pill box, or have a close friend or family member help to remind you to take it on time.



Traveling?

Be sure to take enough medication for your whole trip. Have it at the top of your packing list. Check for it each time you go somewhere new.

We want you to stay healthy.

Health Care Terminology... Explained

Health care terms can be confusing. We are here to help. Here are a few trickier terms defined:



Medically necessary

Care needed to diagnose or treat an illness, injury, condition, disease, or its symptoms.

Network provider

A doctor, hospital, drugstore, or other provider that gives care to CareSource members. The **Find a Doctor/Provider** tool has the most up-to-date list of network providers near you. Visit **FindADoctor.CareSource.com**.

Preventive care

Routine care like screenings and exams. You get this care to help stop a health problem from occurring.

Prior authorization

Approval that may be needed before you get a service. The service must be medically necessary for your care. Your network provider will get prior authorization for the care you need.

Your Evidence of Coverage (EOC) has even more defined terms. Find it under **Plan Documents** on **CareSource.com**. You may also call Member Services to have a copy sent to you at no cost.





Be Prepared!

Injuries from falls and other accidents caused almost 36 million medical visits in 2021. Having a home first aid kit can save a trip to the doctor or ER, or even a life. You can buy a pre-made first aid kit or build one yourself.

To make your kit more personal, add:

- Some of your prescription drugs
- Other medicines you use often
- Important phone numbers
- Notes about you and your family's health

The Mayo Clinic (www.mayoclinic.org/first-aid/first-aid-kits) and WikiHow (www.wikihow.com/Create-a-Home-First-Aid-Kit) have great ideas for setting up a good home first aid kit.

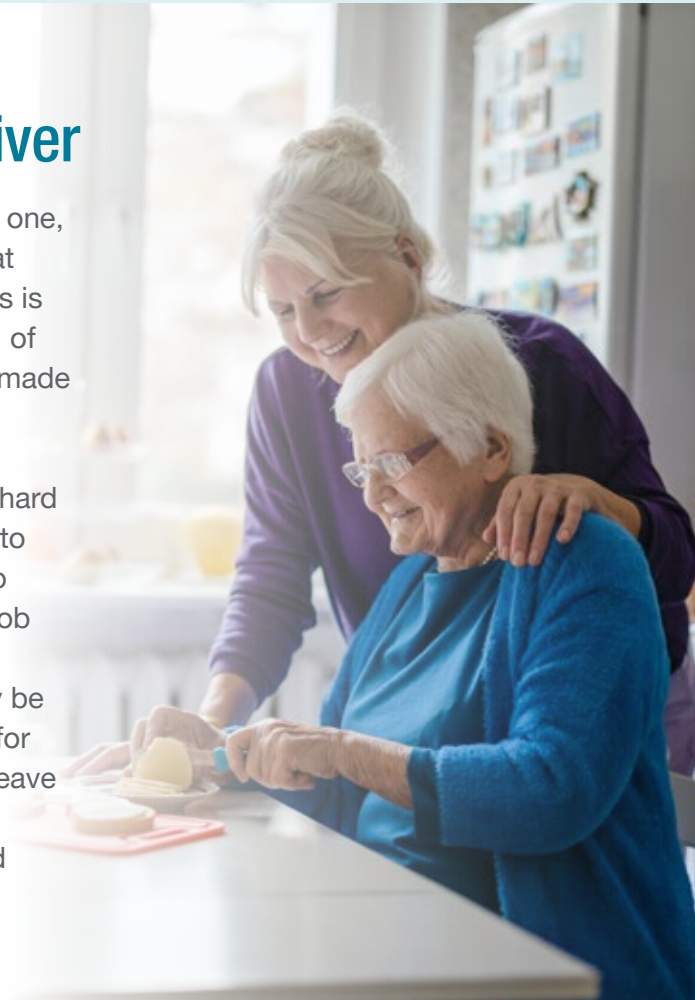
Source: National Safety Council, Injury Facts. www.iinjuryfacts.nsc.org/home-and-community/deaths-in-the-home/introduction/

Juggling a Job While Being a Caregiver

If you are a caregiver for a spouse, parent, child or other loved one, you know it is hard. It takes a lot of time, effort, and work. What do you do if you are juggling caregiving and holding a job? This is one of the most common issues facing caregivers. About 60% of caregivers are employed. Two-thirds of those caregivers have made changes to their jobs due to caregiving.

If you are one of these caregivers, you have likely made some hard choices. Maybe you have flexibility in your job that allows you to handle both roles. Maybe you had to leave the workforce or go part-time. There are resources for caregivers who also hold a job

If you are comfortable with it, talk to your employer. There may be flexible options you did not know about. You may also qualify for FMLA, the Family Medical Leave Act. This allows you to take leave to care for a family member. Caregiver Action Network at www.CareGiverAction.org has a toolkit for caregivers who hold jobs. No matter what, know you are not alone.



Life HACKS:



It's Time to Get Ready for Autumn!

We have affordable and fun ideas for you and your family to decorate for the season.

BAKE BUGS OUT OF YOUR PINECONES

Pinecones you find outside while on a hike or in the park make great decorations! Just remember, there may be bugs living in them. Put the pinecones on foil in the oven at 200 degrees for 45 minutes. Then they will be bug-free and good to use throughout your home!



FRESHEN YOUR HOME

There's nothing better than a fresh smelling home on a crisp fall day. Make a fall scented DIY potpourri. Potpourri is a mix

of dried, natural plant materials that create a pleasant smell. Try using dried apples, orange slices, cloves, pinecones, cinnamon sticks, vanilla or essential oils. Mix your materials together and then place them into a jar or bowl.

CREATE A FALL WREATH

Brighten your house with a homemade fall wreath!

Gather items from your garden or take a nature walk to make the wreath. You will need a foam wreath to start. Paint or wrap the foam to match the items you are going to use. You can wrap the foam in burlap or ribbon. Then use nuts, dried flowers, grasses, or wheat to create your wreath. Glue or poke these items into the wreath. Be careful with dried leaves or flowers because they may be delicate. There's no wrong way to make it so you can be creative!



Enrolling in Medicare

Breaking Down the Basics

Are you or a loved one eligible for Medicare? It might be hard to know where to start. There are many terms and types that make it confusing. Here's what to know before the Annual Enrollment Period starts on October 15.

Medicare is for people aged 65 and older. Some people under 65 with certain disabilities are also eligible. The plans are broken into Part A, Part B, Part C, and Part D. Knowing what each part covers will help you know what is included. There are also plans for people who qualify for both Medicaid and Medicare. These are called dual special needs plans (D-SNP).

These are your options:

Sources:

Welcome to Medicare, www.Medicare.gov, Medicare and You, www.medicare.gov/medicare-and-you



Original Medicare

These plans offer Part A and Part B. You can use any provider or hospital that takes Medicare. You can add drug or supplemental coverage if needed.

✓ **Part A** - Your hospital coverage:

- Inpatient hospital stays
- Skilled nursing facility stays
- Hospice care

✓ **Part B** - Your medical coverage:

- Visits to your primary care provider (PCP)
- Medical equipment
- Preventive care

These plans may not cover all your needs. You can choose an extra Medicare Supplemental (Medigap) plan. This helps you pay for services that are not covered with Original Medicare.

Medicare Advantage (Part C)

A combined plan for your health and drug coverage. You will likely have to use in-network providers for these plans. These may have lower out-of-pocket costs.

✓ **Part A**

✓ **Part B**

✓ **Part D** - Your drug coverage:

- Prescription drugs*
- Many vaccines

Extra Benefits like dental, vision, and hearing.

**Costs differ based on plans*

Find a plan that fits you or your loved one's needs and budget. Here are some tips:

- Compare all the plans.
- Gather health information such as current providers.
- Look into medications and check to see what they cost or if they would be covered.
- Check what extra benefits may be needed like dental, vision or hearing.
- Look at financial resources at www.Medicare.gov/basics/costs/help.

By taking time to think about your health care needs, you and your loved ones will feel prepared to sign up for Medicare. You can learn more at www.Medicare.gov or call 1-800-MEDICARE (633-4227) (TTY: 1-877-486-2048).





Keep Your Cool in Extreme Heat

Extreme heat events are more common as the climate gets warmer. These heat events are even happening in the fall when we expect it to be cooler. As warmer weather lasts longer, heat-related illness is happening more often. This is partly because it is also more humid. When humidity is high, water does not evaporate as well. This makes it harder for your body to cool off by sweating.

All of us can be at risk of the health effects of heat. Children, older adults, pregnant women, athletes, outdoor workers, and those with heart or lung issues are some of those most affected.

Use these tips from the Centers for Disease Control and Prevention to prevent heat-related illness:

- Drink lots of fluids even if you are not thirsty. Stay away from sugary or alcoholic drinks. They can cause you to lose more body fluid.
- Stay inside where it is air-conditioned as much as you can. Do not rely on a fan to keep you cool during an extreme heat event.
- Use your stove and oven less. It can make your home hotter.
- Take cool showers or baths.
- Use the buddy system. Check in on a friend or a neighbor and have them do the same for you.

Learn more about extreme heat at www.heat.gov.



YOU ASKED FOR IT!



*Your most asked questions
to Member Services—answered.*

What can I do on the member portal?

The member portal is a helpful tool to manage your benefits. You can view or print your CareSource member ID card, find a doctor, make a payment, check your claims, see your plan benefits, and more!

How do I set up a My CareSource member portal account?

Setting up an account for the My CareSource® member portal is easy. Go to MyCareSource.com and click **Sign up**. Fill out the information on the **Create an Account** page. Click **Register**, and you're all set!

How can I go to the member portal?

You can get to the member portal by going to MyCareSource.com. You can also use the CareSource mobile app to access the member portal. Download the app for free through the Apple App Store® or Google Play®.



RSV



Q&A

Source: Centers for Disease Control and Prevention. www.cdc.gov/rsv/index.html.

What is RSV?

RSV is a virus that causes cold-like symptoms. Most people recover quickly, but it can be very serious. Babies and older adults are at high risk.

What are the symptoms of RSV?

Runny nose, coughing, sneezing, fever, and wheezing. You may also notice you are less hungry than usual. Call your doctor if symptoms worsen, you have trouble breathing, or a high fever.

How can I avoid getting RSV?

RSV spreads through contact with droplets. Wash your hands frequently and avoid touching your face. Clean and disinfect high-touch surfaces. Avoid contact with others who are sick.

Is there a cure for RSV?

No, there is not. But you can manage symptoms to help you feel better. Drink fluids and manage fever and pain with an over-the-counter (OTC) medication like ibuprofen.

For those 60 and older, an RSV vaccine is available. It can help keep you from getting RSV. Talk to your provider about whether this vaccine is right for you.

Laughter is the Best Medicine



What is a good joke about pizza?

None – they are all too cheesy.

Laughing is fun and good for you! Laughing can decrease stress, relieve pain, and improve your mood.

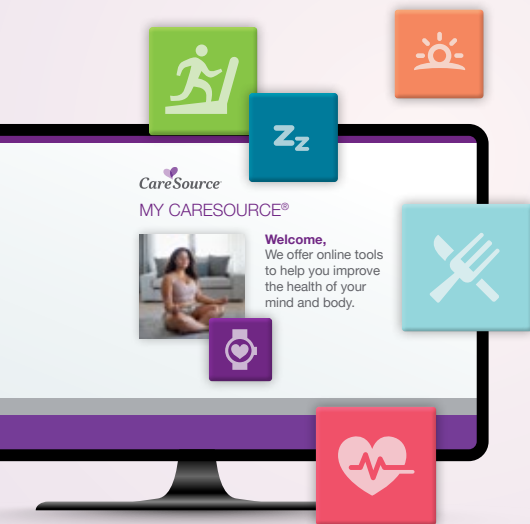
It can also increase the amount of oxygen you breathe which helps stimulate your organs. Just make sure you aren't laughing at the expense of others.

Try sharing daily jokes with friends or family to include others in this fun and free health benefit!

Source: Mayo Clinic.
www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress-relief/art-20044456

For more information, visit CareSource.com 9

Tools for Your Mind and Body



We offer online tools to help you improve the health of your mind and body.

MyHealth

With MyHealth™, you can access health assessments, videos, and tools to meet your health goals. You can even earn rewards for some activities!* Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **MyHealth** link.

myStrength

You can use myStrengthSM to help your mood and mental health. It offers personalized support to help improve your mood. Get guided meditations, tools to help you sleep better, and more! Go to **MyCareSource.com**. Click **Health** on the top menu bar and scroll down to the **myStrength** link.



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.

Adult ADHD



Sources: *Psychology Today*, <https://www.psychologytoday.com/us/blog/the-best-strategies-for-managing-adult-adhd/201702/can-you-improve-adult-adhd-without>; *Cleveland Clinic*, <https://my.clevelandclinic.org/health/diseases/5197-attention-deficit-hyperactivity-disorder-adhd-in-adults>

Adults with attention-deficit/hyperactivity disorder (ADHD) may have a hard time focusing on everyday tasks. These changes may help manage symptoms:

- Free yourself from distractions
- Keep a schedule
- Talk with a therapist

With the right help, some characteristics could become advantages! Adults with ADHD tend to be more creative and have higher energy. This can be helpful in reaching goals. Sometimes people with ADHD have hyper-focus which can make them more productive. Learn more about living with ADHD at www.MedicalNewsToday.com/articles/adult-adhd-strategies#summary





Don't Fall to the Flu! Get Your Flu Shot Today.

Fall is here, and with it comes the start of flu season. Make a plan and get your flu shot before the flu gets to you. Get all your vaccinations on time to keep you and your loved ones safe. Getting vaccinated helps you stay healthy. It also helps stop the spread of illnesses. For more information on the flu shot, visit [CareSource.com/flushot](https://www.caresource.com/flushot).

Telehealth Fraud

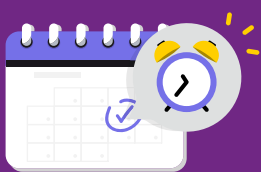


Telehealth is when you visit with a provider through the phone, video call, or email.

These visits are a convenient option for care. Make sure you do not fall victim to a scam. Be careful if you are offered free or very low-cost items or services through email, websites, or from someone calling you. Also be careful if you are offered supplies or tests that don't make sense. There is a chance it could be fraud. You can use our **Find A Doctor/Provider** tool to find in-network telehealth providers near you.

Call Member Services and ask to report fraud if you have suspicions. We will look into these complaints.

Source: Office of Inspector General. www.oig.hhs.gov/documents/root/1045/sfa-telefraud.pdf



Important Dates and Tips for Medicare Open Enrollment Period

Medicare's Open Enrollment Period for health and prescription drug plans is coming soon. Mark your calendar with these important dates:

October 1, 2023: Start comparing your coverage options for the 2024 plan year.

October 15 – December 7, 2023: If you want to change your Medicare health or prescription drug coverage for 2024, you can make a change during these dates.

January 1, 2024: Your 2024 coverage begins. If you change plans, your new coverage begins on this date. If you did not change plans, any new costs and benefits for your plan begin on this date.

In September, you will receive updated materials for 2024. These include a notice of any upcoming changes to your plan. Thank you for choosing CareSource. We're excited to serve you for another year!



Create a Fitness Routine that Sticks!

Exercising is good for your health and decreases the risk for chronic diseases. It is recommended adults get 150 minutes of physical activity each week. Starting a fitness routine can help make exercise a part of your daily life.

Think about your



**Lifestyle
& Health
Goals**



Time



Budget



**Physical
Condition**

When you are ready to start exercising, start slow. Think about the types of exercises you enjoy and what you want to do. Build those into your daily routine. Schedule time to exercise just like you would an appointment. When you break 150 minutes into five days, that's just 30 minutes of exercise each day! You can break up your exercise throughout the day. Instead of one 30-minute walk, you can do two 15-minute walks.

As you start moving, listen to your body. Take breaks and have days to rest. It may be hard, but the results will be rewarding.

As you're building your fitness plan, don't forget you have access to fitness centers and select YMCAs with Silver&Fit® Use your CareSource transportation benefit and schedule a ride to the gym! Visit the cover page to learn more about scheduling a ride. You also have access to the Silver&Fit Home Fitness program where you can request one home fitness kit per year at no additional cost to you. Some kits include a Fitbit® or Garmin® Wearable Fitness Tracker.

Learn more about your fitness benefits by calling 1-877-427-4788 (TTY: 711) or visiting www.SilverandFit.com

Sources:

Centers for Disease Control and Prevention. www.cdc.gov/physicalactivity/basics/adding-pa/index.htm

Centers for Disease Control and Prevention. www.cdc.gov/physicalactivity/basics/adults/index.htm



A NEW Way to Get Communications from CareSource



Do you want to reduce your paper mail?

You can now get your required communications from CareSource in your My CareSource account. You'll get an alert when a letter is ready to view by text or email! These would be many routine letters we may need to send you. You can still get your general account information notices by email and text.

Update Your Communication Preferences:

Visit **MyCareSource.com** Log in to your account. If you don't have an account, click **Sign Up** and follow the steps. You will need your CareSource member ID card. Click **Preferences** on the top menu bar.

Make sure your email and phone number are correct.

Click **Send me email** or **Send me text**. When you do, the boxes underneath will be filled in. This is where you will see the new **Required Communications** box.

Click **Update**.

You're all set. You will get an alert when there's something new in your Member Portal. Go to **MyCareSource.com** and log in!

Preferences

Choose the plan to update...

Silver Dental, Vision & Fitness
Individual Medical
Lisa Smith
Green

Choose what info to update...

Edit Contact Preferences
CareSource may contact you as defined in the Terms and Conditions

Silver Dental, Vision & Fitness
Lisa Smith

Home Phone
321-123-1234

Email Address
lisasmith@gmail.com

Send me email Go Green

Invoices/Payment Reminders

Account & General Info

Required Communications

Send me text

Invoices/Payment Reminders

Account & General Info

Required Communications

UPDATE **CANCEL** Clicking UPDATE you agree to the

Change your mind? Log in and uncheck the boxes. The emails or texts will stop, and you will start getting paper mail again.

Note: There are certain materials we are required to send you in the mail no matter your communication preference.

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 도와드릴 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 दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया 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.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-230-2020. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-230-2020. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-230-2020. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-230-2020にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

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