

WINTER 2018

MEMBERSource

A Newsletter for CareSource Medicare Advantage Members

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EXCITING UPDATES TO YOUR PLAN

We are always looking for ways to improve our benefits for our members. We're excited to announce enhancements to the dental coverage for our 2019 Medicare Advantage plans, including:

- \$0 copay for preventive dental services for all plans. This includes six-month exams and cleanings.
- For our CareSource Advantage® (HMO) and CareSource Advantage Plus® (HMO) plans, the allowances have increased for comprehensive dental services. The allowance can be used toward services like extractions, root canals and dentures.

And you'll still have access to these great benefits you already receive with your plan:

- Enhanced vision benefits powered by EyeMed.
- Hearing benefits through TruHearing, including coverage for hearing aids.
- Fitness benefits through the Silver&Fit® Exercise and Healthy Aging Program.
- \$0 copays for preventive health care.
- Prescription drug copays as low as \$0 with CareSource Advantage Plus.

You should have received your Annual Notice of Change (ANOC), in the mail in September. This mailing included the 2019 ANOC, which describes the changes to your plan for 2019. It also included information about how you can access your 2019 plan documents online or request printed copies. Please call Member Services if you have any questions. We are here to help.

If you wish to change your Medicare Advantage plan with CareSource, please call us at **1-844-607-2830 (TTY: 1-800-750-0750 or 711)**. If you are happy with the 2019 coverage for your current plan, you do not need to take any action.

TELL A FRIEND

Do you know someone who could use our services? Let your friends and family know about us.





DON'T FORGET FITNESS

Have you used your fitness benefit this year? It's never too late to start thinking about ways you can be more active. Your fitness benefit through the Silver&Fit® Exercise and Healthy Aging Program makes it easy with two great programs. Choose the one that's right for you!

FITNESS CENTER PROGRAM

Work out for the rest of the year at no cost to you! You can go to as many participating fitness centers or YMCAs as you like in a given month.

HOME FITNESS PROGRAM

Don't want to go to a gym? Select the Silver&Fit Home Fitness program. You can choose up to two home fitness kits to be delivered directly to your door each year.

To learn more, visit SilverandFit.com or call 1-877-427-4788.

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

Holiday Gifts on a Budget

The holidays are a time for giving, but you don't have to break the bank. Here are three easy ways to cross everyone off your list and stick to your budget at the same time.

- 1. Get crafty.** Homemade gifts cost less and are always cherished.
- 2. Give memories.** Frame a photo. A memory captured in time is personal and heartfelt.
- 3. Draw names.** For large groups, draw names so you only have to buy a gift for one person.

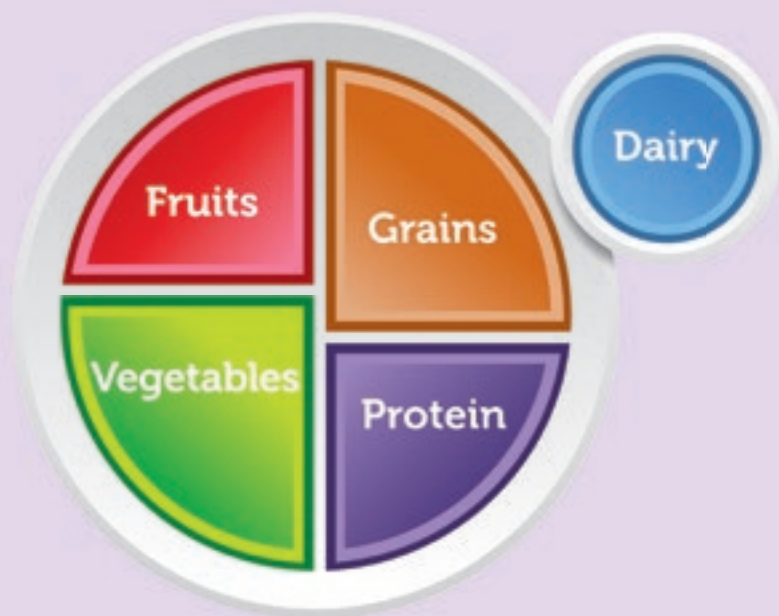
HEALTHY HABITS FOR CHRONIC CONDITIONS

Do you have a chronic disease? Unfortunately, most of them don't just go away. Generally, they are not cured by the medicine you take. Drugs just help you manage them. That's why it is so important to also lead a healthy lifestyle.

Here are some basic guidelines for healthy habits.

- Don't smoke.
- Stay active, aim for 30 minutes of physical activity a day!
- Maintain a healthy weight. Calculate your BMI. Go to <https://healthysd.gov/what-is-a-healthy-weight-for-me/>
- Check your cholesterol level at your next doctor's visit.
- Keep your blood pressure at good levels. 120/80 is normal.
- If you have diabetes, have your provider check your blood sugar.

Talk to your doctor about the best way for you to achieve these goals. Your doctor will also monitor your medications and help you make any changes you might need over time.



Healthy Holiday Eating

The holidays can wreak havoc on a well-balanced diet. Before you eat, think about what goes on your plate.

Use this simple graphic. It can help you estimate how much of each food group you should eat at each meal. Find tips and tools to help you make wise choices at www.choosemyplate.gov.

YOUR PRIVACY IS OUR PRIORITY

At CareSource, we respect your right to privacy. We protect data used to identify you or document your health, your medical care or payment for health care services. We also follow all state and federal laws that apply to your consent to share specific information.

The Member Consent/HIPAA Authorization form tells us if you do or do not want us to share your health information. If you have not completed this form or want to change your preferences, you can fill it out online. Or you can print it and mail it back to us. The form is available at **[CareSource.com/members/tools-resources/forms](https://www.caresource.com/members/tools-resources/forms)** for your plan. You can also access the form through the My CareSource member portal.

CANCER SCREENINGS CAN SAVE LIVES

Finding cancer early means it's more treatable. It is important that you get the cancer screenings you need. It could save your life. Some key screenings are:

- **Colon cancer screening.** There are several tests available. Ask your doctor which one to get.
- **Breast cancer screening.** Ask your doctor about how often to get screened.
- **Prostate cancer screening.** Ask your doctor if and when you should be screened.
- **Lung cancer screening.** If you smoked or do now, talk to your doctor about this screening.
- **Cervical cancer screening.** If you are a woman 21 and older, talk to your doctor about how often you should be screened.

Your doctor can help you choose which screening tests make sense for you and when you should get them.



Get Your Flu Shot

Anyone can get the flu virus, and it can be serious. Protect yourself and your loved ones. Get a flu shot every year.

Experts recommend that everyone older than 6 months should be vaccinated. There are very few exceptions. If left untreated, the flu can cause serious infections like pneumonia. Some infections can be life-threatening.

You can get a flu shot at your health care provider's office. You can also get a flu shot at some pharmacies and supermarkets.

WOMEN'S HEALTH NEEDS

Women have special health needs. Taking care of yourself is important. Be sure to talk with your health care provider about these screenings and services recommended for women:

- Breast cancer screening
- Colorectal cancer screening
- Cervical cancer screening
- Heart disease monitoring
- Chlamydia screening
- Adult vaccines (shots)

You should also discuss your health history and your family health history with your health care provider.



Manage Your Blood Sugar Through the Holidays

Do you have diabetes? As we enter the holiday season, set a few small goals to manage your blood sugar.

- Maintain your schedule as much as you can
- Check your blood sugar frequently
- Budget your sweets and treats
- Be “party smart” and take healthy dishes with you
- Stay active

Make it your new year’s resolution to minimize complications from diabetes. Make an appointment with your health care provider to discuss important tests and screenings such as:

- Checking blood pressure at every visit
- Getting a blood sugar test at least twice a year
- Discussing tests for kidney function and blood lipids (fats)
- Getting a dilated eye exam once a year with an eye care professional
- Checking your feet at every visit and getting a thorough foot exam at least once a year



HOLIDAY SCHEDULE

In observance of major holidays, CareSource is closed on the following days:

- Thanksgiving Day:
Thursday, November 22, 2018
- Christmas Day:
Tuesday, December 25, 2018
- Memorial Day:
Monday, May 27, 2019
- Independence Day:
Thursday, July 4, 2019
- Labor Day:
Monday, September 2, 2019

EARN REWARDS FOR GETTING YOUR DIABETES SCREENINGS!

You can earn a reward for completing a few diabetes care screenings at your provider’s office.

A \$25 reward will be given after you have completed these three tests: A1C level, retinal eye exam, a nephropathy test (urine test for diabetes).

Go to your My CareSource account and click on MyHealth and then the Rewards tab. After your provider has notified CareSource that the tests are completed, your reward will be added to your account. You can redeem rewards for gift cards at popular retail stores.

High Blood Pressure: Are You at Risk?

There are usually no signs or symptoms for high blood pressure. In fact, it is often called the silent killer. That's why it is important to know if you are at risk.

Some risk factors include:

- **Age.** Blood pressure tends to rise as you get older. More than half of adults over 60 have high blood pressure.
- **Physical condition.** Being overweight as well as certain lifestyle habits can increase your risk.
- **Family history.** Your risk for high blood pressure may increase if others in your family have it.

The good news is that you can reduce your risk. Eat a healthy diet, maintain a healthy weight, don't smoke, and be physically active. All of these can help reduce your risk. Be sure to have your blood pressure checked regularly by a health care provider.

CARE MANAGERS OFFER HELP

Our Care Managers are here to help you coordinate all of your health care needs. There is no cost to you. Care Managers serve members with respect and compassion. We:

- work with your health care team to coordinate your care
- answer questions and help you learn more about your health and benefits
- help you understand your symptoms and medicines
- help you find local resources for things that affect your health like food and housing
- give you strategies you can use to live a better quality of life

Care Managers are always ready to lend a hand and offer one-on-one support. Learn more at **CareSource.com**.

REDUCE YOUR RISK FOR FALLS

The risk of falling tends to go up as you age. You can lower your chances by starting with:

- **Your physical condition.** Keep your body in good shape. Try some strength and balance activities such as lifting light weights and tai chi.
- **Your home environment.** Remove any hazards in your home like throw rugs and clutter. Install good lighting in each area of your home. Use railings and grab bars for safety.
- **Your medications.** Ask your doctor which ones may cause dizziness.

Learn more at www.ncoa.org/fallsprevention.

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 በቀንቋም እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር አባክምን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပါပြု သင်္ကြန်၏ အသံဖြင့် ကြိုကြွတ်ပေါ်ရုံ အသံဖြင့် ကြို ဝက်ဇ် ငြိမ်မူဝက်၍ ဝန်ဆောင်မှုကို သို့သို့ ဓာနိုရုံ။

CHINESE

如果您或者您在帮助的对 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-Servicenummer auf Ihrer Mitglieder-ID-Karte an

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તેમ iથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની મેળિનો અવિકર છે. તે ખર્ચ વિન તમ રી ભ ષ મ i પ્ર પ્ત કરી શક ર છે. દ ભ વપરો iત કરિ મ દે,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出来ます (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>.



See Better, Hear Better, Feel Better

As we grow older, it becomes even more important to pay attention to our body. According to the National Council on Aging, approximately 98% of older adults have at least one chronic health condition. Did you know that many of these conditions – such as heart disease and diabetes – are also connected with serious eye conditions or hearing loss? What's more, mature adults and diabetics are likely to have both hearing and vision loss.

When our vision and hearing health starts to fade, it can have a huge impact on our outlook on life. It can lead to feeling alone or make it hard to enjoy activities like reading.

They say, "You're only as old as you feel." So consider including routine vision exams and hearing screenings to stay sharp and healthy.

As a CareSource Medicare Advantage member, you have access to enhanced vision benefits powered by EyeMed. To find an in-network vision provider, use EyeMed's "Provider Locator" tool on the EyeMed member site at eyemedvisioncare.com/caresource. You also have hearing benefits through TruHearing. To get started using your benefits, call TruHearing at 1-855-205-5499 (TTY: 711) to find a network provider.

Source: <http://www.eyesiteonwellness.com/see-better-hear-better/>

MYSTRENGTH ADDS LGBTQ+ RESOURCES

MyStrength is an online wellness tool. It can help you strengthen your mind, body and spirit with self-help tools and wellness resources. MyStrength now contains content specific to the needs of the LGBTQ+ community, offering a safe, stigma-free support system.

Access myStrength online or on your mobile device at no cost to you. Visit mystrength.com/r/caresource to get started. Tap in to your strength today!

NEW YEAR, NEW START

Make 2019 your best year yet. The new year is a great time to pledge to add at least one healthy habit to your lifestyle. Eat right, get enough sleep, stay fit – even small steps can make a big difference. It all adds up!

Don't forget to schedule your annual wellness visit with your primary care provider. And you can complete a new Health Assessment each year to identify what you want to work on for the new year!

CARESOURCE AND MATRIX MEDICAL NETWORK PARTNERSHIP

Your health is important to you. It's important to CareSource too. CareSource is partnering with Matrix Medical Network (Matrix) to offer in-home health visits to help make sure you get the preventive care you need.*

Matrix has been helping people with their health for more than 15 years. They have completed more than 2 million home visits. More than 96% of individuals that have completed an in-home health visit report being satisfied with their visits. Here are some of the health screenings you may receive during your visit:

Test	Description
Eye Exam	Checks for early signs of glaucoma, cataracts and diabetic retinopathy.
A1C Blood Sugar Test	Checks your blood sugar levels for signs of diabetes.
Microalbumin Urine (MAU) Test	Measures the amount of protein in your urine to let you know if your kidneys are working correctly.
Fecal Immunochemical Test (FIT)	Screens for colon cancer.

This in-home health visit is available at no cost to you. We will share the results of your visit with you and your health care provider.

Matrix may be contacting you to discuss and schedule your in-home visit. In the meantime, if you have questions please call your CareSource Care Manager or Member Services.

**Other physicians/providers are available in our network.*

EASY WAYS TO ACCESS CARE

Your Primary Care Provider should be your first choice for routine care. Sometimes, you can't get in to see your provider quickly enough, or you need care in the evening or on the weekend when your PCP's office is closed.

Convenience Care Clinics offer you the same level of care as your PCP, at the same cost as a PCP visit. They are located inside your local grocery and drug stores, such as Kroger, Walgreens and CVS. They are normally staffed by Nurse Practitioners and are open in the evenings and on the weekends. You can find Convenience Care Clinics with our Find A Doctor online tool under "Clinics," or call Member Services to find a clinic near you.

The **CareSource24®** nurse advice line is available 24 hours a day, 7 days a week, 365 days a year.

A caring registered nurse will answer your questions. He or she can also help you decide what care you need. The number is on your member ID card.





ACCESS YOUR PLAN ONLINE OR ON THE GO

Your My CareSource® account and CareSource mobile app make it easy to manage your plan.

MY CARESOURCE MEMBER PORTAL

My CareSource is your personal online account. Use your My CareSource account to:

- Change your doctor
- Request a new ID card
- Review your benefits
- See claims
- And more!

Visit **MyCareSource.com** to sign up and set up your account.

CARESOURCE MOBILE APP

Manage your CareSource plan from wherever you are with the CareSource mobile app. The app lets you access your secure My CareSource account from your mobile device to:

- View your ID card
- Find a network provider
- Review your plan benefits
- Check your claims, copays, deductibles and balances
- Call CareSource24 and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

The CareSource mobile app is available for both iPhone® and Android® systems. Get it free through the App Store® or Google Play® by searching for CareSource.

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



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 – March 31 we are open the same hours, seven days a week.

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.

Call **1-844-607-2827**
(TTY: 1-800-750-0750 or 711)
for more information.



P.O. Box 8738
Dayton, OH 45401-8738

CareSource.com

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

CareSource24®
24-Hour Nurse Advice Line:
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Everything we do starts with you, our valued member! We've been working hard to enhance our website to make it easier for you to find what you need fast.

The redesign of **CareSource.com** offers quick and easy access to important information and resources for CareSource's plans and services. The website includes:

- **Easier navigation** – hover over our *Plans* or *Members* headings in the toolbar to get a drop down menu that quickly gets you to the information you need.
- **Simplified content** – information is written in a web friendly format that is clear, direct and easy to understand.
- **New look and feel** – simple and clean site design that lets you quickly and easily find information and resources tailored for your needs.

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