

SUMMER 2018

MEMBERSource

A Newsletter for CareSource Medicare Advantage Members

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CAN'T GET AN APPOINTMENT WITH YOUR DOCTOR?

You have options. Visit a convenience clinic at a nearby drug store or grocery. Walk-ins are welcome. Many are open evenings and weekends. Clinics can provide:

- Diagnosis of common illnesses or injuries
- Vaccinations
- And more

To find a clinic near you:

1. Go to [CareSource.com/members/ohio/medicare](https://www.caresource.com/members/ohio/medicare).
2. Click on “Find A Doctor/Provider” in the “Quick Links” section.
3. Search for “clinics.”

You can also call Member Services for help. The phone number is on your ID card.

BE PREPARED

Top three things to take to your next doctor's visit

1. Your member ID card
2. A list of questions to ask your doctor
3. A list of all the medications you are taking


CareSource[®]

For more information, visit [CareSource.com](https://www.caresource.com) 1

MOVE IT!

You've heard the expression "crawl before you walk." It's okay to start small and slow with exercise. You can improve your energy by taking small steps to become more active. If it's hard to find the motivation or energy to get moving, it might be because you're not moving enough! Try it.



Big gymnasiums or fancy equipment are not necessary to put movement and action into your life. If you're able, walk up and down the stairs more often. Walk around the block. Park your car further away from where you're going. Dance when no one (or everyone) is watching. If your mobility is limited, march in place while watching your favorite TV show.

As a CareSource Medicare Advantage member, you also have fitness benefits through the Silver&Fit® Exercise & Healthy Aging program. The Silver&Fit program offers you access to over 13,000 fitness centers and YMCAs. If you prefer to exercise at home instead of at a fitness center, the Silver&Fit Home Fitness program allows you to request up to two home fitness kits per year at no additional cost to you. Additionally, the Silver&Fit website offers several fitness resources, including the Silver&Fit Connected!™ program, a fun and

easy way to track your exercise at a fitness center or through a compatible wearable fitness device or mobile app to set fitness goals.

It's not how much exercise you can do – it's how soon can you start? For more details about the Silver&Fit program, visit www.SilverandFit.com. Always consult your doctor before beginning an exercise program.

** The purchase of a wearable fitness device or mobile app is not included as part of the Silver&Fit program.*

The Silver&Fit program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit and Silver&Fit Connected! are trademarks of ASH and are used with permission herein. Please refer to your 2018 Evidence of Coverage for details about the Silver&Fit program.

SPECIAL ENROLLMENT PERIOD

People who have change of life events may qualify for a Special Enrollment Period (SEP). If you or someone you know has had a life changing event and may need health insurance or to change plans, visit CareSource.com/Medicare or call **1-844-607-2827 (TTY: 1-800-750-0750 or 711)** for help.



REVIEW YOUR EOB STATEMENTS

CareSource sends Explanation of Benefits (EOB) statements to some member households. This helps us monitor potential fraud, waste or abuse. **This statement is not a bill.** If you receive one, please help us out. You can check for these things:

- Are there any services, supplies or equipment listed that you did not receive?
- Are there services that were billed more than once?
- Are there dates of service listed that are not familiar to you?

If you suspect errors or fraud, please let us know. You can:

- Call **1-844-607-2827 (TTY: 1-800-750-0750 or 711)**. Choose the menu option to report fraud.
- Write us a letter or fill out our confidential reporting form, which can be found at **CareSource.com/Medicare**.

Mail it to:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

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

- Send an email to fraud@caresource.com
- Send a fax to 1-800-418-0248

If you do not give your name, we will not be able to call you back for more information, so give as many details as possible. Your report will be kept confidential to the extent allowed by law.

WHAT IS DURABLE MEDICAL EQUIPMENT OR DME?

It might sound complicated to you. Durable Medical Equipment, or DME, refers to equipment or supplies that are ordered by a doctor and used repeatedly for a medical purpose. These items are appropriate for home use. Prior authorization is usually required, and of course medical necessity is important. Examples include blood sugar test strips, oxygen tanks, wheelchairs and hospital beds, among many others. For more details please see your evidence of coverage or current prior authorization list. You can also call Member Services with questions.



IS ANXIETY GETTING IN THE WAY OF YOUR LIFE?

Anxiety is very common. It doesn't always appear as worry. Sometimes it takes on the form of:

- Muscle tightness
- Lightheadedness
- Poor sleep
- Rapid heartbeat
- Irritability
- Shaking
- Fatigue

You can find tools and techniques to help ease stress at myStrength, an online wellness tool available at no cost to you. Access it at www.mystrength.com/r/caresource. Find the app at www.mystrength.com/mobile.

ENHANCE YOUR QUALITY OF LIFE WITH BETTER HEARING

Treating hearing loss can increase your self-confidence, help you enjoy social activities more, and improve your relationships with your loved ones.

A study by the National Council on Aging (NCOA)¹ found that people with hearing loss who wore hearing aids reported better overall feelings about themselves than those who didn't treat their loss.

The same study found that wearing hearing aids can enhance your enjoyment of group social activities. Noisy environments can be very difficult when you have hearing loss, but new hearing aid technology makes it easier to hear and understand those around you, so social activities can be enjoyable again.

Hearing aid wearers participating in the study reported overall improvements in their relationships at home, experienced less anger and frustration, and had better emotional health and stability.

If you suspect you have hearing loss, take time to get your hearing checked. As a CareSource Medicare Advantage member, you have a hearing aid benefit through TruHearing that lowers your out-of-pocket cost on hearing aids to low copays, depending which model is selected.

Review your Evidence of Coverage for specific copay amounts and to see all of the hearing benefits available for your plan.

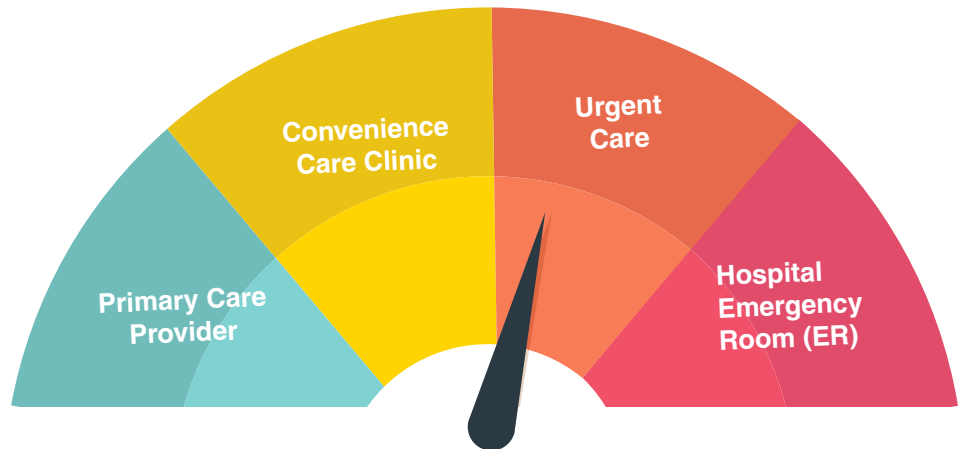
Call TruHearing at 1-855-205-5499 (TTY: 711) to get started.

1. "Quantifying the Obvious: The Impact of Hearing Instruments on Quality of Life." National Council on Aging. Full report available at www.betterhearing.org.



WHERE DO I GO FOR CARE?

Sometimes, when we have a health need, we are unsure of where to go or who to call. The guide below will help you to decide what type of care provider to choose for your health situation.



Primary Care Provider (PCP)

PCPs take appointments during regular business hours. Your PCP knows you and your health and is the best place to go for routine care, common illness and advice.

Convenience Care Clinic (inside CVS, Kroger and Walgreens stores)

Convenience care clinics are best used when you cannot see your PCP and you need to be seen for cough, sinus, colds and sore throats or immunizations. They are usually open seven days a week with evening and weekend hours.

Urgent Care

Most urgent care providers are open 7 days a week with evening and weekend hours. Use when your doctor is not available and your condition or injury can't wait. Members use urgent care for x-rays, deep cuts or minor infections.

Hospital Emergency Room (ER)

Open 24 hours a day, 365 days a year. Go to the ER when you are very sick, need immediate help or are in a life-threatening situation, like having chest pain, a head injury or trauma.

CareSource24

If you aren't sure you need a doctor or if you should go to the emergency room, you can call CareSource24® first at 1-866-206-0569. The CareSource24 Nurse Advice Line can help you decide the best course of action for your symptoms.



GET TO KNOW YOUR LOCAL PHARMACIST FOR MTM!

It's probably not common to think of a pharmacist as someone who provides medical care. Yet many pharmacists share the goal to improve your health through medication. Many of our members take multiple drugs prescribed by one or more doctors. Some drugs, when taken with others, are less effective and/or cause side effects. This is where Medication Therapy Management, or MTM, and your friendly pharmacist can help. MTM is a program that promotes drug safety, simplifies your medication schedule and arms you with more knowledge. During MTM you will receive an annual medication review. You will also receive a personal medication list and action plan, with follow up steps if necessary. This program is available to eligible members at no additional cost. For more information, visit caresource.com/members/ohio/medicare/my-pharmacy/medication-therapy-management, or speak with Member Services or your Care Manager.

HAVE AN ASTHMA ACTION PLAN

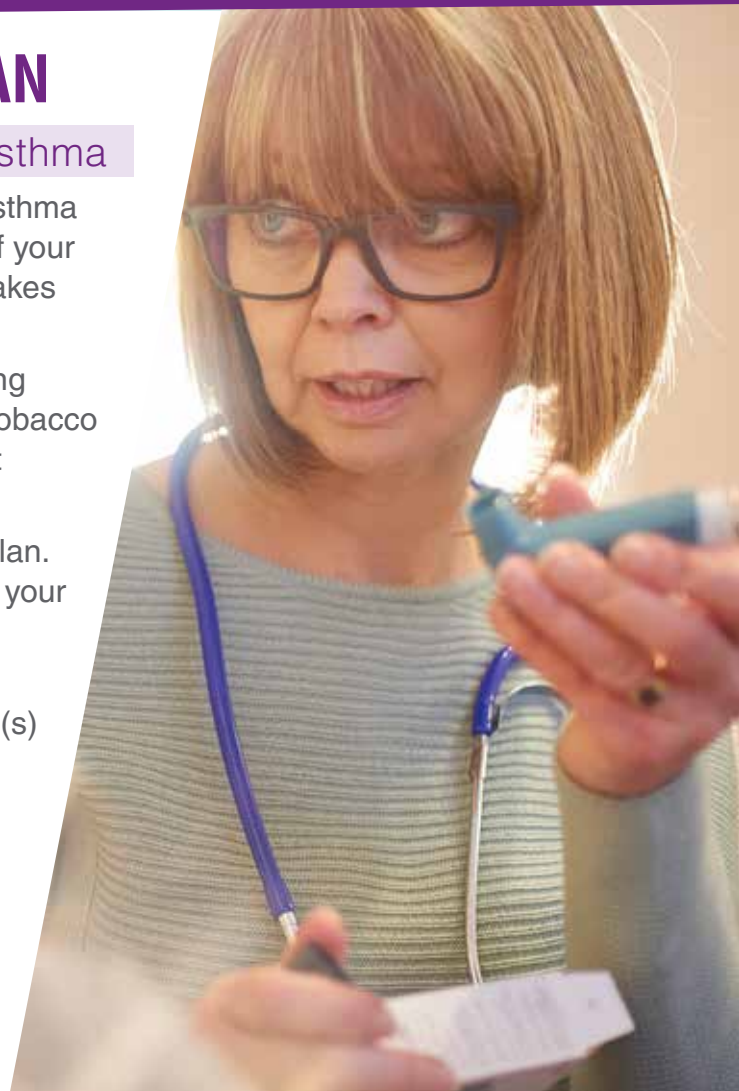
20 MILLION People in the U.S. have asthma

Asthma is a disease that affects your lungs. During an asthma attack, your airways shrink and less air gets in and out of your lungs. Mucus clogs up your airways even more. This makes it hard to breathe.

Asthma can be controlled by taking medicine and avoiding triggers that cause an attack. Common triggers include tobacco smoke, dust mites, mold, air pollution and pets. You must remove the triggers that can make your asthma worse.

If you have asthma, you should have an asthma action plan. An asthma action plan is a written plan you develop with your health care provider. It helps you manage your asthma. It includes:

- **Your daily treatment plan**, including what medicine(s) to take and when to take them.
- **How to manage your asthma long term**
- **How to handle worsening asthma or attacks**
- **What to do in an emergency**





EYE CARE FOR DIABETICS

Do you have diabetes? Diabetes can affect the blood vessels in your eyes. When eye problems are caught early, there are very good treatments. Even if you are seeing fine, you need regular dilated eye exams to protect your sight.

Ask your health care provider to help you find an eye doctor who cares for people with diabetes. You should have your eyes dilated and examined once a year.

Your CareSource Medicare Advantage plan includes enhanced vision benefits powered by EyeMed. Your plan includes coverage for exams, glasses, contact lenses and more. To find an in-network vision provider, use EyeMed's "Provider Locator" tool on the EyeMed member site at eyemedvisioncare.com/caresource. Or call EyeMed at 1-866-248-2011 (TTY: 711).

We're Here to Help

CareSource has disease management programs. They can help you with asthma or diabetes or to stop smoking.

We send you information in the mail to help you better manage your condition. We encourage you to talk about it with your health care provider. If you have questions, please call us at **1-844-438-9498**.

CareSource is an HMO with a Medicare contract. Enrollment in CareSource Advantage® Zero Premium (HMO), CareSource Advantage® (HMO) or CareSource Advantage Plus® (HMO) depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on Jan. 1 of each year. You must continue to pay your Medicare Part B premium. The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

**NO INTERNET ACCESS? NO PROBLEM.
JUST CALL MEMBER SERVICES AT
1-844-607-2827
(TTY: 1-800-750-0750 OR 711).**

We can help you get what you need. Our hours are 8 a.m. – 8 p.m. Monday through Friday, and from October 1 – February 14 we are open the same hours, seven days a week.

MANAGE YOUR HEALTH PLAN ON THE GO WITH THE CARESOURCE APP

- Access your secure My CareSource® account
- View your digital member ID card
- Find a doctor, hospital, clinic, urgent care or pharmacy
- Call CareSource 24® and speak with a nurse 24/7
- Call Member Services
- Take your health assessment
- And more!

Get the CareSource mobile app at no cost to you for iPhone® or Android® systems. Download it through the App Store® for Apple or Google Play® for Android today.

** iPhone is a registered trademark of Apple, Inc. The App Store is a service mark of Apple, Inc. Google Play and Android are registered trademarks of Google, Inc.*





P.O. Box 8738
Dayton, OH 45401 8738

HOW TO REACH US

Member Services Dept:
1-844-607-2827
(TTY: 1-800-750-0750 or 711)

CareSource24®
24 Hour Nurse Advice Line:
1-866-206-0569

JOIN US

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

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US Postage
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Important Plan Information

KEEP THOSE GERMS AWAY!

Antibiotics are used to treat or prevent some types of infections caused by bacteria. Antibiotics don't work on viral infections, such as the common cold or flu. Your health care provider can help you decide if you need an antibiotic.

Handwashing Helps with Prevention!

Washing your hands is one of the most important ways to avoid catching a cold or the flu. Follow these five easy handwashing steps recommended by the Centers for Disease Control and Prevention:

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.



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 ከፍተኛ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ချေးချက် ပြုပြင် ခြင်းဖြင့် အသိရှိခြင်း ဖြစ်ကြကုန်ပါက အသိရှိခြင်း ဝက်ဝံ ဝန်ဆောင်မှုဝန်ထမ်းတို့နှင့် ဆွဲချိန်ပါ။

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 miseensaatii 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 થી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અધિકાર છે. તે અર્થ વિન તમ થી ભયમ નથી થક ર છે. દ ભ વપરો તિ કરિ મ ટે,કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

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 un Information in deinre eegne Schprooch griege, 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>.