

SUMMER 2018

MEMBERSource

A Newsletter for CareSource Members

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THANK YOU FOR BEING OUR MEMBER!

Thank you for being a CareSource member. We are happy to serve you. We care about your health and well-being. But there is more to health and well-being than just great health care. That's why you can get extra help and benefits like:

Dental and Vision Benefits – Adults and children get extra dental and vision care.

Easy Access to Care – Visit health clinics at retail stores in your neighborhood. Talk to a doctor 24/7 by phone or web video with MYIdealDOCTOR™. Call CareSource24®, our 24-hour nurse advice line.

Rewards Programs – Complete healthy activities and earn rewards. We have rewards programs for all ages, including Babies First, Kids First and MyHealth.

Job Help – You can get personal life coaching and help finding a job. And get support after you start a new job. CareSource JobConnect also gives free GED testing and study help.

Help4U – Care Managers can help with urgent needs like housing and utilities.

Kids Health and Fitness – Through partnerships with local organizations, your kids can participate in health and fitness activities at no cost to you.

Express Banking® – An account from Fifth Third Bank with no monthly service charge, no balance requirement, no overdraft fees and a debit card for purchases.

CareSource Mobile App – Access your health plan information on the go.

CONTINUE YOUR CARE WITH CARESOURCE

In May, you should receive a notice from Georgia Families® about your Medicaid plan choices. If you want to stay with CareSource, you do not need to do anything. You will keep your CareSource plan automatically. We hope you will let us keep serving you and giving you health care with heart.

If you have questions about your benefits or how to use them, call Member Services at **1-855-202-0729** (TTY: 1 800 255 0056 or 711). We are open Monday through Friday, 7 a.m. to 7 p.m.



Earn Rewards with Babies First

Having a healthy baby starts before you are pregnant. See a health care provider before and during your pregnancy. It's the best thing you can do for your new bundle of joy!

Be sure to sign up for Babies First. You can earn up to **\$225** in rewards. Here's how it works:

1. You will get a My CareSource® Rewards card in the mail. It will be loaded with \$15 just for signing up.
2. Go to your doctors visits while you are pregnant and after the baby is born. You will earn up to \$210 more in rewards.
3. You can use rewards at many local stores.

CareSource also supports CenteringPregnancy® group prenatal care as well as CenteringParenting care. They provide health assessment, training and support.

GET REWARDED

As a CareSource member, you can earn rewards for completing healthy activities.

REWARDS PROGRAMS INCLUDE:



Babies First – Pregnant women and babies up to 15 months can earn up to \$225. Earn rewards for keeping prenatal visits, well-baby visits and more. (You will need to enroll in this program.)



Kids First – This program is for kids 16 months to 18 years old. Earn up to \$60 per child for getting regular checkups and dental care, vaccines and more. (You will need to enroll in this program.)



MyHealth – Adults 18 years and older can earn up to \$105 (or more). There are rewards for annual exams, screenings, vaccines, quitting smoking and more.

Find out how you can get started today! Visit [CareSource.com/GA/Medicaid](https://www.caresource.com/GA/Medicaid) or contact Member Services.

CAN'T GET AN APPOINTMENT WITH YOUR DOCTOR?

You have options. Visit a convenience clinic at a nearby drug or grocery store. Walk-ins are welcome. Many are open evenings and weekends.

Clinics can provide:

- Diagnosis of common illnesses or injuries
- Vaccinations
- School physicals
- And more

To find a clinic near you:

1. Go to **CareSource.com**.
2. Click on "Find A Doctor/Provider."
3. Search for "clinics."

You can also call Member Services for help. The phone number is on your ID card.



NEED A RIDE TO THE DOCTOR?

We can help you. Just call Member Services. The number is on your member ID card.



REVIEW YOUR EOB STATEMENTS

CareSource sends Explanation of Benefits (EOB) statements to some member households. This helps us monitor potential fraud, waste or abuse. **This statement is not a bill.** If you receive one, please help us out. You can check for these things:

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

If you suspect errors or fraud, please let us know. You can:

- Call **1-855-202-0729** (TTY: 1-800-255-0056 or 711). Choose the menu option to report fraud.
- Write us a letter or fill out our confidential reporting form, which can be found at **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 don't mind giving your name, you can:

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

If you do not give 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.

BE PREPARED

Top three things to take to your next doctor's visit

1. Your member ID card
2. A list of questions to ask your doctor
3. A list of all the medications you are taking

Drug List Updates

Find out if your drugs are covered under your plan. Just go to this link:

CareSource.com/find-my-prescriptions

Quarterly changes and updates at **CareSource.com**, on your plan's Pharmacy page. Please call Member Services if you don't have access to the internet. We can help you.

REACH YOUR DREAMS WITH CARESOURCE LIFE SERVICES

88% of CareSource Life Services members have found jobs and retained employment.

Our Life Services program can help you get and keep the job you need to get ahead. Your own CareSource Life Coach can help you with:

- Finding a job
- Interviewing skills
- Budgeting
- Completing your GED
- And more!

Life Services is offered at no cost to you. This service is also available to parents or guardians of CareSource members. Let us help you build a personal plan for success.

Would you like more details?

Just contact us at:

- Email: LifeServicesGeorgia@caresource.com
- Phone: 1-844-607-2828
- Online: <https://secureforms.caresource.com/en/LSRInfo/ga>



HELP FOR BREASTFEEDING MOTHERS

Do you breastfeed your baby or plan to when the baby is born? We want you to have the tools you need to do it successfully. You can get a breast pump to help when you need to be away from your baby. Pumps are available through Ameda Direct at no cost to you.

Two ways to order

1. Online:

Go to <https://insured.amedadirect.com>.
Fill out the online form.

2. By phone:

Call 1-877-791-0064.

Ameda Direct will contact your health care provider to verify the order. Then the pump will be shipped to you directly. Ameda also provides you with access to online breastfeeding information and a call center with a lactation specialist.

Pregnant? Don't Smoke

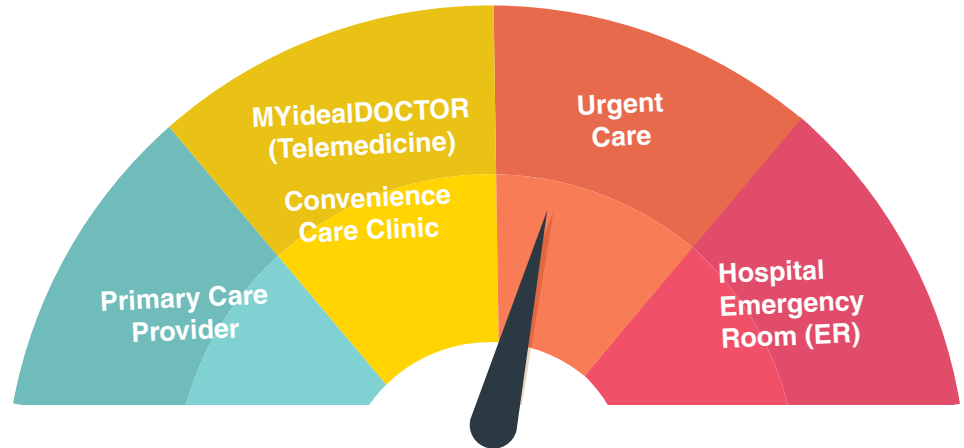
Tobacco is bad for both you and the baby. It can cause your baby to be born too early or too small. It also increases the risk of certain birth defects and even death.

If you use tobacco, talk to your doctor about the best stop-smoking strategy for you. You can also call Member Services. We can tell you about stop-smoking options and other prenatal benefits we offer. It's never too late to quit. It's the best thing you can do for you and your baby.



WHERE DO I GO FOR CARE?

Sometimes, when we have a health need, we are unsure of where to go or who to call. The guide below will help you to decide what type of care provider to choose for your health situation.



Primary Care Provider (PCP)

PCPs take appointments during regular business hours. Your PCP knows you and your health and is the best place to go for routine care, common illness and advice.

MYidealDOCTOR (Telemedicine)

A fast and easy way to get care when your doctor is out or your issue is urgent, but not an emergency. You can use MYidealDOCTOR™ by calling 1-855-879-4332, visiting their website at www.myidealdoctor.com or downloading the MYidealDOCTOR app to your smartphone.

Convenience Care Clinic (inside Walmart, CVS and Kroger stores)

Convenience care clinics are best used when you can't see your PCP and you need to be seen for cough, sinus, colds and sore throats, or immunizations. They are usually open 7 days a week with evening and weekend hours.

Urgent Care

Most urgent care providers are open 7 days a week with evening and weekend hours. Use when your doctor is not available and your condition or injury can't wait. Members use urgent care for x-rays, deep cuts or minor infections.

Hospital Emergency Room (ER)

Open 24 hours a day, 365 days a year. Go to the ER when you are very sick, need immediate help or are in a life-threatening situation, like having chest pain, a head injury or trauma.

CareSource24

If you aren't sure if you need a doctor or if you should go to the emergency room, you can call CareSource24® first at 1-844-206-5944 (TTY: 1-800-255-0056 or 711). The CareSource24 nurse advice line can help you decide the best course of action for your symptoms. They can even transfer you to MYidealDOCTOR. No need to make another call.

HEALTH CARE IS JUST A CALL AWAY

You can now talk to a health care provider using your telephone or computer, 24 hours a day, 7 days a week! With MYidealDOCTOR™, members can consult with a board certified doctor about illnesses and minor injuries when you can't wait to see your primary care doctor, but don't need to go to the emergency room.

Some of the great reasons to use MYidealDOCTOR:

1. Call from the comfort of your home, day or night
2. Call from your phone, or use your tablet or computer
3. Talk to a doctor within minutes of calling
4. Your prescription, if needed, is called in to a local pharmacy

It is easy and quick!

Call MYidealDOCTOR at 1-855-879-4332 or go to www.MYidealDOCTOR.com. If you are unsure if you need to see a doctor or go to the emergency room or urgent care, you can call our 24-hour Nurse Line at 1-844-206-5944 (TTY: 1-800-255-0056 or 711).

Some reasons you might want to talk to MYidealDOCTOR:

1. Flu or cold symptoms
2. Sinus infection / allergies
3. Bladder infection
4. Minor injuries
5. More

HAVE AN ASTHMA ACTION PLAN

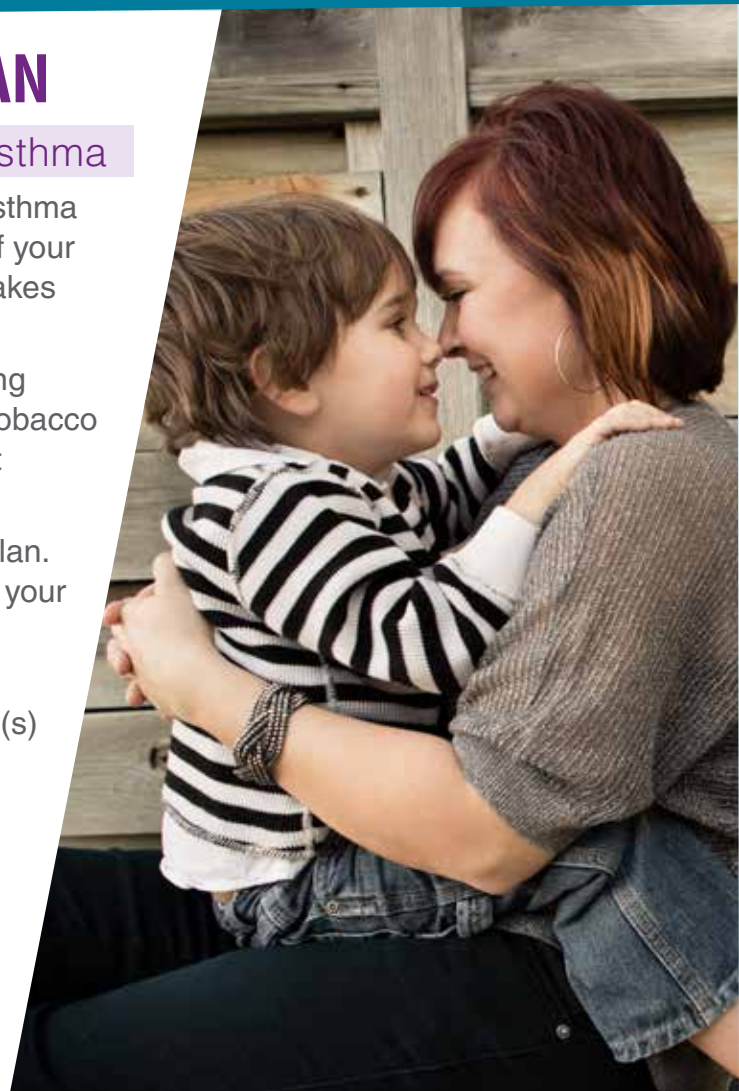
20 MILLION People in the U.S. have asthma

Asthma is a disease that affects your lungs. During an asthma attack, your airways shrink and less air gets in and out of your lungs. Mucus clogs up your airways even more. This makes it hard to breathe.

Asthma can be controlled by taking medicine and avoiding triggers that cause an attack. Common triggers include tobacco smoke, dust mites, mold, air pollution and pets. You must remove the triggers that can make your asthma worse.

If you have asthma, you should have an asthma action plan. An asthma action plan is a written plan you develop with your health care provider. It helps you manage your asthma. It includes:

- **Your daily treatment plan**, including what medicine(s) to take and when to take them.
- **How to manage your asthma long term**
- **How to handle worsening asthma or attacks**
- **What to do in an emergency**





EYE CARE FOR DIABETICS

Do you have diabetes? Diabetes can affect the blood vessels in your eyes. When eye problems are caught early, there are very good treatments. Even if you are seeing fine, you need regular dilated eye exams to protect your sight.

Ask your health care provider to help you find an eye doctor who cares for people with diabetes. You should have your eyes dilated and examined once a year.

We're Here to Help

CareSource has disease management programs. They can help you or your child with asthma, diabetes or high blood pressure.

We may send you information in the mail to help you better manage your condition. We encourage you to talk with your health care provider. If you have questions, please call us at **1-844-438-9498**.

Could You Be Pregnant?

Find out with a no-cost pregnancy test, available to CareSource members at all Kroger pharmacies. Just show your CareSource ID and ask the pharmacist for a pregnancy test. You will also get a brochure with next steps to take if you are or are not pregnant.

MANAGE YOUR HEALTH PLAN ON THE GO WITH THE CARESOURCE APP!

- Access your secure My CareSource® account
- View your digital member ID card
- Find a doctor, hospital, clinic, urgent care or pharmacy
- Call to speak to a doctor or nurse
- Call CareSource Member Services and JobConnect
- And more!

Download the CareSource mobile app for free.




CALL US

NO INTERNET ACCESS? NO PROBLEM.
 JUST CALL MEMBER SERVICES AT **1-855-202-0729**
 (TTY: 1-800-255-0056 OR 711). WE ARE HERE TO HELP.



P.O. Box 723308
Atlanta, Georgia 31139-0308
CareSource.com

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](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

 [Pinterest.com/CareSource](https://www.pinterest.com/CareSource)

Non-Profit
US Postage
PAID
CareSource

KEEP THOSE GERMS AWAY!

Antibiotics are used to treat or prevent some types of infections caused by bacteria. Antibiotics don't work on viral infections, such as the common cold or flu. Your health care provider can help you decide if you need an antibiotic.

Handwashing Helps with Prevention!

Washing your hands is one of the most important ways to avoid catching a cold or the flu. Follow these five easy handwashing steps recommended by the Centers for Disease Control and Prevention:

- 1. Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- 2. Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- 3. Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- 4. Rinse** your hands well under clean, running water.
- 5. Dry** your hands using a clean towel or air dry them.



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 በሙታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

BURMESE

CareSource အကြောင်း သင် သို့မဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြော သင်္ကြန် အသံဖြင့် ဖြေကြက်ပေးပေးရန် အသံဖြင့် ဖြေ ဝက်ဇ် ဝက်ဇ် မှတ်တမ်းကိုင်ဆောင်သူနှင့် ဆွဲချိန်။

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 miseensaatii 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 ત્રી કોઈને CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતીનો અધિકાર છે. તે અર્થ વિન તમ ટી ભ ધ મ િ ય પત કરી શક ર છે. દ ભ વપરો િ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 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, oder ebber, wu du helpscht, hot en Froog baut CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprouch 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>.