

WINTER 2018

MEMBERSource

A Newsletter for CareSource Members

IN THIS ISSUE:

- 5 Manage Your Blood Sugar Through the Holidays
- 7 Healthy Habits for Chronic Condition
- 8 Care for Moms and Babies
- 9 JobConnect Member Moments



EASY WAYS TO ACCESS CARE

Your Primary Medical Provider (PMP) 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 PMP's office is closed.

Convenience Care Clinics and MYidealDOCTOR offer you the same level of care as your PMP, at the same cost as a PMP visit:

Convenience Care Clinics 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.

MYidealDOCTOR gives you access to board-certified providers day or night, 24/7. Telemedicine may sound intimidating, but it is easy to use, and you can normally talk to a doctor within 15 minutes. With flu season upon us, calling MYidealDOCTOR at 1-855-879-4332 or visiting MYidealDOCTOR.com may be the best way to get treated without exposing others to your illness, or dragging your loved ones to a waiting room full of sick people.

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.

NEW AND IMPROVED CARESOURCE.COM

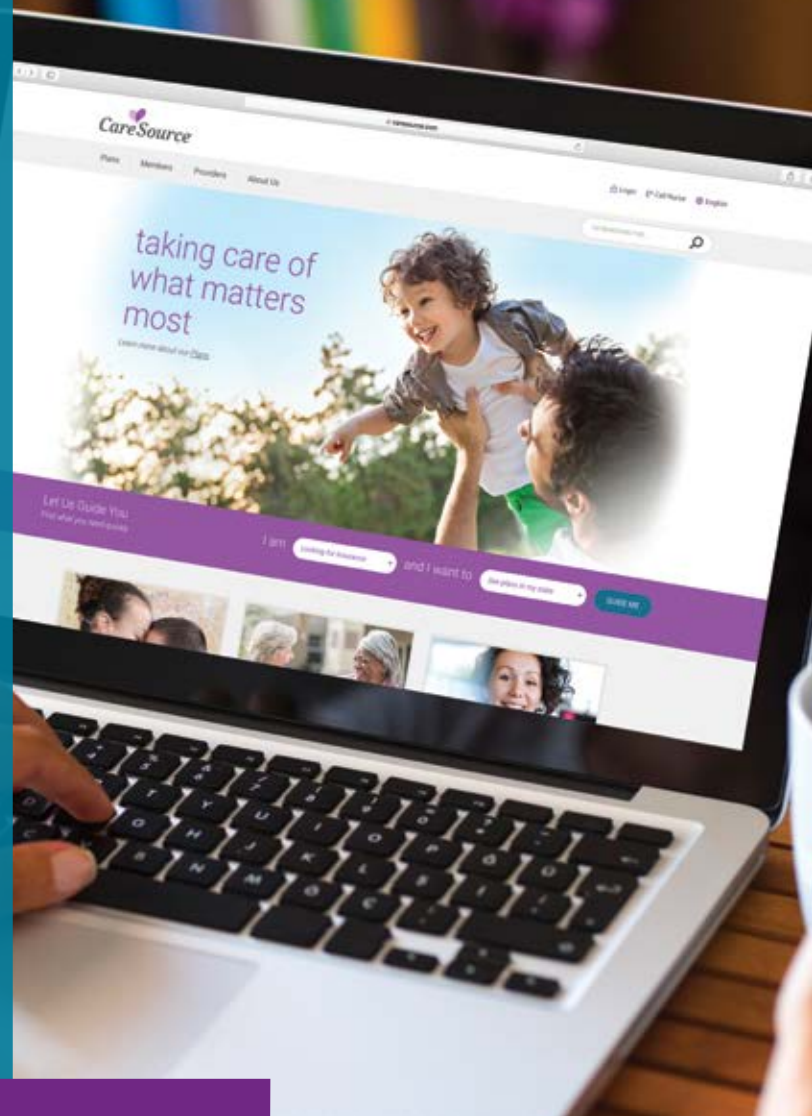
Redesigned with you in mind

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.

Check out **CareSource.com** today.



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.

If you want to continue to receive paper Explanation of Benefits (EOBs) through the mail, please call Member Services.

Note: An EOB is not a bill. It's a statement of the services you have received, what CareSource has paid and what you may owe, if anything.



Access to Your Plan Online or On the Go

The My CareSource member portal and CareSource mobile app help make it easy to manage your plan.

My CareSource Member Portal

My CareSource® is your personal online account on our member portal. 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 our 24-Hour Nurse Advice Line 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.

CANCER SCREENINGS CAN SAVE LIVES

Finding cancer early means it's more treatable. It is important you are getting 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)
- And more

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

Earn rewards for getting your diabetes screenings!

Go to My CareSource 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.

EXPRESS BANKING® FROM FIFTH THIRD BANK

CareSource and Fifth Third Bank have teamed up to offer our members Express Banking®. This bank account gives you a debit card for bill paying and purchases, no monthly service fee, no overdraft fees, and no balance requirement. For more details, go to www.53.com/CareSource.



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.



KNOW THE FACTS: HIV/AIDS AND HEPATITIS C

Millions of people are affected by human immunodeficiency virus (HIV) and Hepatitis C. Learning about these diseases is an important first step in preventing and treating them.

HIV harms your immune system. It kills the white blood cells that fight infection. Acquired immunodeficiency syndrome (AIDS) is the final stage of infection with HIV. Not everyone with HIV ends up with AIDS. Thanks to better treatments, people with HIV/AIDS are now living longer and healthier lives.

Hepatitis C is also caused by a virus. It can range from a mild sickness to a serious, lifelong illness. It can spread through:

- Contact with infected blood
- Sex with an infected person
- Childbirth (from mother to baby)

Talk to your health care provider to learn more.

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.

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 – you can complete a new Health Needs Screening (HNS) each year to identify what you want to work on for the New Year!

****Members who fill out their Health Needs Screening during their first 90 days as a member will earn a \$20 gift card. It is quick and easy, and it helps find ways you can stay healthy! You can take it online through My CareSource®, or at a kiosk in the pharmacy of your local Walmart.**

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.





CARE FOR MOMS AND BABIES

Are you pregnant?

The most important thing you can do for you and your baby is to make an appointment with your doctor. See your doctor early and regularly throughout your pregnancy. This can help identify issues before they become a problem for you or your baby. Call for an appointment as soon as you know you are pregnant.

Just had a baby?

Make an appointment to see your provider as advised shortly after the birth. This postpartum

checkup is important because you are at risk of serious health complications in the days and weeks after giving birth. They can even be life threatening.

At this visit, your doctor can:

- Make sure you are healing appropriately.
- Discuss any physical concerns you may have
- Check any conditions you may have had during pregnancy, like high blood pressure or diabetes. They may continue to affect your health.
- Discuss family planning, pregnancy spacing and birth control.
- Talk with you about breastfeeding and baby safety
- Check your emotional and mental health as well as checking for post-partum depression.

You can earn rewards for these visits!

Join our Babies First program. Sign up at <https://secureforms.caresource.com/en/BabiesFirst/IN>

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!

Earn Rewards for Healthy Habits

Complete healthy activities to earn rewards with:

- **Babies First** – Pregnant women and babies up to 15 months old can earn up to \$200. Earn rewards for keeping prenatal and well-baby visits and more. (You will need to enroll in this program.)
- **MyHealth** – Adults 18 years and older can earn rewards for diabetes screenings and much more. We encourage you redeem any rewards by the end of the year.

Find out how you can get started today! Visit caresource.com/in/members/education/myhealth/medicaid/ or contact Member Services.



JOBCONNECT MEMBER MOMENTS

True Stories of Triumph in CareSource Life Services

Alex

Alex* is a barber, and his budget needed a trim. Alex ran a barber shop. He knew how to cut hair, but he didn't know enough about managing money. He was stuck in a bad lease deal and had racked up \$6,000 in credit card debt. That's when Esther Lewis, his JobConnect coach, stepped in.

She told Alex about a matched savings program. She also helped him negotiate a better deal on his shop space. Then he rented out booths to other barbers to cover the cost of the lease. Soon, the credit card debt was slashed in half. Most importantly, Lewis taught Alex how to build and maintain a budget.

With the barber shop in the black, Alex was free to pursue his other dream: driving big-rig trucks. He attended classes at a JobConnect training partner where he earned a CDL license. Alex had a contract waiting for him with a well-known trucking company when he graduated. Now Alex has multiple income streams. He's out on the road during the week and working in his barber shop on the weekends.

*Name has been changed to protect member privacy.

We can help you, too!

Life Services and JobConnect are included in your HIP/HHW CareSource plan. To learn more, please contact us at:

- Email: LifeServicesIndiana@caresource.com
- Phone: 1-844-607-2832

DRUG LIST UPDATES

Log on to:

caresource.com/members/tools-resources/find-my-prescriptions/

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too.

Please call Member Services if you don't have access to the internet.

We can help you.

Choose How We Contact You

Would you rather get an email or something in the mail? Would you like to receive text messages from us about updates to your health insurance?

Please log in to My.CareSource.com and update your preferences.

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. To talk to an interpreter, call 1-844-607-2829 TTY:711.

ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص CareSource، فيحق لك الحصول على مساعدة ومعلومات مجانًا وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، اتصل على 1-844-607-2829 (TTY: 1-800-743-3333 or 711)

AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ CareSource ጥያቄ ካላችሁ፡ ያለ ምንም ክፍያ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት ካላችሁ፡ ከአስተርጓሚ ጋር ለመነጋገር፣ 1-844-607-2829 (TTY: 1-800-743-3333 or 711) ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား စကားပြောဆိုရန် 1-844-607-2829 (TTY: 1-800-743-3333 or 711) ၏တွင် နံပါတ်ဖြည့်သွင်းပါ] သို့ 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，请致电 1-844-607-2829 (TTY: 1-800-743-3333 or 711)。

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, lakkoofsa bilbilaa 1-844-607-2829 (TTY: 1-800-743-3333 or 711) tiin 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 dan naar 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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 téléphoner au 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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, rufen Sie die Nummer 1-844-607-2829 (TTY: 1-800-743-3333 or 711) an.

GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે iથી કોઈને CareSource વિશે પ્રશ્નો હોર તો તમને મદદ અને મેહુતી મેળિાનો અવિકર છ. તે અર્થે વિન તમ રી ભ ષ મ i પ્ર પ્ત કરી શક ર છ. દ ભ વપરો તિ કરિ મ ટે,આ 1-844-607-2829 (TTY: 1-800-743-3333 or 711) પર કાલ કરો.

HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके CareSource के बारे में कोई सवाल है 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, 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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, chiami il 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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、情報を入力したりすることができます(無償)。通訳をご利用の場合は、1-844-607-2829 (TTY: 1-800-743-3333 or 711) にご連絡ください。

KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받을 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 주십시오: 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helfscht, 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, kannscht du 1-844-607-2829 (TTY: 1-800-743-3333 or 711) uffrufe.

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, позвоните по номеру 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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, llame al 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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 1-844-607-2829 (TTY: 1-800-743-3333 or 711).

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 1-844-607-2829 (TTY: 1-800-743-3333 or 711).



Notice of Non-Discrimination



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 contact CareSource at 1-844-607-2829 (TTY: 1-800-743-3333 or 711)

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

CareSource.com

HOW TO REACH US

Member Services Dept:
1-844-607-2829

(TTY: 1-800-743-3333 OR 711)

CareSource24®

24-Hour Nurse Advice Line:

1-844-206-5947

(TTY 1-800-743-3333 or 711)

JOIN US

 Facebook.com/ **CareSource**

 Twitter.com/**CareSource**

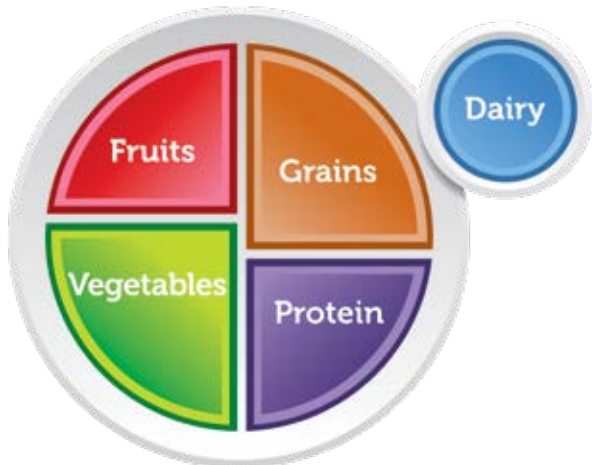
 Instagram.com/**CareSource**

 Pinterest.com/**CareSource**

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.



Holiday Schedule

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

- Christmas Eve: Monday, December 24, 2018
- Christmas Day: Tuesday, December 25, 2018
- New Year's Eve, Monday, December 31, 2018
- New Year's Day: Tuesday, January 1, 2019
- Memorial Day: Monday, May 27, 2019
- Independence Day: Thursday, July 4, 2019
- Labor Day: Monday, September 2, 2019