

FALL 2017

MEMBERSource

A Newsletter for CareSource MyCare Ohio Members

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DO YOU KNOW WHERE TO GO FOR CARE?

Your primary doctor is the best place to start when you're sick or hurt. He or she knows your health history and can better treat minor illnesses and injuries. In many cases, you may be able to care for these at home.

The emergency room is the right choice when an injury or illness is a danger to your life. Go to an urgent care when you need care right away for something that is not life-threatening. A convenience care clinic or telehealth visit can care for minor illnesses. This may be a good choice when your PCP can't see you.

Sometimes it's hard to decide. We can help. Just call our 24-hour nurse advice line. It is available 24/7 to help you figure out what to do. Your call goes right to a nurse. You don't need to wait for a call back. Call the phone number on your member ID card. You can also use the CareSource mobile app.



NEED HELP FINDING A DOCTOR?

Do you need to find a health partner in our network? You can search for one on our website. Just use our Find a Doctor tool. It is easy to use.

Our online tool allows you to search the list for a doctor who is close to where you live. You can also narrow your search by the type of doctor you need. Use our tool any time to search our most current list of health partners.

Our website includes simple instructions to help you find exactly what you need. Just go to **CareSource.com/MyCare**. Click on “Find a Doctor/Provider.” If you need help, please call Member Services at **1-855-475-3163 (TTY: 1-800-750-0750 or 711)**.

TIPS FOR COLD AND FLU SEASON

Cold and flu season is coming. These tips can help keep you and your family healthy.

- 1 **Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one. CareSource members can get a yearly flu shot at no charge.
- 2 **Know where to go.** Flu shots are available from doctors’ offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go in your area.
- 3 **Learn the signs of a cold vs. the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask the doctor if an antibiotic is really needed.
- 4 **Call if you need help.** You can call our 24-hour nurse advice line any time. The number is **1-866-206-7861 (TTY: 1-800-750-0750 or 711)**.



PROTECT YOUR PERSONAL INFORMATION

Health insurance fraud is a serious issue. You can help combat it. Keep these tips in mind.

- Use caution when giving out your personal information. This includes your member ID and social security number.
- Never let anyone else use your ID card. This could put you at risk for identity theft. It is also illegal.

If you think someone has used your ID card, let us know right away. You can call us at **1-855-475-3163**. Follow the prompts to report fraud. You can choose to remain anonymous. Your report will stay confidential to the extent allowed by law.

Review your care plan or service plan online!

You can now make comments on your care plan through the CareSource member portal, My CareSource. Your feedback will go right to your Care Manager. You can note if you “agree” or “disagree.” If you have waiver services you can also review and comment on your service plan. We are always looking for ways to make it easier for you to stay in touch with your Care Manager. If you don’t already have a personal account with My CareSource, it’s easy to sign up! Just go to **MyCareSource.com** to get started.

MODEL OF CARE RESULTS COMING SOON!

Each year CareSource completes an evaluation on how we are doing with our “model of care” (MOC). The MOC refers to the way we organize ourselves to deliver the best care to our members. The MOC also defines the philosophy we have to be sure you are a key part of your care plan and health goals. We want to share the results of our evaluation with you. Next quarter we will post this information on our website. Stay tuned for the details!

DID YOU KNOW?

My CareSource® is your personal online account. It can help you get the most out of your member experience.

You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Pay your premium
- And more

Sign up now! It's fast, convenient and secure. Just go to **MyCareSource.com** to get started.

Stay covered! Renew your Medicaid benefits!

To stay a CareSource MyCare Ohio member, you have to renew your Medicaid benefits once a year. We don't process the renewal for you. The Ohio Department of Medicaid will send you a form when it is time to renew. We will send you a reminder also. You can renew your Medicaid coverage:

- **By mail.** Fill out the form and mail it back to your county Job and Family Services (JFS) office.
- **In person.** Go to your county JFS office.

FOLLOW UP AFTER A MENTAL HEALTH HOSPITAL STAY

Have you had a hospital stay for a mental health issue? If so, follow-up care will help you get the continued support you need. Be sure to have a follow-up visit **within seven days** of your hospital stay.

Talk to your mental health care provider during this visit. You can discuss:

- Current and future treatments
- Any medication side effects
- Problems with getting medications or treatment
- Filling your prescriptions
- Making a safety plan
- Community support
- Self-care tools
- Who to call if you start to feel bad again

If you need help, contact your Care Manager.





ONE PLAN, ONE CARD

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan just for you. It combines both Medicare and Medicaid benefits into one easy plan.

It makes sense to choose CareSource MyCare Ohio for both your Medicaid and Medicare coverage. We make things simple. Members enjoy:

- No copays for Medicare or Medicaid medically necessary services
- No copays for Medicare or Medicaid prescription drugs
- Ease of use with one ID card
- More help getting a ride to your health care visits – you'll enjoy up to 30 non-emergency round trips provided **at no cost** to plan-approved locations each year!
- Option to join a SilverSneakers® Fitness program **at no cost** – you'll have access to fitness centers, exercise classes and equipment, swimming pools at some locations and in-home exercise activity kits!
- Access to behavioral health like counseling and addiction services
- Long-term services such as home and community-based “waiver” services
- Your Care Manager will help improve the way your benefits work together.

Switch now

Do you currently have CareSource MyCare Ohio for your Medicaid benefits only? It's easy to add Medicare and combine it all into a single health care plan. Just call the Ohio Medicaid Hotline at **1-800-324-8680** (TTY: 1-800-292-3572).

EXPRESS BANKING FOR CARESOURCE MEMBERS

We have partnered with Fifth Third Bank to offer our members an Express Banking® service. This is a bank account from Fifth Third Bank that offers:

- No monthly service charge
- No balance requirement
- No overdraft fees
- A debit card for purchases

Your financial health is key to your well-being. This account is a simple way to manage your money and reach your financial goals. For more details, go to www.53.com/CareSource. If you are visiting a Banking Center, tell them you are a CareSource member and reference code number **56706**.

Keep your Blood Pressure in Check

Blood pressure is how hard your blood pushes against the walls of blood vessels as it flows through your body. Blood pressure normally rises and falls. Blood pressure that stays high all the time is not healthy.

There are usually no signs or symptoms for high blood pressure. That's why it is sometimes called the silent killer. If it is not treated, it can cause strokes, heart attacks or even death.

Your doctor should check your blood pressure at every visit. If you have high blood pressure, your doctor may give you medicine and help you make diet or exercise changes to control it. Be sure to follow your treatment plan. It can help you manage your blood pressure.



MANAGING RHEUMATOID ARTHRITIS

Rheumatoid arthritis (RA) is mainly a disease of the joints. It is a chronic disorder in which a person's own immune system attacks joint tissue. RA usually affects joints in the knees, hips, wrists, fingers, ankles and feet. Its cause is unknown.

Common symptoms are:

- Joint pain and swelling
- Stiffness and aching
- Fatigue
- Decreased grip strength

It is important to try to control RA. This helps to keep it from causing permanent damage to your body. Medication therapy can slow down or stop the damage caused by RA. There are different kinds of drugs used to treat RA. Sometimes, more than one medication needs to be used.

Talk to your doctor to learn more. If you are taking drugs for RA, your doctor or pharmacist can:

- Explain how to use and store your medications
- Let you know of any possible side effects
- Warn you if your medications should not be taken with other medicines, food or alcohol



KNOW HOW TO RECOGNIZE PSYCHOSIS

Psychosis is a mental health condition. It includes some loss of contact with reality. Symptoms include changes in thinking and mood. Some examples are:

- Confused thinking
- False beliefs
- Hallucinations
- Changed feelings
- Changed behaviors

Symptoms can be scary or confusing, but you can get help. There is treatment for psychosis. No one needs to suffer alone.

Seek help early. Talk to your doctor.

Reach out for help the first time symptoms appear. If left untreated, it may disrupt relationships, work or school. It can also increase the risk for:

- Depression
- Suicide
- Substance use

YOU CAN LEARN MORE ONLINE.

Go to www.nimh.nih.gov/health/publications/raise-fact-sheet-first-episode-psychosis/index.shtml.

THE ABCs OF DIABETES

Do you have diabetes? Screenings and early treatment can prevent or minimize complications. These screenings can help monitor your health.

- A** An **A1C test** shows how your blood sugar is being managed over time. You should get this test at least twice a year. It may be checked more often if it is over 7.
- B** A **blood pressure check** should be done at each doctor visit.
- C** You should get a **cholesterol and triglyceride test** every year.

Your doctor may want you to get other screenings, too. They include a urine test to check your kidneys and a dilated eye exam. Here are some questions to ask your doctor:

- What tests do I need? How often should I get them?
- What do my test results mean?
- What can I do to help manage my diabetes?
- How can diet and exercise help?

MyCareOhio

Connecting Medicare + Medicaid

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

You can get this information for free in other languages.

Call **1-855-475-3163**

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

Monday – Friday, 8 a.m. to 8 p.m. The call is free.

Puede obtener esta información de forma gratuita en otros idiomas. Llame al 1-855-475-3163.

La llamada es gratuita.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

JUST DIAL 1-855-475-3163 (TTY: 1-800-750-0750 OR 711).



P.O. Box 8738
Dayton, OH 45401 8738
CareSource.com

HOW TO REACH US

Member Services Dept:
1-855-475-3163
(TTY: 1-800-750-0750 OR 711)

CareSource24®
24 Hour Nurse Advice Line:
1-866-206-7861

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Important Plan Information

THE NEW CARESOURCE APP IS HERE!

If you haven't downloaded the FREE CareSource mobile app yet, do it today! The CareSource app gives you easy access to your health plan information when you need it.

The mobile app lets you:

- View your digital member ID card
- Access your secure My CareSource account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

Creating a My CareSource account helps you get the most out of the app. Set up your My CareSource account through the app or at **MyCareSource.com**.

Download it through the App Store for iPhone and Apple or Google Play for Android today!

