



FALL 2021

MEMBER *Source*

A Newsletter for CareSource® Medicare Advantage Members

Need Help with Addiction?

CareSource is Here to Help.

Do you struggle with addiction or love someone who does? The first step is to **EDUCATE YOURSELF**. Addiction is a chronic (long-term) disease. It affects people from all walks of life.

Next, **SEEK SUPPORT**. Treatment works. There is help available. A clinical assessment will find what services are best for you. Services range from individual therapy, group therapy, peer support, residential care, withdrawal management and more. Medication Assisted Treatment (MAT) combines medications with counseling to help treat Opioid Use Disorder, Alcohol Use Disorder and Tobacco Use Disorder. MAT is a covered benefit under CareSource and usually does not require a prior authorization. Talk with your primary care provider (PCP) about which type of MAT is best for you.

Finally, **ASK YOUR PCP OR PHARMACIST ABOUT NALOXONE**. Naloxone is a medication used to reverse an opioid overdose and can save a life. Naloxone is also a covered benefit under your CareSource plan and does not require a prior authorization.

Remember, you are not alone. Reach out today for help.

Additional Treatment Resources

SAMHSA Online Treatment Finder:
www.samhsa.gov/find-treatment

CareSource Addiction Service Line:
1-833-674-6437


CareSource®

THE INVISIBILITY OF MENTAL ILLNESS

Many people are impacted by mental illness. We may not have anxiety, depression, bipolar disorder, or schizophrenia ourselves, but most of us know someone who does.

Mental illness is sometimes thought of as an invisible illness. If someone breaks their arm, they will have a cast put on so that it can heal. Mental illness is not easy to see like a broken bone. Mental health impacts how a person thinks or feels and how they act around others.

“It’s not real.” Just because you cannot see mental illness does not mean it is not real.

“But you seem fine.” Someone may be holding it together on the outside, but they may still be struggling on the inside.

“You’ll feel better if you get more sleep.” While a little bit of rest can do us all good when we are feeling run down, it is not a cure for those with mental illness.

We should be mindful about how we talk about mental health. You never know who may be struggling. If you are seeking help, call the CareSource24® Nurse Advice Line to speak to a registered nurse. You can also call The National Suicide Prevention Lifeline at 1-800-273-8255. Both options are open 24 hours a day, seven days a week.



3-STEP GUIDE FOR Meditating



Stress is something that affects everyone. The good news is, there are many ways to manage stress. One way is through meditation. In this newsletter, we'll give you a simple guide to meditate right at home!

STEP 1: Sit or lie down in a quiet area where distractions are limited.

STEP 2: Take slow, deep breaths. Pay attention to these breaths. Place your hand on your tummy or chest to help you stay focused.

STEP 3: If you start to get distracted, don't worry – it's OK! Just notice it and try to focus on your breathing again.

Stress affects all of us. By meditating regularly, you can help manage your stress better. Good luck!

Source: MedlinePlus. medlineplus.gov/ency/patientinstructions/000874.htm.



Need Help with Your Mental Health?

You have Options

Don't wait to get help!

Talk to your primary care provider (PCP) first. They may be able to refer you to a provider or community mental health center near you. You can also call Member Services, the CareSource24® Nurse Advice Line, or use our **Find A Doctor/Provider** online tool to find a provider.

If you feel you are in crisis, call CareSource24 for immediate help and advice on where to get care. Your mental health provider or community mental health center may also offer telehealth, so you can talk to a counselor by phone or computer. These are usually offered by appointment, but providers may also offer a crisis hotline or emergency calls.

You can also go to an Urgent Care Clinic or Hospital Emergency Room. They have staff to help you.



Tips for Taking Medications for Depression and Anxiety

It is important to take your medications for anxiety or depression exactly how your primary care provider (PCP) prescribes. Taking too much of a drug may make you feel sleepy or sick. Not taking a drug enough may not work well for you. If you are taking a drug for depression, it may take a few weeks before your mood starts to improve. Here are a few tips to help you stay on track.

- 1 Set an alarm.

- 2 Keep your drugs by your toothbrush.

- 3 Use a pillbox.

- 4 Make a note for yourself.

- 5 Combine taking your medication with another daily habit.

- 6 Use an app.



Feeling Lonely?

Humans are social beings. We all need human contact to survive. The COVID-19 pandemic has caused many of us to spend more time alone. Being alone can lead to loneliness and social isolation which can be harmful to your health. It can weaken your immune system. It is also linked to higher rates of depression and anxiety. Here are a few ways to find support:



Reach out to family and neighbors.

Call an old friend or get involved in your local church or spiritual group.



Find a local fitness center.

Many offer programs to stay active or classes where you can learn something new.



Volunteer for a cause you care about.

Meet other people while helping others.



Find an online support group.

There are free groups through Mental Health America at mhanational.org or the National Alliance on Mental Illness at NAMI.org.

You are not alone. Call Member Services if you need help finding support.

Dual Diagnosis. WHAT IS IT?



Mental illness doesn't discriminate.

In the United States, about a quarter of all adults have a mental illness. If you or a loved one has an intellectual or developmental disability (I/DD), there is a chance they

could also have a mental illness. 30% to 35% of people have both. This is known as a dual diagnosis.

It can be hard to know if a person with an I/DD has a mental illness. People with an I/DD can find it hard to express their feelings. If you feel you or a loved one is struggling with a mental illness, work with a trusted provider to get help.

Source: Johns Hopkins Medicine.



Depression and Aging

Life changes that happen as you get older can cause anxiety, sadness, stress or loneliness.

Many people accept these feelings as part of the aging process and don't ask for help. This may make their feelings worse over time.

Depression is not part of aging. Look out for the signs that you or someone you know may be suffering from depression. Possible signs include: extreme worry over health, tearfulness, feelings of worthlessness, or changes in weight or sleep.

Talk with your primary care provider (PCP) if you notice any of these. You may also visit [myStrengthSM](https://myStrengthSM.com) on the member portal, **MyCareSource.com**. myStrength is a free service that provides tools and resources to help fight those feelings.

Source: www.cdc.gov/aging/depression/index.html.





Exercise Your Way to Good Mental Health!

The Benefits of Exercise on Mental Health

Working out, sports and play are great for your physical health. Being active helps support a healthy heart, strengthens your joints and bones, and so much more. Did you know staying active is also key for your mental health and well-being? Below are a few reasons to lace up your shoes:



Reduced stress levels.



Reduced anxiety.



Improved sleep.



Increased energy levels.



Increased confidence.



Reduced depression.



Boost brain power.



Increased mood.



Increased self-esteem.



Increased well-being.

Looking for a fitness center or home fitness program options? Call Silver&Fit® at 1-877-427-4788 (TTY: 711) or visit www.SilverandFit.com for more information.

Is Your Chronic Illness Making You **Depressed**?



It is normal to feel sad while trying to manage a chronic illness. Your daily routines may change. You may have limits on the foods or activities you used to enjoy.

It can also be stressful thinking about treatment and the future.

Feelings of sadness are normal, but if they last longer than a couple of weeks, you may have clinical depression. If you notice any of these signs, you may be clinically depressed.

- Sad, worried or “empty” feeling.
- Loss of interest in things you used to enjoy.
- Feeling hopeless or worthless.
- Trouble focusing or memory issues.
- Changes in sleep habits.
- Pulling away from friends or family.
- Thoughts of death or suicide.

Depression is treatable. If you think you may be depressed, talk to your primary care provider (PCP). Treatment is out there to better manage both depression and chronic illness.

Source: www.nimh.nih.gov/health/publications/chronic-illness-mental-health/index.shtml.

COVID-19 Vaccine Scams



We want you to know about some COVID-19 vaccine scams so you can protect yourself and report them to CareSource. Some of the latest scams are from people that call, email or come to your door and:

- Talk about waiting lists or costs for the vaccine.
- Offer to sell or ship the vaccine for a fee.
- Say they are from a medical office, insurance company or vaccine center.
- Ask personal or medical questions.
- Say the government says you must have the vaccine.
- Suggest you can’t travel, go to school or be at public events without the vaccine.

DO NOT share your private info with anyone but health care providers you know and trust. Talk to your PCP if you have questions about the vaccine.

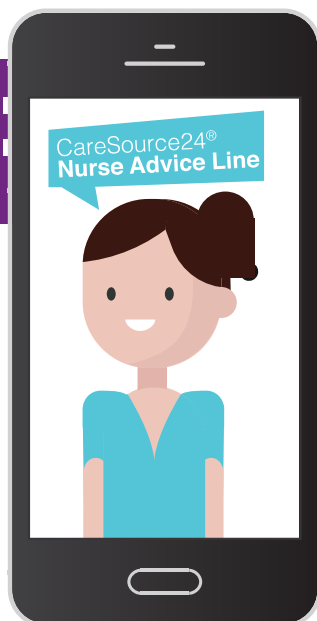
Tell us about these scams or other fraud. Call CareSource Member Services and say you want to report fraud. Your call will be sent to the confidential fraud hotline. The hotline is open 24 hours a day.

Source: <https://oig.hhs.gov/coronavirus/Vaccine-Fraud-PSA.pdf>.



Where to GET CARE

The CareSource24® Nurse Advice Line is here 24 hours a day, seven days a week to give advice and answer your health questions. Our registered nurses can help you decide when self-care or a visit to your primary care provider (PCP), urgent care or the emergency room is needed. Call now at **833-687-7397 (833-NURSE 97)** to talk with a CareSource24 team member.



NATIONAL DRUG TAKE BACK DAY

Prescription drugs can be a vital part of your recovery, but it is unsafe to keep unused or expired drugs in your home. Misuse of drugs, or drugs in the wrong hands, can lead to harm or death. They can also be a gateway to addiction in teens.

CareSource wants to remind you to safely get rid of any unused or expired prescription drugs.



National Prescription Drug Take Back Day is on **Saturday, October 23, 2021 from 10 a.m. to 2 p.m.** This is your chance to clear out old prescription drugs. You can get rid of drugs that are expired or that you are no longer taking. To learn more or to find drug collection sites year-round, visit takebackday.dea.gov.



PHARMACY

UPDATES

CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by going to **Find My Prescriptions** link under Member Tools & Resources. You'll find the most current changes and updates, too. If you don't have access to the internet, we can help you. Call Member Services to find out more information.

DON'T DELAY!

Get Your

**FREE
FLU SHOT**
Today!



Last flu season, 22,000 people died of the flu. The flu is still a big threat to people's lives. That's why it's vital you get your flu shot as early as possible during flu season. It's also important to know that the COVID-19 vaccine doesn't protect you from the flu. The good news is that the flu shot is safe, easy to get and free!

If you need help figuring out where to get the flu shot, visit CareSource.com/flushot.

What Should I Expect at MY TELEHEALTH VISIT?

Many primary care providers (PCPs) now offer telehealth services (a visit by phone or computer). Here's how to get the most out of your telehealth visit.



BEFORE YOUR VISIT

- Write down any questions.
- Find a quiet place where you can talk openly.



DURING YOUR VISIT

- Be open and honest with your provider about your health and any symptoms you have.
- Take notes to help you remember what information you received.

AT THE END OF YOUR VISIT

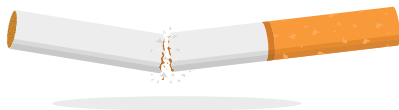
- Talk through any next steps or actions you need to take.
- Do you have a new prescription to fill?
- Do you need to have lab work done?



If your PCP doesn't offer telehealth or has limited hours, you can call MYidealDOCTOR®.

MYidealDOCTOR is ready to connect you with a doctor 24 hours a day, 365 days a year. You can find a link on the CareSource mobile app, call 1-855-879-4332 or visit myidealdoctor.telehealth.com. The cost is the same as a visit to your PCP.

Are You Ready to
Quit?



According to the World Health Organization (WHO), tobacco causes the death of more than half of its users. Cigarette smoking is the most common form of tobacco use, but all forms are harmful. If you would like help quitting, call the Ohio Tobacco Quit Line. The Tobacco Quit Line provides free coaching. Nicotine replacement therapy may be available for free to some members.



Call 1-800-QUIT-NOW (1-800-784-8669)
to sign up or ask questions.



(ARE YOU)



FULLY VACCINATED?

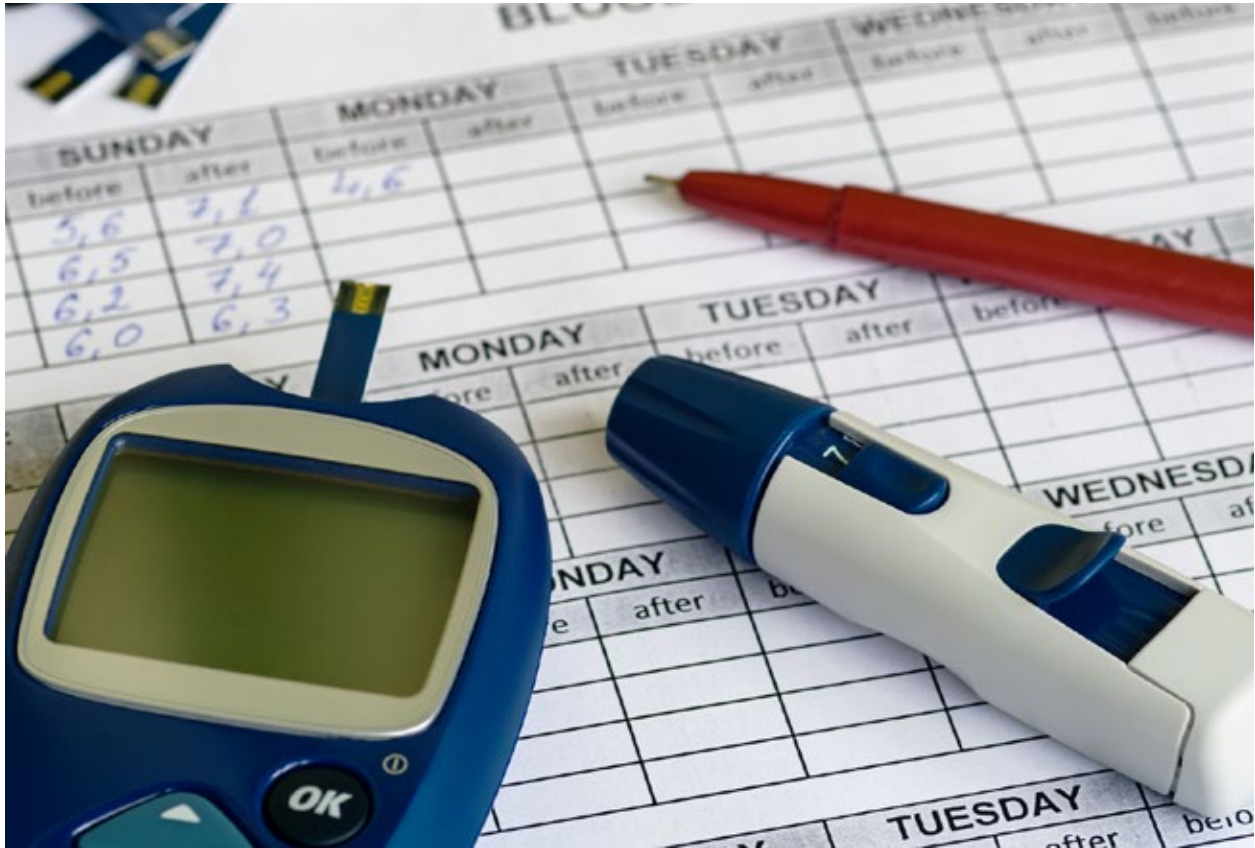
The Centers for Disease Control and Prevention (CDC) states that you are fully vaccinated against COVID-19 two weeks after you've gotten your final vaccine shot. In other words, after the second shot in a two-dose vaccine (Pfizer or Moderna), or two weeks after a single vaccine (Johnson & Johnson/ Janssen). This means you can participate in many activities you did before the pandemic.

This new health recommendation from the CDC brings hope to living more of a normal life once you are fully vaccinated. To learn more visit www.cdc.gov/coronavirus/2019-ncov/variants/delta-variant.html.

Anyone 12 and older can get a COVID-19 vaccination. At this time, Pfizer is the only authorized vaccine for use in people younger than 18. Talk with your primary care provider (PCP) if you have any questions. Visit dph.georgia.gov/locations/covidvaccination-site to schedule a vaccine.



Do You Have Diabetes Distress?



Do you feel overwhelmed about having to manage diabetes? Does it annoy you to check your blood sugar, eat healthy, stay active or take your meds all the time?

If you're hitting a wall trying to manage diabetes or feeling burned out, you may be facing diabetes distress. This is common among those with diabetes.

Some signs of diabetes distress are:

- Feeling angry about managing diabetes.
- Not going to doctor's visits.
- Not checking blood sugar levels.
- Making unhealthy food choices.
- Feeling alone.

Check in with yourself on how you've been feeling lately. If any of this sounds like you, seek out help. Talk to your family, friends, care managers and primary care provider (PCP).

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/diabetes/managing/diabetes-distress/ten-tips-coping-diabetes-distress.html.





Follow Up to Succeed

Did you know in 2018 over 20.3 million Americans struggled with Substance Use Disorder (SUD)? Many used the Emergency Department (ED) to get basic care. Many more people with SUD are visiting the ED. Sadly, most struggle to get the treatment needed.

We want our members to get the right care, at the right time. CareSource connects members to a primary care provider (PCP) or behavioral health provider after an ED visit. Our goal is to make that connection within seven days.

Treatment can be a long process, but it works. Recovery from SUD is possible. Our Care Management team can help you in your journey by assisting with follow-up visits, transportation and access to resources in the community. Call Member Services to take the first step.

Sources: www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHNationalFindingsReport2018/NSDUHNationalFindingsReport2018.pdf, www.nehi.net/writable/publication_files/file/nehi_ed_overuse_issue_brief_032610final.pdf.



Want to Get Information from CareSource by **Email or Text?**

Make the change. It's easy!

Your My CareSource® account lets you tell us if you want email or text instead of mail. Cut down on paper and get the info you need faster. We can't send you everything digitally, but when we can, we will.

Make sure you tell us you want your invoice by email or text. We will send you a text or email each month letting you know your invoice is ready to view on **MyCareSource.com**.

Go to the **Preferences** tab on your **MyCareSource.com** account and tell us if you want email or text. It will look like this:

The screenshot shows the 'Preferences' tab on the MyCareSource.com website. It has two main sections: 'Email Address' and 'Mobile Phone'. Under 'Email Address', there is a text input field with 'member@email.com' and three checkboxes: 'Send me email' (checked), 'Invoices/Payment Reminders' (checked), and 'Account & General Info' (checked). Under 'Mobile Phone', there is a text input field with '123456789' and three checkboxes: 'Send me text' (checked), 'Invoices/Payment Reminders' (unchecked), and 'Account & General Info' (checked). Below these sections, there is a section titled 'Changes to Contact Preferences' with a note: 'You will receive invoices & payment reminders electronically by email.' At the bottom, there are two buttons: 'UPDATE' and 'CANCEL'. A small note next to the 'UPDATE' button says 'Clicking UPDATE you agree to the Terms & Conditions'.



PO Box 8738
Dayton, OH 45401-8738

CareSource.com

HOW TO REACH US

Member Services Dept:
1-844-607-2827 (TTY: 711)

CareSource24®
24-Hour Nurse Advice Line:
833-687-7397 (833-NURSE 97)

Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

Important Plan Information



We Want to Hear From YOU!

We love our members. That's why we want to hear from you! Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes two to three minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)

Thank you for trusting CareSource with your health care needs.

BENEFITS AT-A-GLANCE

CareSource Advantage® (HMO),
CareSource Advantage® Zero Premium (HMO)



At CareSource, we care about you. We know that there is more to health and well-being than just great health care. That's why CareSource offers benefits and services that go beyond basic care. This guide lists the benefits you have as a CareSource member. Use it to put your benefits to work for you!

To learn more about how to use your benefits, please refer to your Evidence of Coverage, go to **CareSource.com/Medicare**, or call Member Services. We're here to help.

BENEFITS

Health Care Visits

Chiropractor*

Community Behavioral Health Centers (CBHCs)

Convenience Care Clinics inside of stores like CVS®, Kroger® and Walmart®

Emergency Room (ER)

Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC)

Hospital (Inpatient* and Outpatient)

MYidealDOCTOR® (Virtual doctor visit over the phone or online)

Primary Care Providers (PCPs) like doctors, OB/GYNs, Physician Assistants and Nurse Practitioners

Skilled Nursing Facility* (SNF) up to 100 days

Specialists (e.g. Podiatrist, Neurologist and Oncologist.)

Urgent Care

Dental

Dental Exams and Cleanings (one every six months)

Dental Labs and Tests (one per year)**

Dental X-Rays (one per year)

Dentures**

Emergency Dental

Gum Care (Periodontics)**

Root Canals**

Space Maintainers**

Surgeries and Procedures (e.g., Extractions, Fillings and Crowns.)**

Diagnostics

Blood Work/Lab Testing

Scans* (e.g., CT, MRI and PET.)

X-Rays

Health Condition Management

Chemotherapy and Radiation

Diabetes Screening (Kidney Screening) ✓

Diabetes Self-Management Training

Diabetic Services and Supplies

Dialysis

Kidney Disease Services and Supplies*

Medical Nutrition Therapy (for diabetes, kidney or other condition)

Pulmonary (lung)

Rehabilitation Services*

Hearing

Hearing Aid Evaluation and Fitting

Hearing Aid (up to two per year)

Routine and Diagnostic Tests

Heart

Abdominal Aortic Aneurysm Screening

Cardiac Rehabilitation Services*

Electrocardiogram (ECG/EKG)

Heart Disease Risk Reduction Visit (Therapy for Cardiovascular Disease)

Heart Disease Testing

Home Health Care*

Durable Medical Equipment (DME – See Medical Supplies)

Home Infusion Therapy

Home Nursing Services (e.g., Skilled Nursing, Private Duty, Certified Nurse Aid and Social Worker)

Physical, Occupational and Speech Therapy

Behavioral Health

All Inpatient Services*

Electroconvulsive Therapy (ECT)

Family Psychotherapy

Group Therapy

Individual Psychotherapy

Medication Assisted Treatment (MAT)

Opioid Treatment Program Services (OTP)

Pharmacological Management

Psychiatric Diagnostic Evaluation

Psychological Testing

Medical Supplies

Durable Medical Equipment (DME) and Related Supplies* (e.g., Oxygen Tank, Wheelchair/Walkers, Wound Care and CPAP Machine)

Prosthetic Devices and Related Supplies*

Pharmacy and Medications

Brand and Generic Prescription Drugs

Mail Order Drugs

Over-the-Counter (OTC) items**

Preventive and Early Detection Care/Screenings

Annual Wellness Visit (Physical Exam) ✓

Blood Pressure Screening

Breast Cancer Screening (Mammogram) ✓

Cervical and Vaginal Cancer Screening

(Pap smear)

Cholesterol Screening

Colorectal Cancer Screening ✓

Diabetes Screening

Disease Screening and Treatments (e.g., Hepatitis, HIV and STI/STD)

Glaucoma Screening

Immunizations (shots, flu vaccines) ✓

Lung Cancer Screening

Medicare Diabetes Prevention Program (MDPP)

Prostate Cancer Screening

“Welcome to Medicare” Visit

Transportation Services

Non-Emergency (Follow-up appointments, post discharge for certain chronic conditions like diabetes and hypertension)

Emergency (Ambulance, air flights*, etc.)

Vision and Eye Care

Glasses or Contacts

Optometrist and Ophthalmologist Visits

Routine and Diagnostic Eye Exams

Other Care

Acupuncture

Allergy Testing and Treatment

Chiropractic Services*

Hospice and Palliative (comfort) Care, including Short-Term Respite Care*

Long-Term Acute Care (LTAC)*

Obesity Screening and Therapy (Weight loss)

Occupational Therapy*

Pain Management*

Physical Therapy*

Podiatry (foot) Services

Smoking/Tobacco Cessation (Counseling to quit smoking/tobacco use)

Speech Therapy*

Supervised Exercise Therapy (SET)

Surgeries* (e.g., General, Bariatric, Reconstructive and Transplant)

TMJ treatment (Jaw pain or problems with jaw movement)

Additional Programs, Services and Rewards

Care Management

CareSource24® — 24 Hour Nurse Advice Line

Disease Management

Fifth Third Express Banking®

Health and Wellness Education Programs

Medication Therapy Management

Mom's Meals NourishCare (Meal delivery after hospital stay)

My CareSource Rewards Program® ✓

MyHealth Online Tool

myStrengthSM Online Mental Health Tool

Silver&Fit® Fitness Program

* Prior authorization required.

** CareSource Advantage Plan benefit only.

✓ Healthy activities you can complete and earn rewards through My CareSource Rewards Program — Ohio members only

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.

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, Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

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，请拨打您的会员 ID 卡上的会员服务电话号码。

CareSource is an HMO with a Medicare contract. Enrollment in CareSource depends on contract renewal.

This information is not a complete description of benefits. Please contact Member Services for assistance at **1-844-607-2827** (TTY: **711**). Our hours are 8 a.m. – 8 p.m., seven days a week from October 1 to March 31, and Monday through Friday the rest of the year.

