



WINTER 2020

MEMBER *Source*

A Newsletter for CareSource® Dual Advantage Members

The Best Thing Next to a **HOUSE CALL!**

Telehealth lets you talk to a provider over the phone or computer. Your primary care provider (PCP) and others may offer telehealth services. Call your PCP's office for details.

Telehealth is great for treating many conditions over the phone or computer, such as:

- Medication follow-up (with the prescriber)
- Coughs/colds/flu
- Allergies/sinus
- Minor injuries
- Minor infections
- Sore throat/fever
- Rashes
- And more

If your PCP doesn't offer telehealth or has limited hours, you can call MYidealDOCTOR anytime, day or night. Feel better faster with MYidealDOCTOR®. Use the CareSource App to connect, call 1-855-879-4332, or visit MYidealDOCTORtelehealth.com.

If you're not sure of the best way to get care or need medical advice, call the CareSource24® Nurse Advice Line. The number is on the back of this newsletter, and on your CareSource member ID card.



NEW

Fitness Benefit Offering In 2021

Welcome to Silver&Fit® Healthy Aging and Exercise Program!

Beginning January 1, 2021, your fitness benefit is getting an upgrade! American Specialty Health (ASH), a partner of CareSource, will offer Silver&Fit® Healthy Aging and Exercise program as your 2021 fitness benefit. The Silver&Fit program is flexible, tailored to meet your unique needs, and ready to help make your health a priority so you can keep doing all the things you love. With Silver&Fit®, you can enjoy all of the following at no cost to you:

- Access to more than 15,000 Participating Fitness Centers
- Home Fitness and Stay Fit Kits
- Healthy Aging Coaching

Silver&Fit members also get:

- More than 1,500 digital workout videos on the Silver&Fit ASHConnect™ mobile app and Silver&Fit website
- A collection of daily workout classes on Facebook Live and the Silver&Fit YouTube channel
- One-on-one Silver&Fit Healthy Aging Coaching sessions by phone where a coach will give you personalized attention in fitness, nutrition, and other lifestyle areas
- The Silver&Fit Connected!™ tool which allows you to track activity on 250+ wearable fitness trackers and mobile apps to earn rewards like hats and pins**
- Discounts up to 55% or more on popular health and wellness products and services with the ChooseHealthy® program
- 48 Healthy Aging classes, available online or on DVD

Go to www.SilverandFit.com to get started today! Currently going to a Fitness Center? Visit the Silver&Fit website to see if your current center is participating with ASH. Call ASH toll-free at 1-877-427-4788 (TTY: 711), Monday through Friday, 8a.m. to 9 p.m. (EST) for more information.

Thank you for choosing CareSource. We are more than just health care. We are health care with heart, and we are glad to have you as a member.

***Rewards subject to change. Purchase of a wearable fitness tracker or app may be required to use the Connected! tool and is not reimbursable by the Silver&Fit program.*

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a registered trademark of ASH and used with permission herein.






Heart Failure and Medications

Heart failure is a chronic condition in which the heart doesn't pump blood as well as it should. Heart failure is often treated with a combination of medications. Work with your primary care provider (PCP) to find the best treatment plan for you. Your PCP may need to change your dosages based on your blood test results to make sure they are working safely.

Here are a few tips to keep in mind:

- 
- Make a list of the medications you take and share it with all of your providers. Carry the list with you at all times.
 - Talk to your PCP about any over-the-counter (OTC) drugs or supplements you are taking. They can worsen heart failure.
 - Some OTC drugs such as ibuprofen (Advil, Motrin IB), naproxen sodium (Aleve), and diet pills may lead to fluid buildup.
 - Be careful about taking supplements. Some may interfere with heart failure medications.
 - Talk to your PCP if you have any side effects.
 - Don't stop taking any medications without talking to your PCP first.



MEDICATION SAFETY

*Remember, medication
safety starts with
YOU!*

Taking medications as prescribed by your primary care provider (PCP) is vital to your health. But did you know that good communication with your care team is just as important?

Your PCP may change your dose or switch your medication based on how you react to treatment. Not keeping track of all these changes could lead to medication errors. The best way to prevent errors is by talking with your PCP and pharmacist.

If you are starting or stopping a medication, ask your PCP for a new medication list and review it at the end of the visit. Let your pharmacist know of any changes. Your pharmacist can tell you how to take your medications. They can also discontinue any old prescriptions in your pharmacy record so they aren't accidentally filled.

You Have Options!

Don't put off getting medical care because of COVID-19 fears. As our communities open, we should all adopt safe practices, like frequent hand-washing, social distancing, and wearing face masks when needed. These practices make us all safer!

You have options for care.

If you aren't sure where to go, call the CareSource24® Nurse Advice Line. Nurses are available to speak with you 24/7/365. The number is on the back of this newsletter, and on your CareSource member ID card.



Primary Care Provider (PCP)

Usually open during regular business hours. Appointment needed. For routine care, common illnesses and advice. May also offer telehealth. Contact your PCP's office to find out. Visit your doctor the most often!



Telehealth & MYidealDOCTOR®

Convenient access to a doctor by phone or computer, from wherever you are. Your PCP may offer telehealth. Contact their office to find out. If your PCP is not available, call MYidealDOCTOR at **1-855-879-4332** or visit myidealdoctortelehealth.com.



Convenience Care Clinics

Usually open 7 days a week with evening and weekend hours. When your PCP is not available. Inside many local drug and grocery stores. Use for common illnesses such as coughs, sinusitis, colds, sore throats, and immunizations.



Urgent Care

Usually open 7 days a week with evening and weekend hours. When your PCP is not available. Your condition or injury can't wait. For common illnesses, x-rays, deep cuts, etc.



Hospital Emergency Room

Open 24 Hours a day, 365 days a year. When you are very sick or need immediate help. For life-threatening situations such as chest pain or a head injury.

Prior Authorization List Changes Coming

January 1, 2021

There are times when CareSource must pre-approve some services before you get them. We call this prior authorization (PA). This means that your provider must get approval from us. They must do this before they can give you certain services. They will know how to do this. You may have to pay for services if your provider does not get a PA.

The list of services that need a PA for your plan will be changing on January 1, 2021. Visit CareSource.com to see the most up-to-date list of what needs a PA. You can also find the PA list in your MyCareSource.com account. Or you can call the toll-free phone number on your CareSource member ID card and speak with Member Services. We are here to help you get the care you need, when you need it.



Connect with MYidealDOCTOR® Telehealth Services Through the CareSource Mobile App:

You have one touch access to a health care provider, day or night, 24/7/365. You can connect with MYidealDOCTOR right from the home screen. See helpful information about how to schedule your MYidealDOCTOR visit in the app.

Our Mobile App Also Has These Easy-to-Use Features!



Digital ID Card

View and share your digital CareSource member ID card.



Find a Doctor

Find a doctor, drugstore, hospital, and more near you.



Call a Nurse

Call CareSource24®, our Nurse Advice Line, and speak to a nurse 24/7/365.



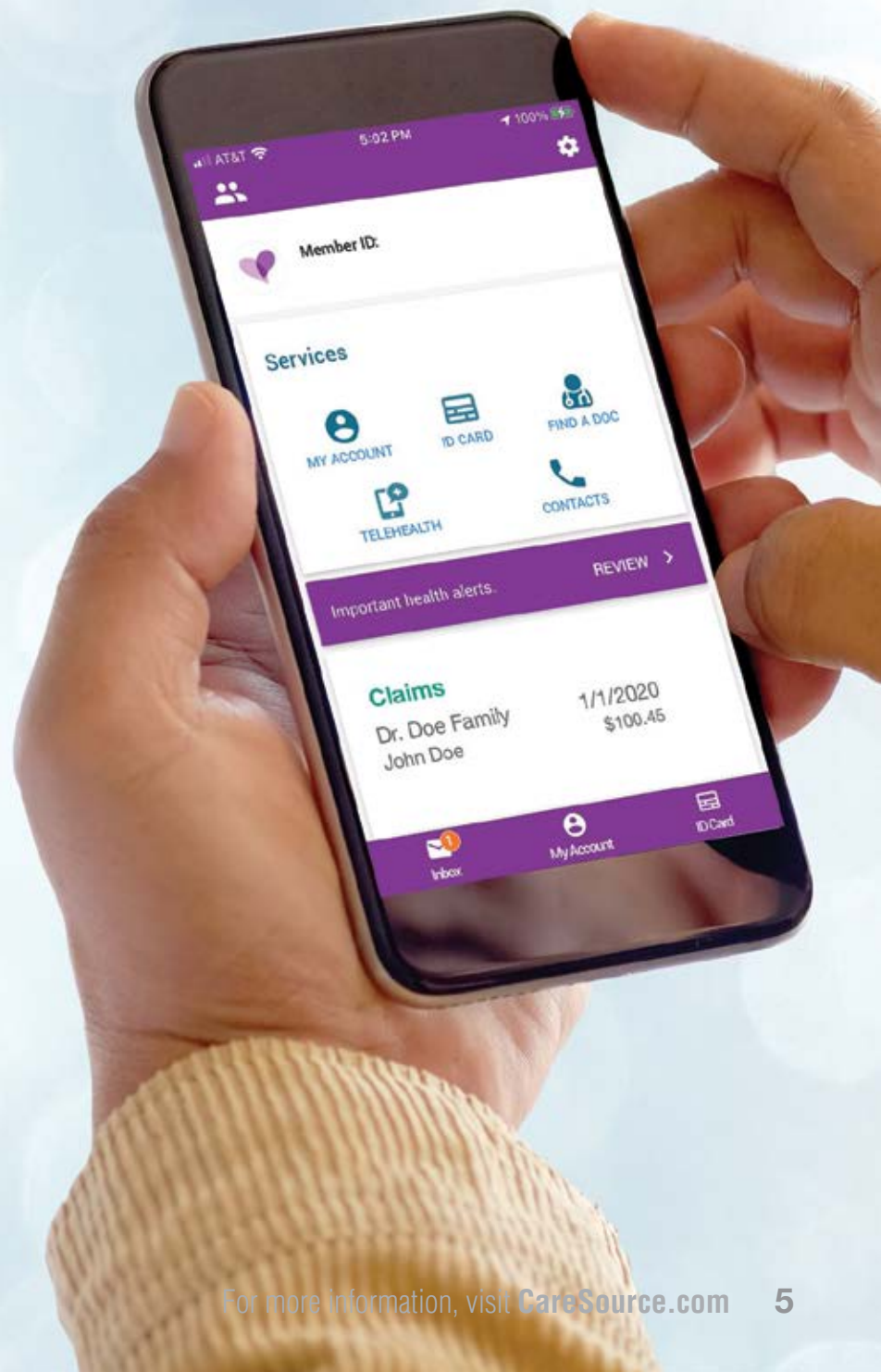
My CareSource®

Log in your secure My CareSource account.



Message Center

Get news and reminders from CareSource.



And More...

Download the app and check it out now.



**Some features will not become active until your plan's effective date.*

Smoking and Tobacco Use

Tobacco use can lead to tobacco/nicotine dependence and major health problems. Smoking and using tobacco harms almost all organs in the body. When you stop smoking or using tobacco products, you cut the risk of smoking-related diseases such as heart attacks, strokes, and certain cancers.

The good news is smokers can - and do - quit for good. **Since 2002, there have been more former than current smokers.** If you quit smoking, it will be easier to breathe so you can be more active. By quitting smoking, you will help protect those around you from health risks linked to breathing secondhand smoke. You will also have more money in your wallet. Studies show that a person who smokes one pack a day will save over \$2,000 a year!



To get help and quit for good, call the Georgia Tobacco Quit Line at 1-800-QUIT-NOW (1-800-784-8669). Coaches can counsel you over the phone for free. Nicotine replacement therapy, such as nicotine patches and gum, is available to eligible members.

Source: Centers for Disease Control and Prevention



How Robocalls Work



Robocalls are auto-dialed calls that have a pre-recorded message. Many robocalls are valid, like calls from your primary care provider reminding you about your visit. Some robocalls are scams that may pressure you to buy something or give your personal information over the phone. Know the signs of fraudulent robocalls so you can protect yourself from scams. Here are a few tips to help spot a fraudulent robocall:

- **You're urged to act quickly.**
- **You're asked to press a number to be taken off of a call list or to speak to a live person.**
- **You're asked to wire money or send a prepaid money or gift card.**

DO'S:

- **Do verify the caller.** If the call claims to be from Social Security or Internal Revenue Service (IRS), hang up and look up the phone number. Call and ask if they tried to reach you.
- **Do add your name** to the National Do Not Call Registry at DoNotCall.gov.

Source: fcc.gov

DON'TS:

- **Don't answer calls from an unknown number.** Let it go to voicemail.
- **Don't press any keys or reply to a message.**
- **Don't give any personal information over the phone.** This includes your credit card or Social Security number or Medicaid ID number.

Drug List Updates



CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by visiting **Find My Prescriptions** link under Member Tools & Resources. It is updated monthly so you'll find the most up-to-date list of drugs. If you don't have access to the internet, we can help. Please call Member Services for more information.



TAKE CONTROL OF HIV AND HCV

Win the fight for a healthier life

Treatment is an important part of staying healthy with Human Immunodeficiency Virus (HIV) and the Hepatitis C Virus (HCV). Follow the helpful tips below:

- See a primary care provider (PCP) soon after testing positive for HIV or HCV. Start treatment right away.
- Take your medications daily and exactly as prescribed. Medications can help you live a longer and healthier life. Medications also reduce the risk of spreading HIV or HCV to others.
- Don't miss visits with your PCP. Regular care is an important part of treatment. It helps make sure your treatment plan is keeping the virus under control.

FLU SHOT AND COVID-19

A flu shot is one of the easiest steps you can take to stay healthy. It's even more vital now with the COVID-19 pandemic. Stay up-to-date on your flu shot and encourage others to do the same. The best part? You can get your flu shot at no cost to you!



Self-Care

During a Pandemic

The COVID-19 pandemic is stressful and can create fear and anxiety. It can be overwhelming for both adults and children. Social distancing is key for slowing the spread of COVID-19. It can also make us feel isolated and lonely. Self-care during a pandemic may feel selfish, but it is a healthy way to stay positive for yourself, your family, and for your community.

If you are feeling stressed and overwhelmed, CareSource and myStrengthSM can help. Their self-guided modules can strengthen your emotional health and give you support right from home! You can access myStrength through the member portal or go to mystrength.com/r/CareSource to learn more.

If you feel you need more help, call the CareSource24[®] Nurse Advice Line. Nurses are available to speak with you 24/7/365. The number is on the back of this newsletter, and on your CareSource member ID card.

Source: www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html





Low Blood Sugar & Diabetes

Low blood sugar (glucose) can be dangerous. Glucose is the main source of energy for the body. Low blood sugar can happen when the amount of glucose in your blood drops below what your body needs. It can be caused by:

- Not eating enough food or skipping meals.
- Being more active than usual.
- Taking too much medication, such as insulin or diabetes pills.
- Taking other medications that cause low blood sugar.



Fill Half Your Plate with **Fruits and Veggies**

Eating a diet rich in fruits and vegetables is key to staying healthy! Fruits and veggies are full of vitamins, minerals, and fiber you need for a healthy diet. Plus, they are low in calories and fat, and are a good source of carbohydrates. That's why it's important to fill half your plate at each meal with fruits and veggies. It's easier than you think!

- **Add veggies to meals and dishes you already like to eat.** Tacos, pasta, and stir-fry taste great with added veggies.
- **Brighten your plate with fruits and veggies of all different colors.** A variety of colors add greater nutritional value.
- **Bananas, apples, and oranges make great on-the-go snacks.** Keep these fruits on a table or countertop. It's easier to choose healthy snacks when they're within reach!
- **Stock up on fresh fruits and veggies in season.** They cost less and are more likely at their peak flavor.
- **Get veggies that are easy to prepare.** Baby carrots, celery sticks, and salad greens are always great to have on hand.
- **Have a sweet tooth? Try a fresh fruit salad for a tasty dessert after any meal.** Or, keep dried fruits like raisins or cranberries on hand for your sweet cravings.

Source: choosemyplate.gov



NEW

My CareSource Rewards Program[®]

You can earn up to \$100 on a VISA[®] Rewards Card each year! As a member, you are automatically enrolled in this program and should have received program information and a VISA Rewards Card in the mail. As you complete a healthy activity, CareSource will notify you that your reward has been automatically loaded to your VISA Rewards Card. The great news is, your rewards card can be used anywhere VISA is accepted*. Be sure to activate your rewards card prior to use!

See My CareSource Rewards on CareSource.com and the member portal for additional information and a complete list of healthy activities that qualify for rewards. Go to [CareSource.com/oh/plans/dsnp/benefits-services/additional-services/rewards/my-caresource-rewards/](https://www.CareSource.com/oh/plans/dsnp/benefits-services/additional-services/rewards/my-caresource-rewards/).

If you have not received your VISA Rewards Card, call Member Services.

**The VISA Rewards Card cannot be used for alcohol, tobacco or firearms. Rewards use is restricted from the following: drinking places, liquor stores, tobacco stores and stands, and firearms. Other restrictions may apply. Members can see a complete listing of restrictions at www.HealthyBenefitsPlus.com/CareSource.*



No Cost Benefit Available for You!

A personal emergency response system (PERS) is available at no cost to you. The PERS provides a way to get help in the event of an emergency such as a fall in your home. With a push of a button on the device provided, you can connect with a 24-hour staffed call center that will send emergency assistance, as needed. For more information or to obtain this benefit, call Member Services.





Transportation

When You Need it the Most

Do you need a ride to the doctor? CareSource can help. You can get a ride to:

- Any doctor visit, health care appointment or pharmacy to pick up medications
- CareSource Advisory Council Meetings
- The local Women, Infants and Children (WIC) office
- Medicaid redetermination appointments

You can reach transportation by calling Member Services. When prompted, say “transportation.” You can speak with transportation Monday through Friday, 8 a.m. to 8 p.m. EST.

Important:

- Schedule your appointment before you call for a ride.
- Call for a ride two business days (48 hours) before your appointment.

If you, or someone you're helping, have questions about CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እየከፈን በመታወቅዎ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ခြွေးချွေး ပြုပြု သတ်မှတ် အသက်ကြို ကြိုကြက်ပေါ်ရှိ အသက်ကြို ကြို ဝက်ဇ် ငြိတ်တိုက်ပုံနှိပ်ကိရိယာဖြင့် ဖော်ပြပါ။

CHINESE

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。

CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

DUTCH

Als u, of iemand die u helpt, vragen heeft over CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart

FRENCH (CANADA)

Des questions au sujet de CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder-Service Nummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતી મેળવવાનો અધિકાર છે. તે અર્થ વિન તમ રી ભ પ મ i પ્ર નત કરી શક ર છે. દ ભ વપરો તિ કરિ મ ટે,કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરી.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

JAPANESE

ご本人様、または身の回りの方で、CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf en Information in deine eegne Schprooch griee, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

SPANISH

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.

UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника

VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.



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. CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call the member services number on your member ID card.

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way 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, you may file a grievance, with:

CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401
1-844-539-1732, TTY: 711
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



P.O. Box 8738
Dayton, OH 45401 8738

CareSource.com

Member Services Dept:

1-833-230-2020

(TTY) 1 800 750 0750 or 711)

CareSource24®

24 Hour Nurse Advice Line:

1-833-687-7331

(833 NURSE 31)

Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

IMPORTANT PLAN INFORMATION



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 2-3 minutes.

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

Thank you for trusting CareSource with your health care needs.