WINTER 2021

MEMBER*Source*

A Newsletter for CareSource Medicare Advantage Members

Have You Gotten Your **Flu Shot Yet?**

The Centers for Disease Control and Prevention (CDC) recommends nearly everyone six months of age and older should get a flu shot every year. The flu shot is vital because it creates antibodies in your body. These are what help to protect you against the flu viruses.

As you begin to develop these antibodies to fight the flu, you may experience mild symptoms like fevers and chills, but that's completely normal. Rest assured that the flu shot has been tested on tens of thousands of participants in clinical trials and meets the Food and Drug Administration's (FDA) standards for safety.

Don't wait.

Get a **FREE** flu shot with your CareSource benefits!

Visit CareSource.com/flushot for more information.

CareSource

What to Expect: Your First ***Dental Visit***

Arrive 15 minutes early for check-in.

Fill out forms and show your CareSource member ID card.

Quick tour of the dental office.

Meet your hygienist. X-rays to follow.

Teeth cleaning with the hygienist.

Detailed exam with the dentist.

Talk to the dentist about any issues you are having.

Discuss dentist's recommended treatments.

Check out and schedule your next visit!

Family Struggling with Mental Illness?

Here's What You Can Do to Help.

Helping a family member with a mental health illness can be hard. It can be a balancing act, but showing support can make a big difference.

Here are some things to keep in mind when working with a family member with mental illness:

- Support doesn't mean control; it is up to your family member to accept help.
- Dealing with mental illness is a learning process for everyone. Listen and ask questions.
- Use tools for support:
  - Find a free family support group at NAMI.org.
  - Use the myStrength℠ tool for your own emotional wellness. Just visit **bh.mystrength.com/caresource** to get started.

Variant or Vaccine?

Vaccines are highly effective against COVID-19, including the Delta variant. Delta is currently the leading strain of the virus in the United States (US). According to the Centers for Disease Control and Prevention (CDC), the Delta variant is more contagious and spreads faster. It may cause more serious illness than previous strains in unvaccinated persons.

Always talk with your primary care provider (PCP) if you have any questions or concerns about a medical condition or your risk. Anyone 12 and older can get a COVID-19 vaccination. Millions of people have safely received the COVID-19 vaccine. The vaccine can protect you from the virus, hospitalization, severe infection and death.

The CDC recommends getting a COVID-19 vaccine as soon as possible. Vaccine equity is when everyone has fair and just access. Now getting fully vaccinated is even easier. To find a vaccine location near you, go to Vaccine.gov. If you need help scheduling a vaccine appointment or getting a ride, CareSource can help. Call Member Services today.

Pharmacy **Updates**

CareSource has a searchable drug list that is updated monthly on the **CareSource.com** website. To find out which drugs are covered under your plan, go to the ***Find My Prescriptions*** link under ***Member Tools & Resources***. The most current updates can be found there also. If you do not have access to the Internet, you can call Member Services. A CareSource representative will help you find out if a medication is covered and how much it will cost.

Test Your **VISION**

Can you see this hidden Image?

If not, you may want to get your eyes examined. Talk to your primary care provider (PCP) to see if you need a vision test.

All About **Surgery**

When you hear the word "surgery," you may think of a complicated procedure and an overnight hospital stay. This is a common misunderstanding.

Some surgeries are more involved and require a hospital stay, but many are much simpler. They may just be a quick office visit.

There many types of surgeries. Ask yourself the questions below. If you answer "Yes" to any of them, it is likely you are having surgery.

1. Did you sign a consent form?
2. Was any special equipment used?
3. Was there any incision (cut) to the body?
4. Was a prior authorization required?

It's helpful to know if the care you need will be considered surgery by your health plan. If a service is considered surgery, it will affect your cost-share.

If you are unsure, you can ask your primary care provider (PCP) or Care Manager. You can also call Member Services with any questions.

Should I Get My **Hearing Tested**?

All members can have an annual routine hearing screening offered through TruHearing network providers. Call TruHearing to learn more and to find a network provider.

Keeping a Healthy Lifestyle with Diabetes

It's important to see your primary care provider (PCP) at least twice a year to have your tests done, like blood pressure or cholesterol. There are other things you can do in your everyday life to be healthy, as well.

You should get your blood sugar checked regularly, take your medications and check your feet every day. You should also make healthy food choices, limit alcohol, avoid tobacco smoke, stay active and learn coping skills.

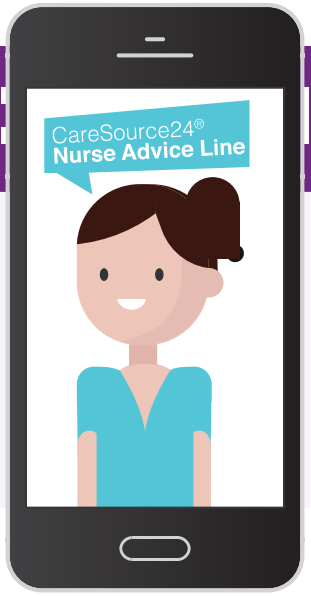
Diabetes Self-Management Education and Support (DSMES) programs can help teach you life skills to better your health and quality of life. To find a DSMES program, go to **www.diabetes.org/diabetes/find-a-program.**

Source: Centers for Disease Control and Prevention (CDC). www.cdc.gov/diabetes/library/4steps.html.

Understanding ESRD and CKD

Kidneys filter waste from the blood. Chronic Kidney Disease (CKD) is when the kidneys are damaged and are not doing that job properly. When CKD gets worse, it can become End-Stage Renal Disease (ESRD), or kidney failure. ESRD can cause serious health problems and can make you feel very sick. It is vital to manage your CKD to keep it from becoming ESRD.

- If your CKD is caused by high blood pressure and/or diabetes, focus on controlling those disorders.
- Eat a kidney-healthy diet. Your primary care provider (PCP) can refer you to a Registered Dietitian (RD). They can help you make an eating plan with the right amount of salt (sodium) and protein. Some people may need to limit their daily fluid intake.
- Be active most days.
- Do not smoke or drink alcohol.



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 **833-687-7346 (833-NURSE IN)** to talk with a CareSource24 team member.

Fall Leaves, Hayrides and…
Asthma Triggers?

The autumn season is special, but also a time for increased asthma triggers. That's why we've put together a list of how to avoid these triggers:

Mold
Keep windows closed and use a dehumidifier.

Campfires
Don't get too close, and stand away from where the wind is blowing.

Your fireplace
Don't use an indoor fireplace.

Raking leaves
Wear a face mask and long-sleeved clothing.

Ragweed
Stay inside between the hours of 10 a.m. and 3 p.m. If you exercise, do it in the morning or evening.

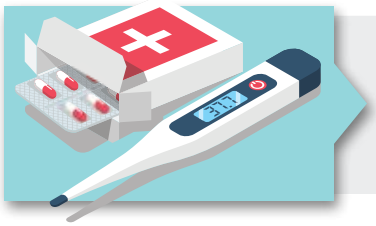
Cold air
Stay indoors. If you must go outside, bundle up.

Finally, cold and flu viruses are a big trigger during the fall. To avoid, get your flu shot!

Source: *Everyday Health. www.everydayhealth.com/hs/seasonal-guide-to-healthy-living/fall-asthma-triggers/.*

You Have Options for Care

We want to make it easy for you to get care. A visit to a convenience care clinic is quicker and cheaper than a visit to urgent care or an emergency room (ER). You can go to clinics inside of CVS®, Kroger® and Walmart® for basic care. At these clinics, you can get care for aches and pains, sicknesses, get health screenings or physicals, and can even get your flu shot.



Most clinics are open in the evening, seven days a week.
Visits can be scheduled for the same day. Walk-ins are often welcome.
Find one near you using our online ***Find a Doctor/Provider*** tool at **findadoctor.CareSource.com**.

Medication Adherence **Made Easier**

Sometimes, managing your medications can seem like another chore on your to-do list. It's important to remember that taking your medications correctly is a big part of your health. This means taking the right dose at the right time. It also means getting your medications from the pharmacy on time.

Many pharmacies offer ways to make it easier for you to get your medicine:

Your pharmacy might be able to fill all your medications on the same day.

Your pharmacy might be able to deliver your medications right to your door with mail-order delivery.

Reach out to your pharmacy to ask if they offer these helpful services that could save you time and money.

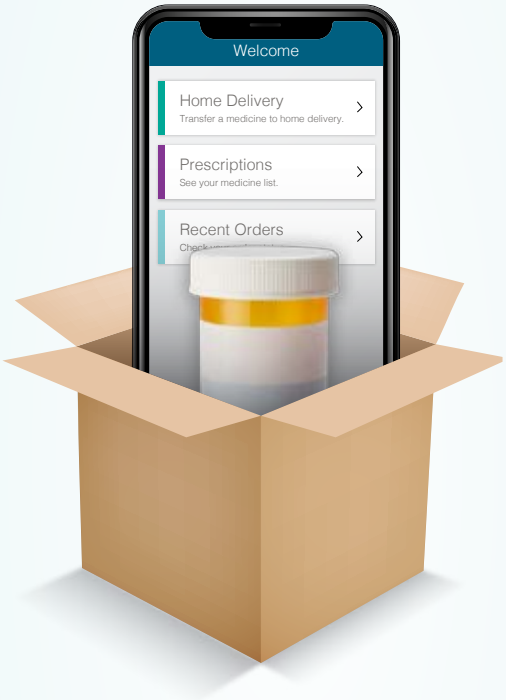
Suspect Fraud? Let Us Know.

At CareSource, we care about your protection. CareSource has partnered with NAVEX to run our **NEW** fraud, waste and abuse hotline, coming soon. We want to help you report any case of fraud, waste and abuse easily and privately.

The new hotline will offer:

- Access to 24/7/365 help throughout the process.
- Interpreter services so you can report in your primary language.
- The option to report in an online form.

We will announce the new number soon. Until then, you can continue to call Member Services, email us at fraud@caresource.com, or use fax or mail.



All About Mail Order Drugs

You can get many of your eligible Medicare Part D drugs sent to your home by mail. CareSource works with Express Scripts® to offer this service to you at no charge for standard delivery.

Not all Part D drugs are available through mail order. If a drug can be ordered through the mail, you will see the letters "MO" (Mail Order drug) next to the drug name in the ***Find My Prescriptions*** tool, as well as the Preferred Drug list. To receive a prescription by mail.

- Your primary care provider (PCP) can reach out to Express Scripts.
- Express Scripts can reach out to your PCP or pharmacy.
- You can mail your prescription(s) to Express Scripts with a mail order form.

Visit CareSource.com for more information, or call Member Services using the number on the back of the newsletter.

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, 2021:** Start comparing your coverage options for the 2022 plan year.
- **October 15 – December 7, 2021:** If you want to change your Medicare health or prescription drug coverage for 2022, you can make a change during these dates.
- **January 1, 2022:** Your 2022 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.

Plan Features for 2022!

- **Brain Health & Memory Benefit:** BrainHQ® provides the exercise your brain needs to be at its sharpest. Think of it as a personal gym where you exercise your memory, attention, brain speed, people skills, navigation, intelligence and more! With over 30 years of development and research, BrainHQ offers cognitive training that's completely tailored to you. BrainHQ can be accessed using a computer or mobile device.
- **Fitness Benefit:** The Silver&Fit® Healthy Aging and Exercise program has more to offer you in 2022! From gym memberships to over 16,500+ fitness centers to 8,000+ digital workout videos, Silver&Fit is designed to support your unique needs. You can also receive a Fitbit® or Garmin® Wearable Fitness Tracker! Call Member Services for more information.
- **Over-the-Counter (OTC) Benefit**: Your OTC benefit has gotten an update! More information to come in your 2022 Annual Notice of Changes (ANOC).

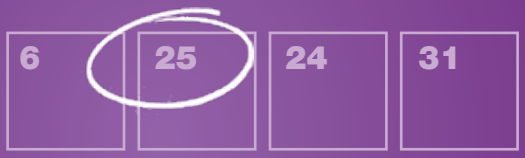
We care about your health and well-being. In September, you received updated materials for 2022. These include a notice of any upcoming changes to your plan. Thank you for choosing CareSource. We're excited for the opportunity to serve you for another year!

Medicare Select Care Tier (Tier 6)

Tier 6 Select Care drugs

have a **$0** copay for up to a 90-day supply during the Initial Coverage stage. The cost of your medication could change depending on the pharmacy you choose, amount of days supplied and when you enter another phase of the Part D benefit.

You may be entering a new coverage stage as the year progresses. To find a list of qualified drugs, visit CareSource.com/Medicare-Tier-6-Flier. Review your Summary of Benefits or call Member Services for more information.



2021 CareSource Holiday Updates

CareSource will be closed on the following days:

- Monday, September 6, 2021 - Labor Day
- Thursday, November 25, 2021 - Thanksgiving Day
- Friday, December 24, 2021 - Christmas Day (Observed)

Talk with Your **Pharmacist for Better Health**

Pharmacists do more than dispense medications. There are other ways they can help you improve your health.

Pharmacists can tell you how to take your medications the right way. They can also tell you about medication side effects or if there are drug interactions between medications you should know about. They can share general information to help you improve your health, too.

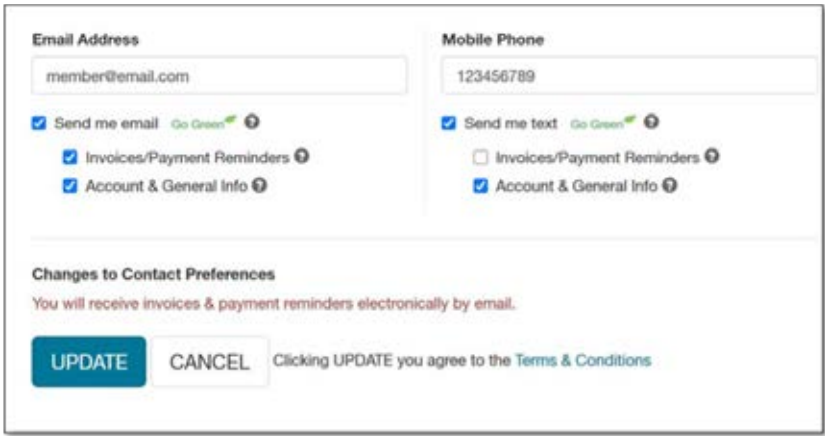
Talk with your pharmacist about your medications and your health—they are a vital part of your health care team!

Make the Change to Email or Text. **It's Easy!**

Use your My CareSource® account to tell us if you want to get emails or texts from us instead of mail. Cut down on paper and get the info you need faster.

Go to the ***Preferences*** tab on **MyCareSource.com** to tell us if you want email or text. Be sure you check the box to tell us if you want your invoice by email. We will send you a notice each month when your invoice is ready to view on **MyCareSource.com**.

The ***Preferences*** page will look like this:



Your Safety and Care is Our Priority

We work every day to be sure you get the best health care possible. We want you to get:

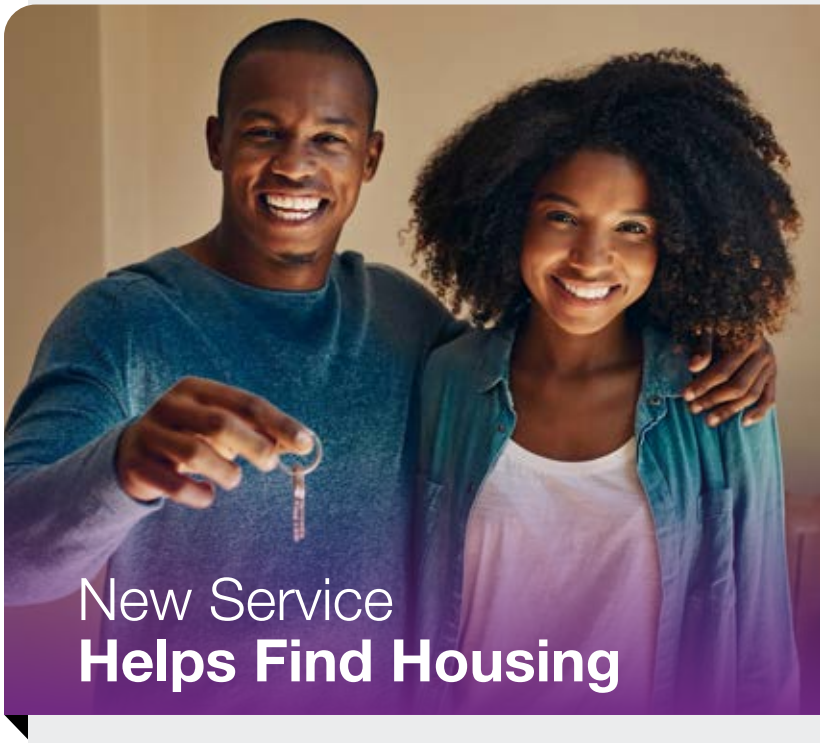
- ✓ **The right care.**
- ✓ **At the right time.**
- ✓ **From the right provider.**

Our Quality Improvement department has nurses who check on the quality and safety of the care you receive. This includes care you might receive from a doctor's office, clinic or hospital. We want to help you live a healthy life. Making sure you get safe health care is a priority for us.

Learn More About Your Plan with Your **EOC**

Your Evidence of Coverage (EOC) is the best place to look for up-to-date information about your health plan. You can find your EOC at **CareSource.com/in/plans/medicare/plan-documents**. There are many topics covered. Some include plan benefits, services and rewards. You can also find information about where to go for care, pharmacy and prescription drugs, and more!

Your EOC will help you get the most out of your plan. Call Member Services to ask for a printed copy.



New Service **Helps Find Housing**

Socialserve is a free service that can help anyone find affordable housing.

You can search by:

- Number of bedrooms and bathrooms.
- Pets allowed.
- Accessibility.
- Veteran status.
- Section 8 voucher.

You can search at www.socialserve.com. You can also use the toll-free, bilingual call center, which helps people who don't have a computer or who want to talk to a person. Call at 1-877-428-8844.

MyResources is a benefit under your health plan that also offers help. This online tool connects you to low or no-cost local services.

You can search for help with:

- Food.
- Housing.
- Health care.
- Employment skills.
- Financial support.
- And more.

Log into your My CareSource® account to use the MyResources tool or call Member Services to learn more.

CareSource

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:
833-687-7346 (833-NURSE IN)

Join Us

Facebook.com/**CareSource**

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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

CareSource.com/NewsletterSurvey

and tell us what you would like to see in future newsletters. This survey only takes two to three minutes.

Thank you for being our member.

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