



SPRING 2019

MEMBER *Source*

A Newsletter for CareSource® Medicare Advantage Members

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8 | Get a Checkup Once a Year



Get Started Using Your Vision, Hearing and Fitness Benefits

It's easy to get started using the vision, hearing and fitness benefits included in your plan.

- 1. Vision Benefits** – If you are ready to use your vision benefits, you can find an in-network provider by using EyeMed's "Provider Locator" tool on the EyeMed member site at eyemedvisioncare.com/caresource or by calling 1-866-248-2011 (TTY: 711).
- 2. Hearing Benefits** – To start using your hearing benefits, contact TruHearing at 1-855-205-5499 (TTY: 711). You will be connected to a hearing specialist who will help you find an in-network provider and answer any questions you may have.
- 3. Fitness Benefits** – The Silver&Fit® Exercise & Healthy Aging program offers you access to

over 13,000 fitness centers and select YMCAs. If you prefer to exercise at home instead of 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. Visit SilverandFit.com or call 1-877-427-4788 (TTY: 711) for more information and to get started.

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.


CareSource®

Preventive Care in the Comfort of Your Own Home

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.* Now it's even easier to 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 health visits. More than 96% of people who 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 Member Services or your CareSource Care Manager.

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

Have You Been Vaccinated?

The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older get an annual flu vaccine. It normally takes two weeks after being vaccinated to be protected against the flu. Getting a flu vaccine each year is the best way to prevent getting sick with the flu and spreading it to others. Chances are you will avoid more serious illness if you get this protection. It's not too late to get your flu shot this season!

Visit your health care provider and get your flu vaccine today! Annual flu vaccines are a covered benefit for you as a CareSource member. They are available at **NO COST TO YOU**. If you have already had your flu vaccine, thank you!



Stay Up to Date

Find Current Plan Documents on Our Website

Make the most of your health care benefits. Find up-to-date copies of your health plan documents for 2019 at caresource.com/oh/plans/medicare/plan-documents.

Updated with you in mind

You're busy and we understand! So we recently updated our website to make it easier for you to find what you need fast. It now offers a new look and feel with simplified content and easier navigation. We hope you will use it often to find the information you need when you need it.

Mail-Order Drugs: Getting Started

Did you know you can have many of your Medicare Part D drugs shipped right to your home? Just use our mail-order option offered by CVS Caremark. It's quick and easy. There are no shipping costs if you use regular delivery.

To get started, submit your prescription to CVS Caremark. Your doctor can submit it by phone or fax or you can mail it with a completed mail-order form. Find out more details about how to use this safe and convenient option. Just visit our website at: caresource.com/oh/members/tools-resources/find-my-prescriptions/mail-order-drugs/medicare

Important Update to Your Prescription Drug Coverage

New laws went into effect January 1, 2019 for people on Medicare. If you have not filled a prescription for opioids in the past 90 days and get a new prescription for opioids, your new prescription will be limited to a 7-day supply.

If you already take opioid pain medications daily, these new laws will not affect you.

If you have questions about what these changes may mean for you, we can help. Call Member Services or your Care Manager.

Protect Yourself and Your Information

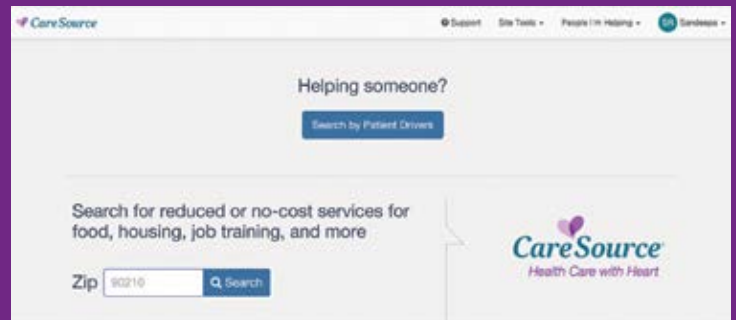
Health insurance fraud is a serious issue. One way that we can help combat it is to protect our personal information. If someone calls you advertising medications, and you were not expecting the call, it isn't safe to give out your information.

Recently, there have been a lot of ads on the internet and social media that promise pain relief without opioids. They are ads for products like pain creams. You should always take medical advice from your doctor – not the internet. These ads may also offer free prizes if you use their pharmacy or products. Clicking on these ads can lead to stolen information.

Always check the prescriber on your prescription. Be sure you know who it is. If you have concerns about a prescription you didn't expect, please contact us. Call Member Services and ask to report fraud.

Finding Help Just Got Easier

CareSource is excited to offer an interactive tool to help connect you to local resources! The MyResources Tool connects you with local low-cost and no cost programs and services for food, shelter, health care, work, financial support and more. Try it today by logging into your My CareSource account to access free tools and features!



Start Earning Rewards Today!

Did you know you can earn rewards with CareSource?

MyHealth Rewards

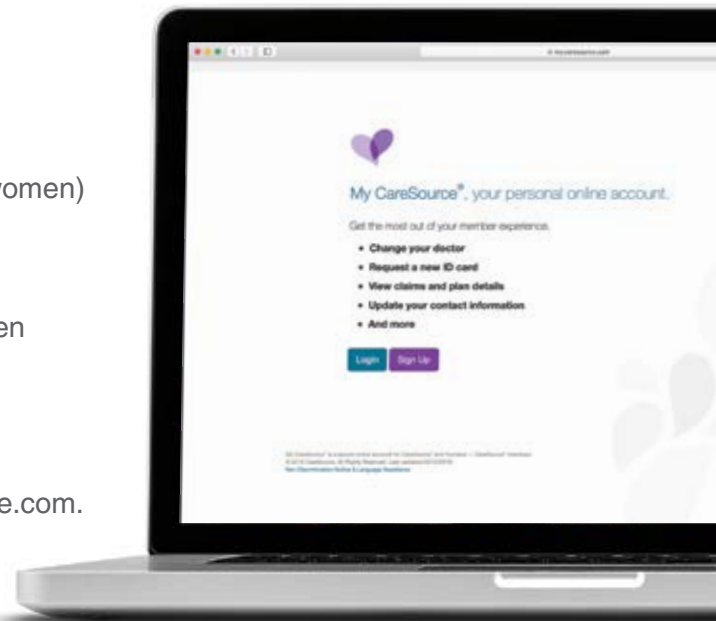
You can earn reward dollars in our **MyHealth Rewards** program for doing things like:

- Getting an annual exam,
- Completing preventive screenings, like mammograms (for women) or a colorectal cancer screening,
- Getting your annual flu shot, or
- Completing your annual diabetic screenings, if you have been diagnosed with diabetes.

To see the list of activities you can complete to earn rewards:

1. Go to your MyCareSource Member Portal at MyCareSource.com.
2. Click the Health link at the top of the home page.
3. Scroll to MyHealth and click the link to go to MyHealth.
4. Click the Reward link at the top of the MyHealth page to view the list of activities.

You can redeem your MyHealth Rewards for gift cards to a variety of retailers.



Health Care on Your Terms

What would you do if you were sick or hurt and unable to talk?
How could you be sure you would get the medical care you choose?

A health care advance directive is a form you fill out in case you become seriously ill. It lets your doctor and others know how you want to be treated if you are not able to speak for yourself. You sign it while you are still healthy and able to make such decisions.

Examples

- **Living Will** – This lets others know of your wishes.
- **Health Care Power of Attorney** – This lets you name a trusted loved one to make decisions for you.

It helps to plan ahead. Make sure your wishes are known.
Find out more on our website at: caresource.com/members/education/planning-ahead/advance-directive



Get Help Forming Healthy Habits to **Prevent Diabetes**

Simple changes in your daily life can prevent type 2 diabetes. Now you can get a lifestyle coach to help you lose weight, eat healthy and be more active. It's all part of the Medicare Diabetes Prevention Program, and it's available to you if you have Medicare.

The program includes a series of coaching sessions to help you develop healthy habits to reach your fitness and weight loss goals. You must meet weight and blood test requirements to be eligible. Contact your Care Manager or Member Services for more details.

If you don't have internet access, don't worry.

We can still help you. Call Member Services with your questions. Just dial **1-844-607-2827** (TTY: **1-800-750-0750** or **711**). 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.



Simple Lifestyle Changes Can Help Manage Your Blood Pressure

Uncontrolled high blood pressure raises your risk of heart disease and stroke. Your lifestyle plays a vital role in taking care of your blood pressure. Here are some tips:

- **Eat a healthy diet**
- **Limit sodium (salt) in your diet** – 1,500 mg a day or less is ideal for most adults.
- **Work out regularly** – about 30 minutes most days of the week.
- **Lose extra pounds**
- **Limit the amount of alcohol you drink** – one drink a day for women, or two a day for men.
- **Make a plan to quit smoking**
- **Cut back on caffeine**
- **Lower your stress** – Make time to relax. Take time each day to sit quietly and breathe deeply.
- **Medications.** Understand each of the medications you take. Take all of your medications exactly as your health care provider says.
- **Check your blood pressure at home and see your health care provider regularly** – Home checking can help you keep tabs on your blood pressure, make certain your lifestyle changes are working, and alert you and your health care provider to potential health problems.

Talk to your health care provider about checking your blood pressure at home.

Reference: Mayo Clinic

Do You Have Diabetes? Know Your Blood Glucose Levels

When you have diabetes, self testing your blood glucose (sugar) at home is a vital tool in taking charge of your treatment plan. Checking your blood sugar will help you identify levels that are high or low. It will also help you determine how diet and exercise affect blood sugar levels. Your health care provider will tell you how often you should check your blood sugar level. He or she will also set target ranges for you.

Your health care provider may also recommend you get an A1C test. A1C (HbA1C) is a blood test. It shows your average blood sugar levels over the past 2-3 months. It provides a useful gauge of diabetes control. For most adults with diabetes, an A1C level of 7 percent or less is a common treatment target. Lower or higher targets may be appropriate for some individuals. If your A1C level is above your target, your health care provider may recommend a change in your diabetes treatment plan.

If you have been diagnosed with diabetes, you can earn a reward for completing your HbA1c blood test, urine test and diabetic eye exam. To see if you're eligible, log into your account at [MyCareSource.com](https://www.mycaresource.com). Click on "Health," then click on "MyHealth." From there, click on "Rewards" to see all eligible rewards.

Reference: Mayo Clinic

Remember to Schedule Your ANNUAL WELLNESS VISIT

If you are new to Medicare, be sure to schedule your “Welcome to Medicare” preventive visit. You can only get this visit within the first 12 months of having Medicare Part B.

If you have had Medicare Part B for longer than 12 months, Medicare covers a wellness visit each year to discuss your plan of preventive care in the coming year. This visit is important for your health and wellness. It gives you time to form a trusting bond with your health care provider and to set goals for your health.

During this visit, your health care provider will:

- Update the health assessment you completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your list of current medical providers and suppliers
- Screen for cognitive, or mental, issues
- Update your written screening schedule from previous wellness visits
- Update your list of risk factors and conditions and the care you are receiving or that is recommended
- Provide health advice and referrals, to health education or preventive counseling services or programs

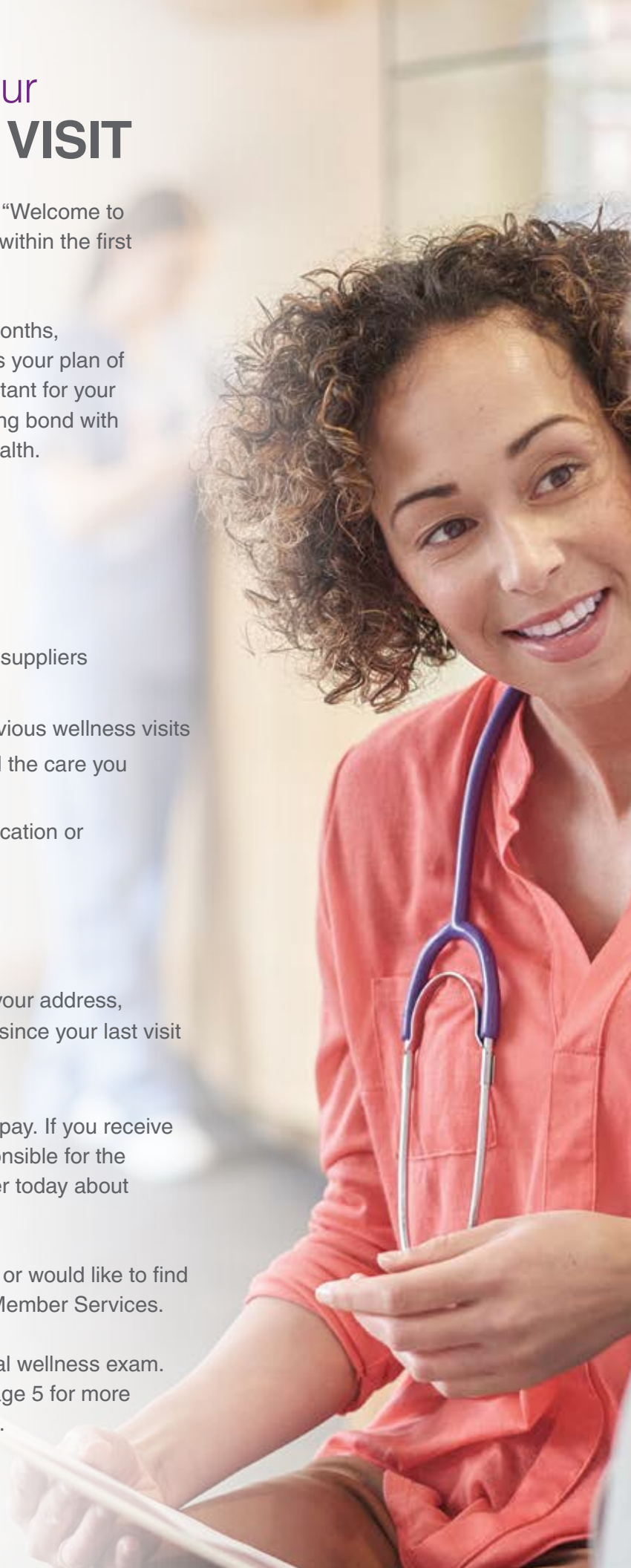
To get ready for your annual wellness visit:

- Make a list of all the medicines you take
- Fill out forms in advance if you can, especially if your address, phone number or other information has changed since your last visit
- Write down any questions or concerns

These visits are fully covered by your plan with \$0 copay. If you receive any extra services during this visit, you may be responsible for the additional charges. Talk with your health care provider today about scheduling your wellness visit.

If you need help contacting your health care provider or would like to find a new health care provider in your area, please call Member Services.

You can earn a \$10 reward for completing your annual wellness exam. See the “Start Earning Rewards Today!” article on page 5 for more information about how to get started earning rewards.





Here's to a **Healthy 2019!**

We are always looking for better ways to lead a healthier and safer lifestyle. Completing your Health Risk Assessment (HRA) is a great way to get started. Once you've completed the HRA and thought about the lifestyle changes you'd like to make you can explore the MyHealth portal linked from MyCareSource.com to see all the free online wellness programs CareSource offers its members.

The HRA can be completed in one of several ways:

- Online through the My CareSource Member Portal at **MyCareSource.com**
- Over the phone by calling Member Services at **1-844-607-2827** (TTY: **1-800-750-0750** or **711**)
- By paper copy by contacting Member Services to request a copy be mailed to you.

Why not start today on a path to a healthier life?

Need Help From a Care Manager?

Our Care Managers are here to help you coordinate all of your health care needs. They are always ready to lend a hand and offer one on one support.

If you need to reach a Care Manager, call **1 844 679 7867**. If you leave a message, we will call you back. Or, you can send an email to MAcasemanagement@caresource.com.

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.

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>.

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 ညွှန်ကြားမှု အသံဖြင့် ဖြိုကြက်ပေါ်ရှိ အသံဖြင့် ဖြို ဝက်စ ငြိမ်သက်သော နံရံတံဆိပ်သို့ ခေါ်ဆိုပါ။

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 થી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્તી મેળિનો અવિકર છે. તે અર્થ વિન તમ રી ભ પ મ i પ્ર ન કરી શક ર છે. દ ભ વપરો નિ 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 griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstubleift 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.



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**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

IMPORTANT PLAN INFORMATION

Is it **SAD**?

Did you know that the cold, dark winter months can trigger depression? Seasonal Affective Disorder (SAD) is a type of depression. It comes and goes with the seasons. It usually occurs in the winter when the days are shorter.

Do you think you might have SAD? Talk to your doctor. Together, you can figure out if your blues are just a passing mood or something more serious. If you have a Care Manager, he or she can assist you with finding a provider who can help you.

If you do have SAD, you are not alone. Treatment is available, and we are here to help. We offer resources on myStrength, our online wellness tool. It can help you strengthen your mind, body and spirit. You can find self-help tools and wellness resources that fit your needs.

Access myStrength online or on your mobile device at no cost to you.

Visit www.mystrength.com/r/caresource to get started.