



SUMMER 2019

MEMBER *Source*

A Newsletter for CareSource® Medicare Advantage Members



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New Medicare ID Cards Are Here

By now you should have received your new Medicare card from the Centers for Medicare and Medicaid Services (CMS). Your new card has a unique Medicare ID number that does not use your Social Security number. This helps protect you against fraud and identity theft.

If you haven't received your card:

- Check for any unopened mail you might have missed! Your new Medicare card came in a plain white envelope from the Department of Health and Human Services.
- You can always get your Medicare number or print your official card out by visiting [MyMedicare.gov](https://www.mymedicare.gov).
- Your mailing address or other information may need to be corrected. Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. 1-800- MEDICARE hours: 24 hours a day, 7 days a week.

Watch for scams

Beware of anyone who contacts you about your new Medicare card. Medicare will never call you and ask you to give personal or private information to get your new Medicare number and card. If someone asks you for your information, for money, or threatens to cancel your health benefits if you don't share personal information, hang up and call 1-800-MEDICARE (1-800-633-4227). 1-800-MEDICARE hours: 24 hours a day, 7 days a week.

You will need to securely and safely destroy your old Medicare card. Keep your new card in a safe place. Be sure to keep your CareSource member ID card. Your CareSource member ID number has not changed. You will continue to use your CareSource member ID card when you visit your doctor, pharmacy and other providers.





Medication Synchronization: Fewer Trips to the Pharmacy

Medication Synchronization is a service some pharmacies offer to line up refill dates for your long-term medications. Taking part in this program may result in fewer trips to the pharmacy, which saves you time and money spent on transportation. This may also help you remember to refill your medications on time by letting you pick up most of them on the same day each month.

Here are a few important things to know about Medication Synchronization:

- Medication Synchronization is for chronic, long-term medications.
- Antibiotics, controlled substances, compounded products, and pre-packaged drugs are usually not included.
- If your plan requires a copay for prescriptions, the cost will be based on the number of days being filled early (Note: not all CareSource plans or medications require a copay).

If you think Medication Synchronization is right for you, please ask your pharmacy if they offer this service.



Seeing and Hearing is Believing.

These Benefits Will Put Some Pep in Your Step!

Go ahead and set your worries aside. It's easier than you think to get started using the vision, hearing and fitness benefits included in your plan. Here's how to get the most out of your coverage.

- 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.

CareSource24® Nurse Advice Line

**We care about your health
and want to help!**

- Should you go to urgent care or the emergency room?
- Should you use ice or heat on an injury?
- Can your head cold be treated at home or is it something more?

Our registered nurses are available 24 hours a day, 7 days a week to answer your health related questions. Call the CareSource24 Nurse Advice Line number on the back of your member ID card any time.

Colorectal Cancer – Prevention Is Key

Colorectal cancer is the second leading cause of death from cancer in the U.S. It is a disease in which cancer cells form in the tissues of the colon or the rectum. You can lower your chances of getting colorectal cancer by eating nutrient-dense, fiber-rich foods such as leafy greens, whole grains, and fruits. You should also exercise for 30 minutes each day. Finding colorectal cancer early can make it easier to treat. Talk to your health care provider about early screening.

For more information, visit **CareSource.com** **3**

Medications and High Blood Pressure

Lifestyle changes, like eating a heart-healthy diet and being physically active every day, may be enough to reach your blood pressure target. However, sometimes taking medications may be needed. Always take your medication the way your health care provider tells you. That way, your blood pressure will go down where it belongs!

Medication Checkup

At least once a year, you should review and talk about all of the medications with your health care provider or pharmacist. This includes prescription and over-the-counter medications, like cold and flu remedies, herbal products, natural supplements and vitamins. Take a list of your medications to each health care provider's appointment.

Your health care provider will help you understand why you take the medication, the desired effect of the medication and possible side effects. They will also explain how to take the medication, what

you can expect while you're taking it, and any warnings about the medication.

Your health care provider and your pharmacist are your best sources of information. Don't hesitate to ask them questions about your medications or express any concerns about side effects you may be experiencing. Don't stop your prescribed medication without first discussing with your health care professional.

Always be sure you get a written summary of the discussion, including an action plan that recommends what you can do to manage your medications.

If you are prescribed blood pressure medications, you should have regular tests to make sure the medications are working properly. Talk to your health care provider about any needed tests.

Source: American Heart Association

When Do I Need a Prior Authorization?

Some kinds of care need our approval ahead of time. We call this a Prior Authorization. It is to ensure that your care is medically necessary and is right for you. Some medications may also need our Prior Authorization. Your provider should work with CareSource to make sure any Prior Authorizations needed are approved by us before you get care.

Examples of services that may need a prior authorization are:

- Inpatient hospital stay
- Outpatient surgery
- Infusion medications

Ask your provider if your new service or medication needs a Prior Authorization. You can also find a list of services that require prior authorization with your plan documents on **CareSource.com/MyCare**.



Hepatitis A Outbreak

What You Should Know

There is a Hepatitis A outbreak in Ohio. Hepatitis A, also known as Hep A, is a liver infection caused by the Hep A virus. It is highly contagious among people who aren't vaccinated. The illness can cause fever, nausea or throwing up, dark urine, fatigue, loss of appetite, stomach pain, or yellowing of skin or eyes. While many of these symptoms are similar to food poisoning, Hepatitis A symptoms can be more severe. Symptoms frequently require hospitalization and can make you sick for up to six months.

How is it Spread?

It can spread from person-to-person contact or from contact with infected objects, such as needles, food or drinks. For this outbreak, it is spreading among people using drugs, having sex and living close together.

Who Should Get Vaccinated?

Anyone can get Hep A. Some people at greater risk are those who:

- Are homeless
- Are or were in jail or prison
- Use drugs
- Have Hepatitis C or other serious liver problems
- Have sex with an infected person

Can Hep A be Prevented?

Yes! The best way is to get vaccinated. Doctors recommend the vaccination for all children and people with certain risk factors and medical conditions. It is safe and effective and given as two shots, at least 6 months apart. **The vaccination is a CareSource covered benefit. This means there's no cost to you.** You can get vaccinated at your doctor's office, an urgent care, a pharmacy health clinic or local health department.

Also, practice good hygiene. Wash your hands often with soap and warm water especially after using the bathroom, changing a diaper, and before preparing food or eating.

To learn more about Hepatitis A, talk to your doctor or visit www.odh.ohio.gov/hepa or www.cdc.gov/hepatitis/hav/index.htm.



Diabetes and Eye Care

People with diabetes have a higher risk of getting eye problems than those without diabetes. Follow these steps to help keep you and your eyes healthy.

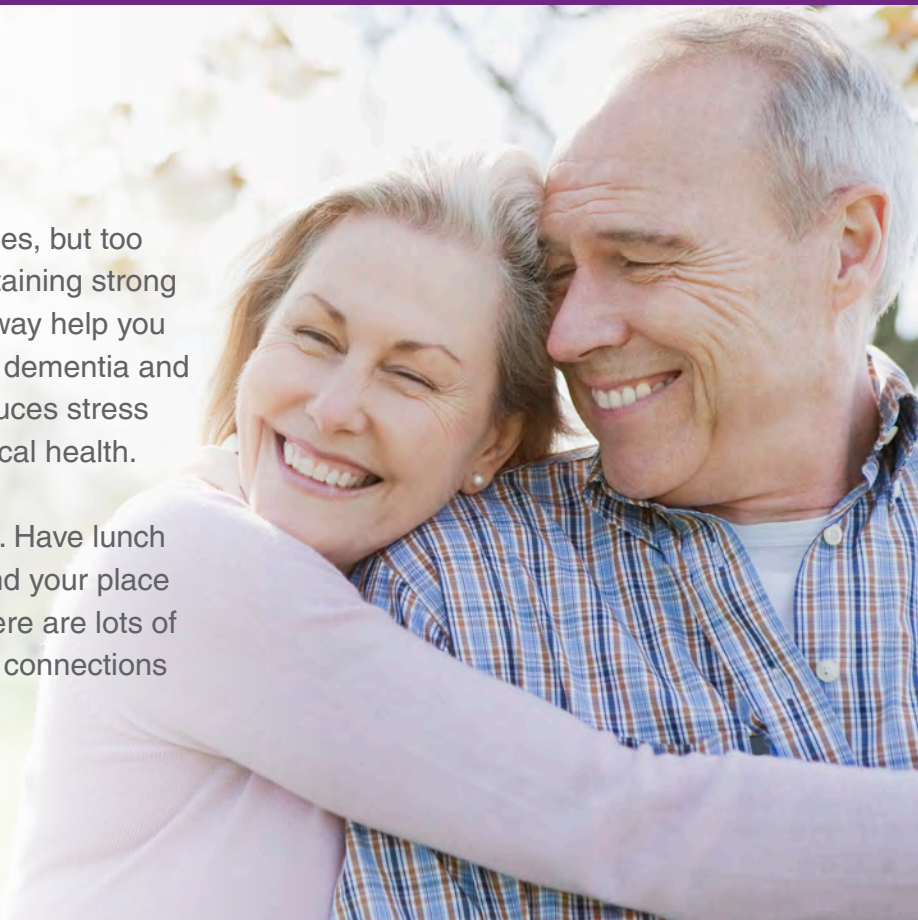
- Keep blood sugar levels under tight control.
- Keep high blood pressure under control. High blood pressure can make eye problems worse.
- Quit smoking.
- See an eye care professional at least once a year for a dilated eye exam. Having your regular doctor look at your eyes is not enough. Nor is having your eyeglass prescription tested by an optician. Only optometrists and ophthalmologists can detect the signs of retinopathy. Only ophthalmologists can treat retinopathy.
- See your eye care professional if:
 - » Your vision becomes blurry
 - » You have trouble reading signs or books
 - » You see double
 - » One or both of your eyes hurt
 - » Your eyes get red and stay that way
 - » You feel pressure in your eye
 - » You see spots or floaters
 - » Straight lines do not look straight
 - » You can't see things at the side as well as you used to

Source: American Diabetes Association

Stay Connected

As we age, it is common to feel lonely at times, but too much loneliness can affect our health. Maintaining strong social ties to family and friends is a proven way help you stay happy and healthy. It can help stave off dementia and depression. The emotional support also reduces stress which helps maintain your mental and physical health.

So reach out and stay in touch. Call a friend. Have lunch with a family member. Visit a neighbor. Attend your place of worship. Volunteer in your community. There are lots of ways to get involved. As we get older, these connections with others are more important than ever.



Review Your **Explanation of Benefits Statement**

CareSource sends Explanation of Benefits (EOB) statements to some member households. An EOB outlines the claims we've received for you or your family. This helps us watch for potential fraud, waste or abuse. **This statement is not a bill.** If you receive an EOB, please help us out. You can check for these three things:

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

Checking these things, will help ensure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know. You can:

- Call **1-844-607-2827** (TTY: 1-800-750-0750 or 771). Choose the menu option to report fraud
- Write us a letter or fill out our confidential reporting form located on **CareSource.com**.

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 do not mind giving us your name, you can:

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

If you do not give us 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.**



Women's Health

Taking care of yourself is important. Preventive care can find problems early when they are easier to treat. Be sure to talk to your health care provider about breast cancer screenings and services. Breast cancer screenings include:

Clinical Breast Exam - This is an exam by a health care provider who uses his/her hands to feel for lumps or other breast changes.

Breast Self-Exam - This is done by a person on his/her own breast so that he/she is familiar with how the breast looks and feels. This can help one notice symptoms that may be of concern such as lumps, pain or changes in size.

Mammogram - This is an X-ray of the breast that can detect breast cancer early, when it is easier to treat and before it's large enough to feel or cause symptoms. A mammogram is the best way to find breast cancer for most women.

Breast Magnetic Resonance Imaging (MRI) -

A breast MRI uses radio waves and magnets to take pictures of the breast. It's used with the mammogram to screen women who are at high risk for getting breast cancer.

As a CareSource member, you may be eligible to earn reward dollars for getting a Mammogram. To see if you're eligible, log into your **My.CareSource.com** account. Click on "Health," then click on "MyHealth." From there, click on "Rewards" to see all eligible rewards.

Source: Centers for Disease Control and Prevention



Want to Receive Information from CareSource by Email or Text? Make the change. It's easy!

Create or update your My CareSource account:

1. Log in or sign up at **MyCareSource.com**
2. Click on the Preferences tab
3. Enter your email address and/or mobile number
4. Click Save

My CareSource also allows you to get the most from your member experience. You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Update your contact information
- And more



How to Get the Most out of Your Asthma Medication

Asthma medications do not cure asthma, but they can help your symptoms. The most important thing is to take your medication(s) exactly as your health care provider told you to take them. That means, taking the right medication at the right time and with the proper technique.

Set up a system that will work best for you and the people who help care for you:

- Make a medication chart showing what you take and when
- Ask a friend or family member to help you set up a “system”
- Try taking your medication with your routine habits, such as before or after certain meals or when you brush your teeth in the morning or evening
- Set an alarm
- Use a weekly pill box that has sections for each day and different times of the day

If you are having asthma symptoms, are not sure if you are taking your medication the right way, or if you are having bothersome side effects, talk to your health care provider. They can help make sure you know the right way to take the medications. Or they may want to change the medications you are taking.

Source: American Lung Association

CareSource is an HMO with a Medicare contract. Enrollment in CareSource depends on contract renewal.

For more information, visit **CareSource.com** 9



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، رُجى 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 እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြုပြင်သင်္ကြန်၏ အသံဖြင့် ကြိုကြိုကြေငြာရန် အသံဖြင့် ကြို ဝက်ငါး ငါးကြိမ်မှတ်တမ်းတင်သည့် ဓာတ်ပုံပါ။

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 મહત્વની મેળિનિનો અવકાશ છે. તે ખર્ચ વિન તમ રી ભ ધ મ i પ્ર ન્ત 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 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

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



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Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

IMPORTANT PLAN INFORMATION

Ten Small Ways to Get Big Stress Relief

We all have stress. It is just a part of life. Too much stress, however, is bad for your health. The trick is to learn how to manage it in healthy ways.

There are good and bad ways to deal with stress. Bad ones include smoking, overeating, and using drugs or alcohol. They may temporarily reduce stress, but they cause more damage in the long run. Try some of these good ways until you find the ones that work best for you.

1. Breathe deeply.
2. Exercise.
3. Get enough sleep.
4. Go for a walk.
5. Write in a journal.
6. Call a good friend.
7. Pare down your to-do list.
8. Take a long bath.
9. Listen to music.
10. Play with a pet.

