



SPRING 2020

# MEMBER *Source*

A Newsletter for CareSource® Members

## NEW!

## MYidealDOCTOR® is ready to help any time!

Gathering indoors with large groups is a great way to socialize, but also a great way to spread germs. If you catch a bug, or have another non-emergency medical issue but can't get out to your primary care provider (PCP), call MYidealDOCTOR any time day or night, 365 days a year.

You can call from work or home. Consult with a doctor in minutes. If needed, a prescription can be sent to the network pharmacy of your choice.

MYidealDOCTOR treats many conditions over the phone or computer, such as:

- coughs/colds/flu
- allergies/sinus
- minor injuries
- minor infections
- sore throat/fever
- rashes
- and more

Feel better faster, with MYidealDOCTOR! Use the CareSource App to connect, call 1-855-879-4332, or visit MYidealDOCTOR.com.

*MYidealDOCTOR should NOT be used for: trauma, chest pain, shortness of breath, bleeding, or prescribing Drug Enforcement Agency (DEA) controlled substances.*



  
**CareSource®**



# Seven Steps to Stay Healthy with a Chronic Disease

**1. Stop smoking:** Talk to your PCP about your options to lower your risk of serious health problems.

**3. Get active:** Take a brisk walk for at least 30 minutes a day.

**2. Start healthy eating habits:** Eat a, well-balanced diet of fruits, veggies, whole grains, lean meats, and low-fat dairy products.

**4. Sleep:** Aim to get at least seven hours of sleep each night.



## Your Options for Care

While the emergency room is a must for serious emergencies such as heart attacks, stroke, trouble breathing, and more, it's important to be aware, and take advantage, of the other options available to you to ensure you receive the right care at the right cost for your conditions.



Option:	Availability:	Best for:
<b>CareSource24®</b>	24 hours a day, 365 days a year	Next step advice
<b>MYidealDOCTOR®</b>	24/7/365	Rashes, allergies, coughs
<b>Primary Care Provider (PCP)</b>	Business hours	Routine care, illnesses, advice
<b>Convenience Care Clinic</b>	Store hours	Sinus, colds, shots
<b>Urgent Care</b>	Some open 24/7/365	Illnesses, breaks, wounds
<b>Emergency Rooms</b>	24/7/365	Heart attack, stroke, trouble breathing





## What are Statins?

Statins (atorvastatin, lovastatin, pravastatin, and simvastatin) lower cholesterol by blocking how much cholesterol your body makes. This prevents cholesterol from building up in arteries and causing problems.

**5. Limit alcohol intake:** For women - one drink per day. For men - up to two drinks per day.

**7. Get your numbers in check:** Knowing your Body Mass Index (BMI), A1C, cholesterol and blood pressure are important to your health. Discuss with your PCP how to lower your risk for heart disease and stroke.

## 6. Complete your Preventive Screenings:

Get regular preventive health screens, like having a mammogram, colorectal screening, prostate screening and cervical cancer screening.



**FACT:** Members with a chronic disease have a higher risk of getting the flu. Stay up to date and get your flu shot today!

## Helpful Tips for Your Asthma Triggers

Here are a few tips to help control springtime asthma or COPD triggers, like pollen, air pollution and temperature changes:

- Know the pollen count. Check your local weather forecast or the National Allergy Bureau website to get daily pollen and mold counts. Stay indoors during high counts.
- Use your preventive or controller medications as prescribed, even if you are feeling well. If you have quick-relief medicine, keep it nearby in case of a flare-up.
- Use a peak flow meter.
- Make a written Asthma Action Plan.

Talk with your primary care provider (PCP) if you begin having trouble controlling your asthma or allergy symptoms. Your PCP can help you recognize what makes your asthma worse, and help find solutions to reduce and avoid asthma triggers.



# Are You at Risk for Prediabetes?



**One** out of every **three** adults in the United States has prediabetes.

Prediabetes means your blood glucose (sugar) levels are higher than normal but not high enough to be diagnosed as diabetes. People with prediabetes have up to a 50 percent chance of having diabetes in the next 5-10 years.



## A1C Test Results

A1C Level

Diagnosis

Below **5.7** percent

**Normal**

**5.7** to **6.4** percent

**Prediabetes**

**6.5** percent or above

**Diabetes**



Ask your health care provider if you should be tested for prediabetes. One test for prediabetes is the Hemoglobin A1C test. It shows your average blood sugar level for the past 2-3 months. If the results are normal, you should be retested at least every three years.



Lifestyle changes can help you be your healthiest best. Consider eating healthier foods and being active for 30 minutes or more on most days.

Source: National Institute of Diabetes and Digestive and Kidney Diseases



## Four Ways to Report Fraud Waste & Abuse

To anonymously report any Fraud, Waste and Abuse cases:

- 1 Call **1-844-607-2827** (TTY: **1-800-750-0750** or **711**) and follow the steps to report fraud.
- 2 Write to us. You can fill out the Fraud, Waste and Abuse Reporting Form found at **CareSource.com/members/tools-resources/fraud-waste-abuse/**. You can also send a letter to us at:

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

Other ways to report that are not anonymous include:

- 3 Fax us at **1-800-418-0248**
- 4 Email a message to **fraud@CareSource.com**

Go to **CareSource.com** to learn about what types of activities are considered Fraud, Waste and Abuse.





# Use myStrength to **FINALLY KICK SMOKING!**

Cigarette smoking is the leading cause of avoidable deaths in the U.S. Vaping and e-cigarette use has quickly increased among youth. Nearly seven out of ten smokers want to break the habit but do not know how to start. CareSource and myStrength can help you become smoke-free.

Log onto your My CareSource account and click on the link for myStrength. You will have access to proven methods to help overcome your addiction with cigarettes and e-cigarettes. Think about how freeing it would be to finally become a non-smoker!

## Ready to start using myStrength?

1. Visit [bh.mystrength.com/CareSource](http://bh.mystrength.com/CareSource) and click “Sign-Up.”
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile! Download the myStrength app for iOS and Android phones at [mystrength.com/mobile](http://mystrength.com/mobile) and SIGN IN using your login email and password.

## Healthy Habits to Add to Your Daily Routine

Getting more activity in your life can seem hard. Here are some easy ways to add more physical activity to your daily life:

### Find 10 minutes.

10 minutes here and there goes a long way. Try parking in the farthest spot from where you are going. Try taking the elevator only after you have taken the stairs as far as you can go. Think of ways to get in more activity as you go about your daily life.



### Make it a family affair.

Get your family moving with you! Run around the yard, dance around the house, vacuum or dust to music – just get moving!




Most importantly, think progress, not perfection. Changing your lifestyle is not all-or-nothing. It is about making healthier decisions each day, and starting again when you get off track.


Source: [health.gov](http://health.gov)


# Your Health Plan at **Your Fingertips!**


Download the CareSource mobile app today from Apple's App Store® or from Google Play®! Accessing your CareSource plan and benefits is easier than ever.


 Download and show your digital ID card


 Call Member Services with a touch


 Call the CareSource24® Nurse Advice Line and speak with a registered nurse 24/7/365

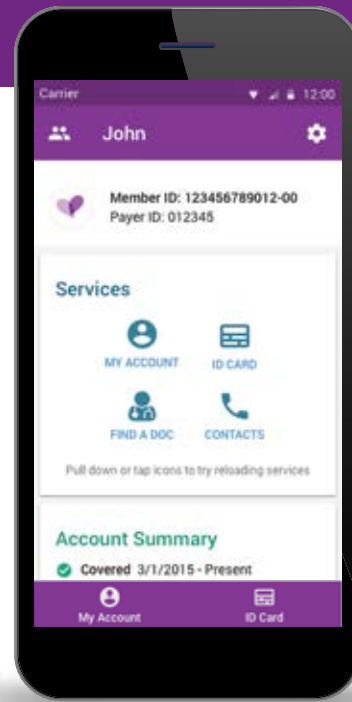
 Connect with MYidealDOCTOR®, your telemedicine provider

 Find a doctor, hospital, clinic, or urgent care near you

 Check your copays, deductibles, and balances (if applicable)

 View your claims

 Pay your premium



## And More!

**Download the app and check it out now.**



## Start Today on a Path to a **Healthier Life**

It's easy! Complete your Health Need Assessment (HNA) to find ways to lead a healthier and safer lifestyle.

You can complete the HNA online. Create or log into your account at **MyCareSource.com**. Click the **Health** tab and take the HNA in the "Assessment" section.

**Take the HNA in one of these ways**

- ① **Online** – Go to **MyCareSource.com**. Create or log into your account.
- ② **Phone** – Call Member Services **1-844-607-2827** (TTY: 711).
- ③ **Mail** – Return the copy included in your new member kit.



# What is Health Care Quality?

Quality is a word you often hear when people talk about health care. But, what does 'quality' health care really mean? Quality is how good something is considered. High quality in health care means CareSource always wants to be sure that you:



1 Get the right care



2 At the right time



3 From the right medical expert.

CareSource employs people to ensure that your doctors, nurses and hospitals give you the best quality care available!



**CareSource24®**  
Nurse Advice Line

Our staff of knowledgeable, caring Registered Nurses are here 24/7 to talk to you and offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or ER is necessary.

Call **1-866-206-0569**.

## Fun Flu Shot Facts

**Did You Know:** The sooner you get a flu shot the sooner you are protected? It can take two weeks for full effect. Ask your doctor or pharmacist when flu shots will be available.





## It's a new year!

Have you scheduled your  
FREE Annual Wellness Visit?

Don't forget to see your primary care provider (PCP) at least once every 12 months. During this visit, your PCP will review your personal and family health history, your current medications, health concerns or changes since last visit and health screenings you should complete.

Not sure if you have a provider? Call Member Services at **1-844-607-2827** (TTY: **1-800-750-0750** or **711**).



No 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.



## Don't Miss This or Your Next Dose

Long-term medications, like those for high blood pressure or diabetes, keep you healthy. CareSource wants to make refilling them easier.

### Helpful ways to remember to refill your drugs:



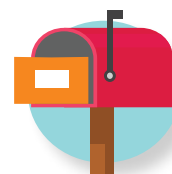
Refill reminders from your pharmacy. Some pharmacies will **call or text you**.



Set up **automatic refills** for your drugs. Ask your pharmacy to set this up.



Have your pharmacy **synchronize your long-term medications**. You won't have to visit them as often.



Sign up for **mail order** or **90-day supplies**. Check your Member Handbook to see if you are eligible.

Don't forget to talk to your doctor and pharmacist often. They can answer your questions, explain if you miss a dose, and how to manage side effects.







## Pharmacy Updates

CareSource has a searchable drug list on our website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under Member Tools & Resources. Updates can be found in this section as well. If you don't have access to the internet, you can call Member Services at **1-844-607-2827** (TTY: **1-800-750-0750** or **711**).



## Drug Take Back Day

Prescription drugs can help you with an illness or can stabilize a health emergency. But drugs that have expired, are misused or get into the wrong hands can lead to harm or death.

Don't keep unused medications in your home. National Drug Take Back Day is **April 25**. To find drug collection sites, visit [takebackday.dea.gov](http://takebackday.dea.gov). These locations can dispose of your medications safely.

## Three ways To pay your monthly premium payments



### Online

You can set up automatic monthly payments or make a one-time payment online through your **My CareSource®** account. Log in at **My.CareSource.com**.

Choose the **Pay Bill** option. Select **Make a Payment** for a one-time payment, or **Manage Automatic Payments** to set up your monthly recurring payment.



### By Phone

Call Member Services at **1-844-607-2827** (TTY: **1-800-750-0750** or **711**) and select the **Make a Payment** option, or let the CareSource representative know that you would like to make a payment.



### By mail

Detach the bottom portion of your invoice and write in the amount of your check or money order. Include the slip on the bottom of your invoice with your check or money order. Write your CareSource member ID number on the memo line of your check or money order. Be sure our address shows through the window

\*Online & Phone payments can be made by credit card, debit card or bank account

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

#### ARABIC

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

#### AMHARIC

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

#### BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြောဆိုသည့် ကြိုကြိုကြို အသိပြု၍ ဤကြိုကြိုကြို အသိပြု၍ ဤ ဝက်ဘ်ဆိုက်တွင် ရရှိနိုင်သည့် အချက်အလက်များကို ကြည့်ရှုပါ။

#### 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 iથી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની મેળિતિનો અધિકાર છે. તે અર્થ વિન તમ રી ભ ષ મ i પ્ર પત કરી શક ર છે. ઇ ભ વપરો i ત 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 दुभाषिण 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>.



PO 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:

**1-866-206-0554**

(TTY: 1-800-750-0750 or 711)

**Join Us**



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

## National Day Calendar

### March

Colorectal Cancer Awareness Month

National Nutrition Month

March 6, 2020

March 8, 2020

March 30, 2020

National Dentist Day

International Women's Day

World Bipolar Day

### April

Autism Awareness Month

Sexual Assault Awareness  
Month (SAAM)

April 7, 2020

April 9, 2020

April 14, 2020

World Health Day

National Alcohol  
Screening Day

International Moment  
of Laughter Day