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### HOW TO REACH US

**Member Services Dept:**  
1-855-202-0729  
(TTY: 1-800-255-0056 OR 711)

**CareSource24®**  
24-Hour Nurse Advice Line:  
1-844-206-5944

### JOIN US

-  Facebook.com/CareSource
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WINTER 2017

# MEMBERSource

A Newsletter for CareSource Members

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## ARE YOU READY FOR COLD AND FLU SEASON?

It's cold and flu season. Are you ready? Colds are very common. They are caused by viruses. No medicine or shot will cure a cold. Flu symptoms are similar to a common cold. They include a runny nose, sore throat, and a bad cough.

A flu shot can help protect you from getting the flu. Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. A flu shot can help protect you from getting the flu.

If left untreated, the flu can cause serious infections like pneumonia. It can even be life-threatening. Flu shots are available in many health care settings. They include doctors' offices or health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area. CareSource covers these vaccines.

If you are having cold or flu symptoms, call CareSource24®, our 24-hour nurse advice line. There are ways to feel better. Our nurses can let you know how to ease your symptoms and avoid an unnecessary doctor visit, or determine if you need to seek medical attention.

We're available night and day to provide simple and useable advice to help you start feeling better today. The number is located on your member ID card.

## WINTER WELLNESS

Many people feel sad and tired in the winter. This may be caused by a lack of sunlight during the winter months. It can also be caused by the stress of the holiday season. Treatment is available.

If you feel sad, depressed and tired, talk to your doctor. Together, we can figure out if your blues are just a passing mood or something more serious.



## CARE4MOMS APP FOR EXPECTING MOMS

The CareSource Care4Moms app is a tool just for pregnant members. It helps you learn about your pregnancy and improve your health.

With the Care4Moms app you can:

- Track important milestones as your baby grows
- Learn about factors that could increase the risk of a pregnancy complication
- Read articles on topics like nutrition, exercise and birth stories
- Take fun quizzes
- Use checklists to help you prepare for your baby
- Set up appointment reminders

This app also connects you to health professionals. You can:

- Use the Find-a-Doc tool to find the right doctor
- Connect with CareSource24®, our 24-hour nurse advice line, to talk with a registered nurse

The Care4Moms app is available for both iPhone and Android systems. Get it through the App Store for Apple or Google Play today.



## USE OUR MOBILE APP ON THE GO

You can get the CareSource mobile app at no cost to you. Use it to manage your CareSource health plan on the go.

Our convenient and easy-to-use mobile app lets you:

- View your member ID card
- Access your secure My CareSource® account
- Find a health care provider near you (get directions or make a call)
- Call CareSource24®, our nurse advice line, and speak with a nurse 24/7
- Call and speak with Member Services
- And much more!

The mobile app is available for both iPhone and Android systems. Get it through the App Store for Apple or Google Play today.

## UNDERSTANDING HEALTH INSURANCE

Health insurance can be confusing. We get it. That's why we're here to help. Knowing some common terms can help you get the most out of your health care benefits. Here are a few:

- **Benefits** – Health care services that are covered by CareSource.
- **Member** – An eligible Medicaid beneficiary who has joined CareSource and receives health care services from participating providers.
- **Participating provider** – A doctor, hospital, pharmacy or other licensed health care professional who has agreed to provide services to CareSource members. They are listed in our provider directory. Find one near you at <https://findadoctor.CareSource.com>.
- **Service area** – The geographical locations where CareSource is an option as a health plan for Medicaid members.

## CONVENIENCE CARE CLINICS

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Need to see your provider, but can't get an appointment? You can visit a convenience clinic and see a provider at a nearby grocery or drug store. You can stop in while you're doing your shopping. Some clinics will let you make an appointment or call ahead to save your place in line!

Convenience clinics can do many of the same things your primary care provider does, including vaccinations, school physicals, and diagnosing common illnesses and injuries. Most are open into the evening and on weekends. Convenience clinics can be found at select locations of these retail stores:

- The Little Clinic® inside of Kroger
- CVS Minute Clinic®
- Wal-Mart

If you need help finding a convenience clinic, you can search for "clinics" on our **Find A Doctor/Provider** tool at [CareSource.com](https://www.caresource.com), or you can call Member Services at the phone number on your ID card.

## SCHEDULE A WELL-CHILD EXAM TODAY

Children need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. The Medicaid program calls these visits early and periodic screening, diagnostic, and treatment (EPSDT) services. These exams are available to our Medicaid members from birth through their 21<sup>st</sup> birthday.

**We cover EPSDT exams at no cost to you. Children should have exams at the following ages:**

- 0-1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- One per year at ages 3-20

**EPSDT exams include:**

- Physical exam
- Health and developmental history review of the child and family
- Developmental, mental health, and substance use screenings, including a height and weight check, and referrals as needed
- Immunizations, as recommended
- Dental, vision and hearing screenings and referrals to specialists as needed
- Lab tests (including blood lead level tests), as needed
- Risk assessment screenings with guidance and health education appropriate to each age
- Other tests or health care, as needed

Call your child's primary care provider (PCP) to schedule an exam. To learn more about the EPSDT program, please see your member handbook. You can also visit our website for more details.

EPSDT special services are available for some members (0-21) when services are "medically necessary" and approved. These include further diagnosis (testing), treatment and other necessary health care. Some services may require a referral from your PCP or prior authorization by CareSource. Please see your member handbook to see what services require a referral and/or prior authorization.



## CONCERNED ABOUT ADDICTION? WE ARE HERE TO HELP

On average, 91 Americans die every day from an opioid overdose<sup>(1)</sup>. As prescriptions of opioids for pain management increased, so did misuse of these drugs for non-medical purposes. Addiction has been the result for many individuals.

CareSource believes in recovery. We have a holistic approach that includes clinical care and access to opioid treatment and detoxification. We are determined in the battle against opioid abuse. We are making it easier than ever for you to get help. Your primary care provider (PCP) has screening tools to assess your risk toward misuse of drugs or alcohol. You can talk with your doctor or Care Manager about this. Drugs are available to increase the chance of recovering from an opioid overdose. Talk to your health care provider or pharmacist for more information. Both mental health and addiction services are covered by CareSource. You can get more information in your handbook, from Member Services or at **CareSource.com**.

If you are struggling with a drug or alcohol problem, take action now. We are here to help you get the care you need.

For help in finding a provider, go to our **Find A Doctor/Provider** tool at **CareSource.com** or call 1-833-Opioids (674-6437).

(1) Centers for Disease Control and Prevention. <https://www.cdc.gov/drugoverdose/epidemic/index.html>. Retrieved August 2017.

## DRUG LIST UPDATES

CareSource has a searchable drug list on our website. It can help you find out which drugs are covered. Use the “Find My Prescriptions” link under “Quick Links” to find the medicines covered under your plan.

Quarterly changes and updates to the list are online, too. Just go to this link:

**CareSource.com/find-my-prescriptions**

If you don't have access to the internet, please call Member Services. The number is on your member ID card. We will help you.

## Could You Be Pregnant?

CareSource members 18 and over are able to get a pregnancy test kit **at no cost to you**, from your local Kroger, Walgreens or Wal-Mart. Just go to the pharmacy, show your member ID card and tell the pharmacist you would like a pregnancy test. You will also get a helpful handout with information about next steps you can take, whether the test is positive or negative. Members are limited to one test per month. Finding out you're pregnant is an exciting time and CareSource has programs in place to help guide you through your pregnancy. Contact us at **1-855-202-0729** (TTY: 1-800-255-0056).

## TAKE CONTROL OF DIABETES

Do you have diabetes? If so, be sure to schedule regular checkups with your health care provider. This can help keep your diabetes under control and avoid other health problems. Your health care provider will tell you how often you need checkups and screenings.

Diabetes can affect your whole body. Here are some important tests to get:

- **Dilated retinal eye exam** – Diabetic eye disease is a serious problem. It can lead to loss of sight. Finding it early can help save your sight. An eye doctor can check your eyes for any problems.
- **Hemoglobin A1C test** – This blood test shows how your blood sugar is being managed over a three-month time period.
- **Kidney tests** – A simple urine test can show how well your kidneys are working.
- **Foot exam** – Diabetes can hurt the nerves in your feet. A regular foot exam can check for signs of nerve problems.

Your diabetes health care provider may want you to get other screenings, too.

## RSV: Who Is at Risk?

Respiratory syncytial virus, or RSV, is a respiratory virus. It infects the lungs and breathing passages. In adults and older children, it usually causes mild cold-like symptoms. But RSV can cause severe problems – even pneumonia – for infants and older adults.

### RSV facts

- Since RSV is a virus, antibiotics will not help it go away.
- RSV is contagious.
- Those with a higher risk of complications from RSV include children who:
  - Are younger than six months old
  - Were born prematurely
  - Are regularly exposed to tobacco smoke

Talk to your child's doctor about ways to help prevent and treat RSV. You can also call CareSource24, our 24-hour nurse advice line with questions. The number is located on your member ID card.

## HOLIDAY SCHEDULE

Our Member Services department is open Monday through Friday from 7 a.m. to 7 p.m. Eastern Standard Time (EST), except on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- The day before Christmas
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after.



## WOMEN'S HEALTH TIPS

Women have special needs when it comes to health care. Preventive care can find problems early when they are easier to treat.

### Breast cancer

October was Breast Cancer Awareness Month. It's not too late to make sure you are up to date with breast cancer screenings. A mammogram can help find breast cancer early.

If you get a mammogram:

- Try not to have it during your period or the week before. Your breasts may be tender or swollen then.
- Don't wear deodorant, perfume or powder on the day of your mammogram. They can show up as white spots on the x-ray.

Talk to your health care provider about breast cancer and whether you need a mammogram.

### Heart disease

Heart disease is the leading cause of death for women in the U.S.\* It's not just a "man's disease."

Are you at risk? These factors may increase your chances of getting heart disease:

- Diabetes
- Diet high in saturated fats and cholesterol
- Family history of heart disease
- High blood pressure
- High cholesterol
- Obesity
- Physical inactivity
- Tobacco use

Talk to your doctor to learn how to lower your risk for heart disease.

### Colorectal cancer

Regular screening for this type of cancer begins at age 50. It can begin earlier if you are high risk. After age 75, ask your doctor how often you should get this test.

There is more than one test for this type of cancer. It affects men as well as women. Talk to your doctor about which test is best for you.

\*Source: [www.cdc.gov](http://www.cdc.gov)

## MORE WOMEN'S WELLNESS

Have you had these checkups? If not, talk to your health care provider to see if you need them.

- **Cervical cancer screenings:** With regular screenings, this is one of the easiest cancers to prevent. A Pap smear checks for cell changes that occur before cancer develops. The human papillomavirus (HPV) test looks for the viruses that can cause cervical cancer.
- **Chlamydia screening:** If you don't always use a condom or if you are pregnant, you should be screened for chlamydia. It is a sexually transmitted infection. It can be passed to a sexual partner or from an infected mother to her baby during a vaginal birth.

## Suicide Prevention

At CareSource, *our members' lives are at the heart of what we do*. That's why **suicide prevention** is so important to CareSource.

We understand that life can get complicated and that problems can feel overwhelming, but CareSource is committed to helping our members, no matter what they need. Being healthy – both physically and mentally – is a strong foundation for a purposeful life.

Suicide is preventable and it is never the only option. If you or someone you know is struggling with suicidal thoughts, depression, or a mental illness, you don't have to handle this alone.

CareSource offers counseling and treatment options. Talk with your doctor or Care Manager to take steps in getting help.

If you are in crisis

- **Call 911**
- **Call the toll-free National Suicide Prevention Lifeline at 1-800-273-TALK (8255)**  
This is a free service available 24 hours a day, 7 days a week. All calls are confidential.
- **Text the Crisis Text Line.** Text "HOME" to 741741 from anywhere in the United States, anytime

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

CareSource Behavioral Health Resource Page: <https://www.caresource.com/medical-conditions/managing-health-conditions/behavioral-health/>.

Find a Doctor/Provider: <https://findadoctor.caresource.com>.

## MYIDEALDOCTOR

Cold and flu season is here. When you don't feel well, you want to see a doctor fast. If you need to see a doctor, and can't get in to see your primary care provider, consider using MYidealDOCTOR™. You get 24/7 access to board certified doctors from the comfort of your home or workplace. You can call, visit the MYidealDOCTOR website, or download their mobile app.

Answer a few questions about why you are calling, and a doctor will call you back within 15 minutes. They'll even call in a prescription for you if you need one. No need to go in and wait in your doctor's office or an urgent care clinic.

Other times to take advantage of the convenience of MYidealDOCTOR are:

- Allergies
- Bronchitis
- Constipation
- Diarrhea
- Fever
- Joint Aches and Pains
- Skin Inflammations
- Sore Throat
- And more!

It's easy to use. Call 1-855-879-4332, or visit [www.MYidealDOCTOR.com](http://www.MYidealDOCTOR.com).

CALL US

IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.  
**JUST DIAL 1-855-202-0729 (TTY: 1-800-255-0056 OR 711).**