



FALL 2024

MEMBER *Source*

A Newsletter for CareSource® MyCare Ohio (Medicare-Medicaid Plan) Members

Keeping Your *Eyes Healthy*

Getting routine eye exams are key for your overall health. When you get an eye exam, your provider will do some tests to check your vision and make sure your eyes are healthy. An exam can help you learn if you need glasses or contacts. During the exam, your provider will also look for signs of eye disease. They can even detect some health issues that are not eye related. Put your vision benefits to work for you! Find eye care at **FindADoctor.CareSource.com**. You can also call Member Services.

Source:

Cleveland Clinic. Eye Exam: What to Expect.
<https://my.clevelandclinic.org/health/diagnostics/10738-eye-exam-what-to-expect>

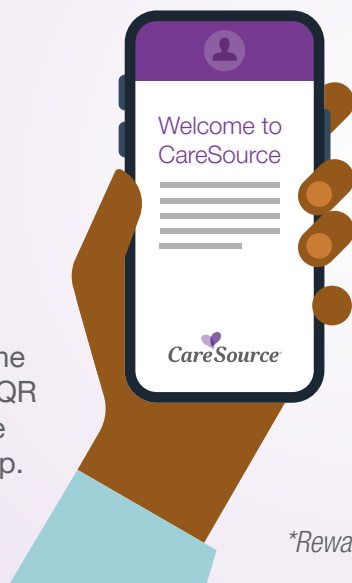



CareSource®

Using Your Health Benefits Has Never Been Easier!



Use your smart phone camera to scan the QR code and learn more about our mobile app.



Our mobile app helps you use your benefits wherever you are. Download the app from Google Play® or the App Store®.

You can easily:

- Find an in-network doctor, hospital, or clinic near you.
- Call the CareSource24® Nurse Advice Line any time, 24/7/365.
- Call Member Services.
- View and show your digital member ID card to your providers.
- Review your plan benefits.
- Login to your My CareSource® member portal account.
- Check your claims.
- Learn about our rewards programs.*

Get it today!

**Rewards are only available for MyCare Medicare and Medicaid members.*

Get Rides for Your Health Visits and More!

You can get rides to:

- Pickups at your pharmacy.
- Health care visits including going to your dentist, eye doctor or hearing visits.
- The grocery store.
- Renew your Medicaid benefits at your county Job and Family Services.
- The gym.



Rides must be scheduled at least two business days before your visit or pickup. A driver will take you to your visit and will pick you up after the visit. For grocery pickups, we need your order number, store location and pickup time when you call us. These rides are at no cost to you. To schedule a ride, call Member Services.

Enhanced transportation is only available for MyCare Medicare and Medicaid members.



Simple
Substitutions for

Healthy Eating



Sometimes it can be hard to find easy ways to eat healthy. There are often low or fat free, sugar free or lower sodium (salt) choices in food. Did you know that applesauce can be used to replace oil or butter in baked goods? Plain yogurt can be used to replace sour cream. If you have trouble getting or storing fresh fruits and vegetables, canned and frozen are good choices. Choose fruits canned in juice rather than syrup. When choosing frozen vegetables, pick ones that don't have added sauces, salt or sugar. For a sweet treat, instead of ice cream, frozen yogurt is a yummy choice. You can also make puddings with skim milk.

If you need healthy food, you may be able to get help through the Supplemental Nutrition Assistance Program (SNAP). You can apply online by going to www.benefits.ohio.gov.

Sources:

National Heart, Lung, and Blood Institute, www.nhlbi.nih.gov/health/educational/lose_wt/eat/shop_lcal_fat.htm,

American Heart Association, www.heart.org/en/healthy-living/healthy-eating/add-color/fresh-frozen-or-canned-fruits-and-vegetables-all-can-be-healthy-choices

Pregnant?

Protect Your Baby!

Did you know that if you have syphilis and are pregnant, you can pass it to your baby? This is called congenital syphilis. This can be prevented with timely testing and treatment. You will get your first test during your first prenatal visit. The next one happens between 28-32 weeks. Your last test will be when your labor starts. If your test is positive, get treated as soon as you can to protect your baby. Your partner should also be tested and treated.

Why is this vital? Not treating syphilis can lead to miscarriage, stillbirth, pre-term birth, low birth weight or death. Babies born with syphilis can have deformed bones, anemia, jaundice, brain and nerve problems, meningitis, rash or be blind or deaf. *Take action.* Keep your baby safe.

Source: Centers for Disease Control and Prevention, www.cdc.gov/std/syphilis/stdfact-congenital-syphilis.htm



Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at **CareSource.com**. We have a searchable drug list. Go to **Find My Prescriptions** under Members then **Tools & Resources**. Choose your **Ohio** and **MyCare** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.

YOU ASKED FOR IT!



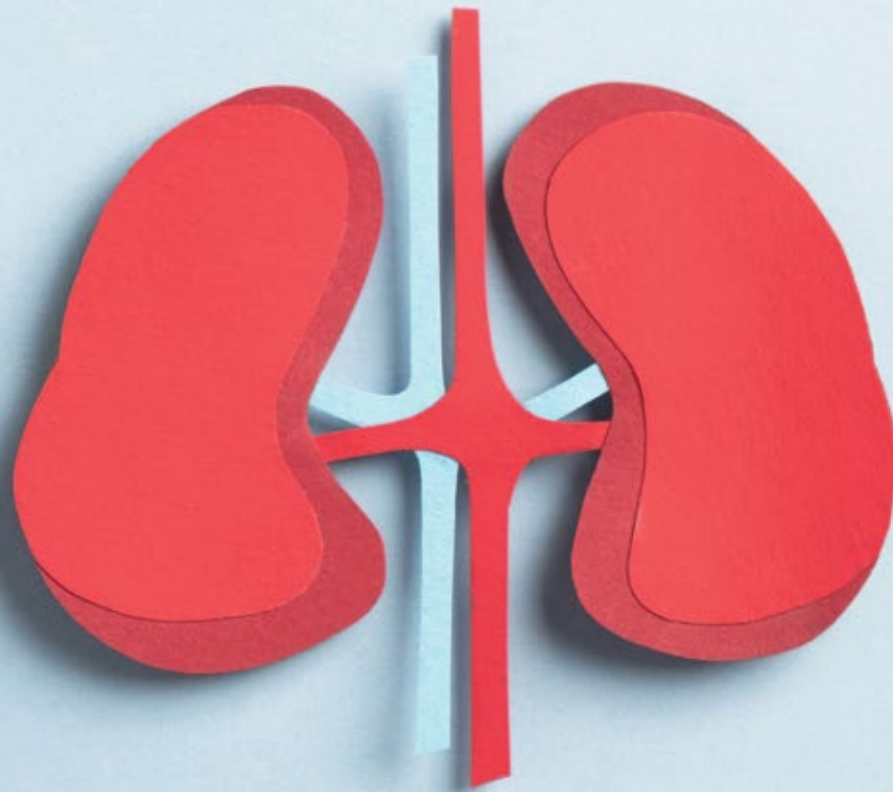
Why is CareSource calling me?

You may have asked yourself this question when you've gotten a call from us. We want you to get the best care. That's why we may call you about:

- Updates, like changes to our provider network.
- Changes in your plan or benefits.
- Gaps in your care.
- Medication refills you need.
- Visits you've had to the emergency room or inpatient visits.

When we call, you'll know it's us. We'll always say that we are calling from CareSource.





What is Chronic Kidney Disease?

Your kidneys play a vital role in keeping you healthy. They filter extra fluid and waste from your body. Chronic Kidney Disease (CKD) is when your kidneys don't work as well as they should. Fluids and waste build up. This can cause health issues such as anemia, infection, kidney failure, heart disease and more. In the early stages, though, there may be no signs.

You may be at higher risk if you have diabetes, high blood pressure, family history of CKD or heart disease. To prevent CKD or keep it from getting worse, take action! Control risk factors and make healthy life choices. Get tested yearly and see your provider regularly.

Source: National Institute of Diabetes and Digestive and Kidney Diseases, www.niddk.nih.gov

Know Where to Go to Get Care

You have choices when you need care. No matter where you get care, your primary care provider (PCP) is your main health partner. This helps them get to know you and your health care needs. Use this chart to know where to go when.

 <p>Primary Care Provider (PCP):</p>	Used for common illnesses and advice. See your PCP for your annual physical. They can help you with preventive care, tests, and seeing specialists. See your PCP the most often!
 <p>Telehealth</p>	Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth. You can also talk to a doctor 24/7 through Teladoc®. Learn more about telehealth visits on page 7.
 <p>Community Behavioral Health Centers (CBHCs)</p>	Provide health and social services for people living with mental health and/or substance use issues.
 <p>Convenience Care Clinics</p>	Used for common illnesses and to get shots. They can be in stores like CVS® and Walmart®.
 <p>Urgent Care</p>	Used to treat non-life-threatening issues like a mild flu or deep cut. Go here if you cannot get a visit with your PCP and your health issue cannot wait. These are usually open 7 days a week with evening and weekend hours.
 <p>Hospital Emergency Rooms</p>	Used for life-threatening issues like chest pain or a head injury that cannot wait. Call 911 or go to the nearest ER.



Not sure where to go?

Call the CareSource24® Nurse Advice Line. We are here 24 hours a day, 7 days a week.



What Should I Expect at My Telehealth Visit?



Talk to a doctor from the comfort of your own home with telehealth. These health care visits take place online or by phone. They can save you time. Use telehealth for common health needs. Here are a few tips so you can be ready for your visit.

Before Your Visit:

- ✓ Write down any questions.
- ✓ Find a quiet place where you can talk openly.

During Your Visit:

- ✓ Be open and honest about your health. Tell them what you are feeling.
- ✓ Take notes.

At the End of Your Visit:

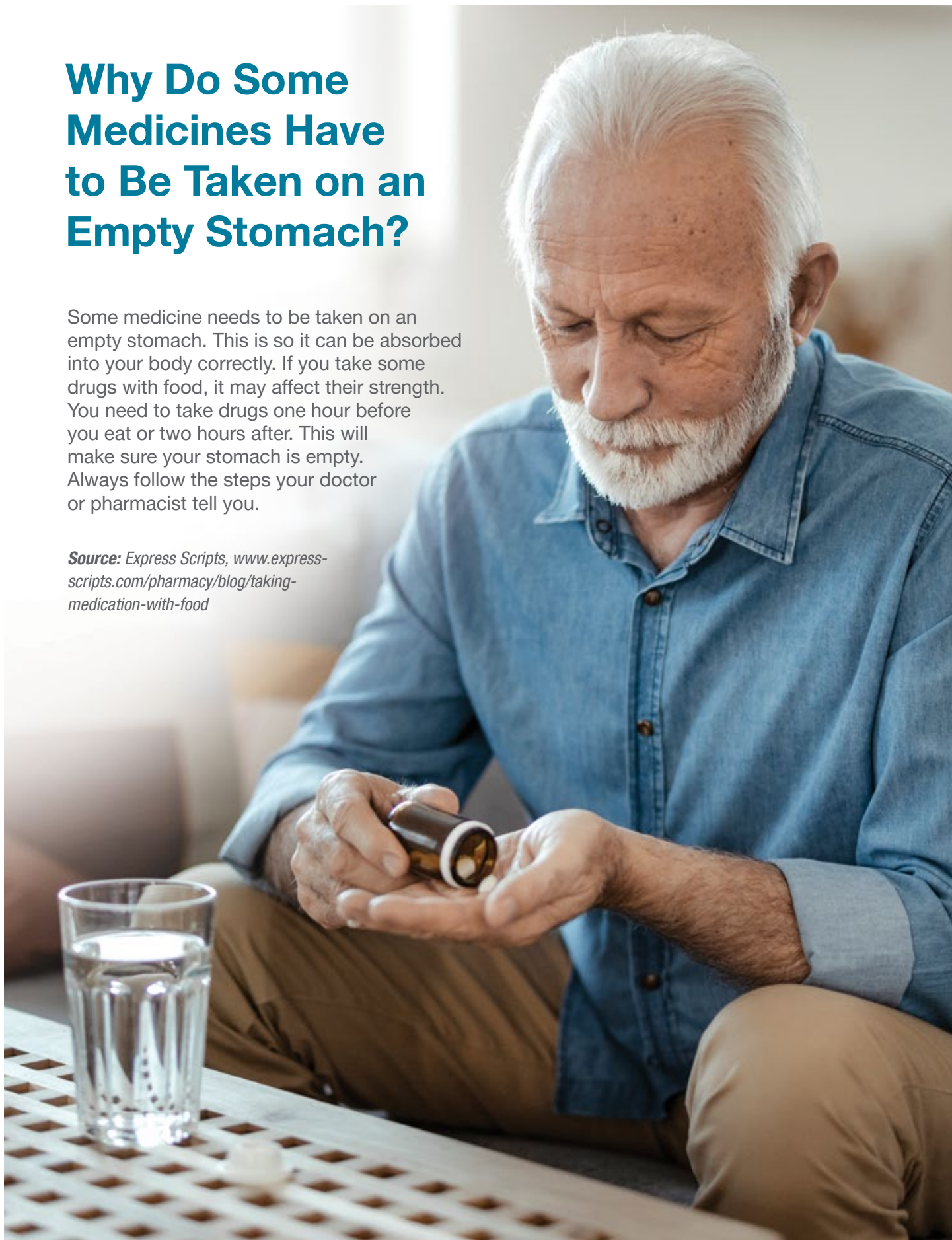
- ✓ Talk through any next steps you need to take.
- ✓ Do you need to pick up a prescription?
- ✓ Do you need a follow up visit?

USE TELADOC®: Talk with a doctor 24 hours a day, 365 days a year. Call 1-800-TELADOC (835-2362) or visit [Teladoc.com/MyCareOhio](https://www.teladoc.com/MyCareOhio). You can also find a link on the CareSource mobile app.

Why Do Some Medicines Have to Be Taken on an Empty Stomach?

Some medicine needs to be taken on an empty stomach. This is so it can be absorbed into your body correctly. If you take some drugs with food, it may affect their strength. You need to take drugs one hour before you eat or two hours after. This will make sure your stomach is empty. Always follow the steps your doctor or pharmacist tell you.

Source: Express Scripts, www.express-scripts.com/pharmacy/blog/taking-medication-with-food



Stay Healthy on a Busy Schedule

Taking care of your physical health is key to overall well-being. This can be tough when you have a busy life. There are small things you can add to your daily routine to increase your overall well-being.



Take breaks!

Get up and go for a walk outside. This can help lower your anxiety, improve your mood and even give you more energy.



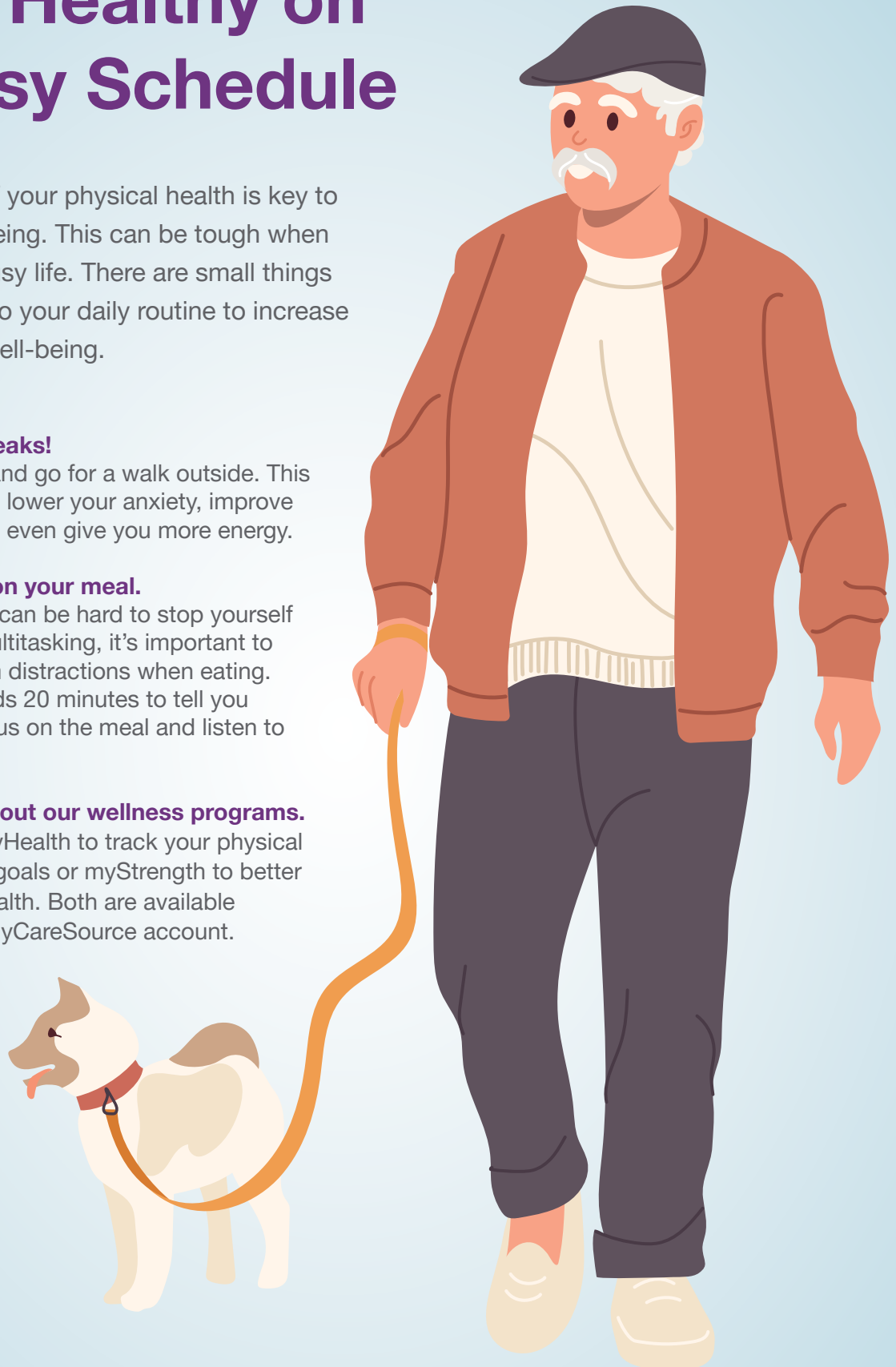
Focus on your meal.

While it can be hard to stop yourself from multitasking, it's important to step away from distractions when eating. Your brain needs 20 minutes to tell you you're full. Focus on the meal and listen to your body.



Ask about our wellness programs.

Use MyHealth to track your physical health goals or myStrength to better your mental health. Both are available through your MyCareSource account.



Continuous Glucose Monitoring

If you have been diagnosed with diabetes, there may be a simpler way to manage your blood sugar. A continuous glucose monitor (CGM) is a small device that sticks to your arm or belly. It has a tiny sensor that goes under your skin. CGMs track your blood sugar all the time. They alert you if it goes too high or too low.

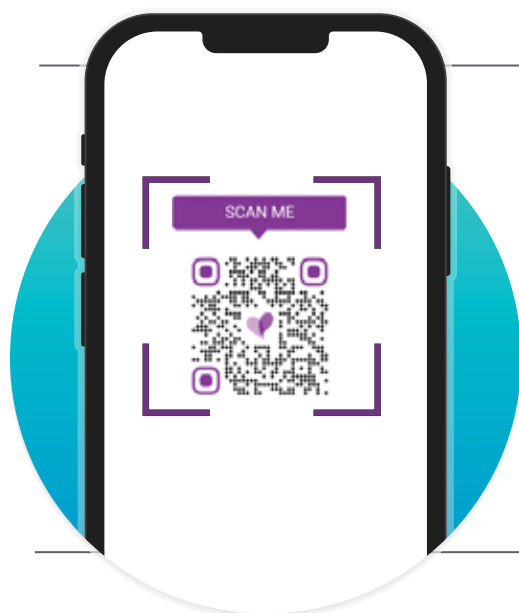
CGMs are helpful if you have trouble reaching and staying at a target blood sugar level. They are also useful if your blood sugar often drops too low, but you don't realize it. This can put you at risk for severe low blood glucose and can be very dangerous.

To see if you are eligible to get one, talk to your Care Manager or your provider.

Sources:

National Institute of Diabetes and Digestive and Kidney Diseases, www.niddk.nih.gov/health-information/diabetes/overview/managing-diabetes/continuous-glucose-monitoring

American Diabetes Association, www.diabetes.org/living-with-diabetes/treatment-care/hypoglycemia



Using QR Codes

You have likely seen this icon around. This is a QR code. QR means “Quick Response.” It is a code that gives information instantly using your smartphone or tablet. All you do is aim your smartphone or tablet at the square using your camera. You will see a link show up on your screen. Press this link. Try it out! Use this QR code to visit **CareSource.com**.



Is All Screen Time Bad?

We live in a digital world. Digital media and screens are part of our daily lives. They help us work, learn, keep in touch with family and friends, and provide easy and endless entertainment. But too much screen time can be bad for our health.

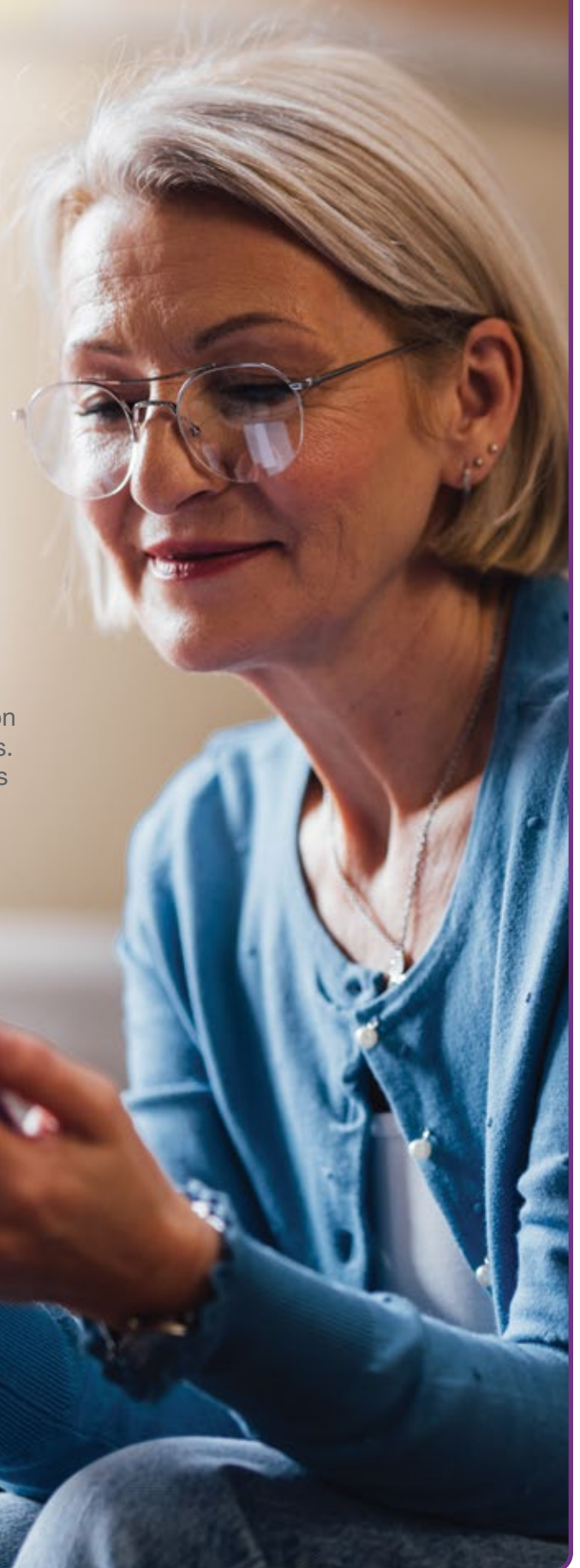
For kids and teens, too much time on screens means less time for being active and building real-world relationships. It also means they are more likely to be overweight and perform worse in school.

Too much screen time also means you are less active. This can lead to higher rates of obesity and health issues like diabetes and heart disease.

Not all screen time is bad. The key is balance. Focus on quality screen time over the amount of time on screens. Have clear boundaries for when you can be on screens so that your time with others is not affected. When we set healthy limits and focus on what is important, we prioritize our well-being.

Source:

American Academy of Pediatrics,
www.aap.org



Advocate For *Your* Health



Before 1993, women were not always part of medical research studies. For example, women face worse side effects from medications than men. They are not always part of the trials when drugs are tested. Crash test dummies shaped more like women's bodies were not used for testing until 2003. This means women are more likely to be killed or seriously injured in a car crash. Heart attacks and heart disease were considered "a man's disease". It wasn't until the 1980's that anyone studied how it impacted women.

Knowing this history, women need to advocate for their health.

- ✓ Be open and honest with your provider. Share your concerns even if it feels embarrassing. Your provider should listen and respond with respect.
- ✓ Do not be afraid to ask questions. It can be helpful to write down what you want to talk about and bring it to your visit. Make sure all of your concerns are addressed.

You know your body best. If they tell you your symptoms are normal but you feel off, speak up. Ask, "What about my issue tells you that it is not serious or something to worry about?" Or, "What should I look for that may mean this is getting worse?"

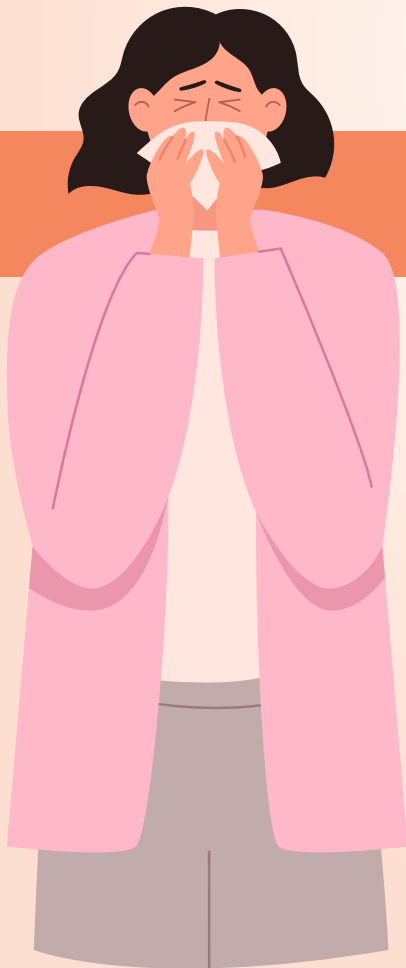
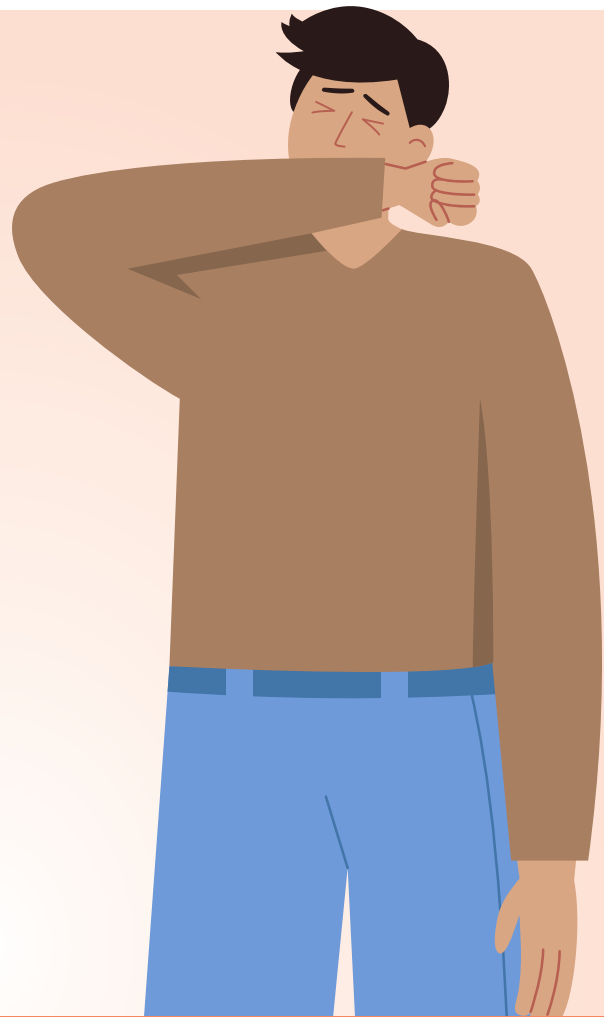
If you feel unheard or dismissed by your provider, speak up. When you tell them you do not feel heard, that should result in a change. If it doesn't, it may be time to see a new provider.

Source: Association of American Medical Colleges, www.aamc.org



Stop the Spread of Flu & RSV!

Two common types of sickness this time of year are respiratory syncytial virus (RSV) and flu. They both cause coughing, runny nose, and fevers or chills. With RSV, you may notice sneezing, trouble breathing and that you are not as hungry. If you have the flu, you may have a sore throat, stuffy nose, headache or body aches. Infants and older adults are at highest risk for getting the flu or RSV.



What's the best way to protect yourself?

Get both a flu shot and an RSV vaccination each year.

Stop the spread of Flu and RSV:

- ✓ Wash your hands often.
- ✓ Cover your coughs and sneezes.
- ✓ Don't touch your eyes, nose or mouth.
- ✓ Don't go around others who are sick.
- ✓ Wipe down high-touch places in your home.

Sources: Centers for Disease Control and Prevention,
www.cdc.gov/rsv/index.html

English: We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at **1-855-475-3163** (TTY: 1-833-711-4711 or 711), 8 a.m. - 8 p.m., Monday – Friday. Someone who speaks your language can help you. This is a free service.

Spanish: Contamos con servicios gratuitos de intérprete para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o de medicamentos. Para obtener los servicios de un intérprete, llámenos al **1-855-475-3163** (TTY: 1-833-711-4711 o 711), de 8 a. m. a 8 p. m., de lunes a viernes. Una persona que habla español puede brindarle ayuda. Este servicio es gratuito.

Chinese Mandarin: 我们提供免费口译服务，以回答您对我们的健康或药物计划的任何问题。如要获取口译服务，请在周一至周五的上午 8:00 至晚上 8:00 致电 **1-855-475-3163** (聋哑人电传打字服务专线：1-833-711-4711 或 711) 联系我们。届时，我们将安排会讲普通话的人员为您提供帮助。此项服务免费提供。

Chinese Cantonese: 我們提供免費的口譯服務，以回答您可能對我們的健康或藥物計劃擁有的任何疑問。如需口譯員，請致電 **1-855-475-3163** 聯絡我們 (TTY 聽障電話專線：1-833-711-4711 或 711) ；服務時間為：週一至週五上午 8 點至晚上 8 點。我們將安排會說繁體中文的人員為您提供幫助。此項服務免費提供。

Tagalog: Mayroon kaming mga libreng serbisyo ng interpreter upang sagutin ang anumang mga katanungan na maaaring mayroon ka tungkol sa aming plano sa kalusugan o gamot. Upang makakuha ng interpreter, tawagan lang kami sa **1-855-475-3163** (TTY: 1-833-711-4711 o 711), 8 a.m. - 8 p.m., Lunes - Biyernes. Matutulungan ka ng isang taong nagsasalita ng Tagalog. Libreng serbisyo ito.

French: Des services d'interprétation vous sont proposés gratuitement pour répondre à toutes vos questions sur notre programme relatif à la santé ou aux médicaments. Pour obtenir un interprète, contactez-nous au **1-855-475-3163** (téléscripteur : 1-833-711-4711 ou 711) de 8 h 00 à 20 h, du lundi au vendredi. Une personne parlant français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có các dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào mà quý vị có thể có về chương trình sức khỏe hoặc thuốc của chúng tôi. Để có thông dịch viên, chỉ cần gọi cho chúng tôi theo số **1-855-475-3163** (TTY: 1-833-711-4711 hoặc 711), 8 giờ sáng - 8 giờ tối, từ Thứ 2 đến Thứ 6. Một người nói Tiếng Việt có thể giúp quý vị. Dịch vụ này miễn phí.

Russian: Мы бесплатно предоставляем услуги устного перевода в случае, если у вас могут возникнуть вопросы о нашем медицинском или лекарственном плане. Для получения услуг устного перевода, просто позвоните нам по номеру **1-855-475-3163** (телетайп: 1-833-711-4711 или 711) с 8:00 до 20:00 с понедельника по пятницу. Вам может помочь человек, говорящий на русском языке. Эта услуга предоставляется вам бесплатно.

Arabic: لدينا خدمات المترجمين الفوريين للإجابة على أي أسئلة قد تكون لديك حول خطتنا الصحية أو الدوائية. للحصول على مترجم فوري، فقط اتصل بنا على **1-855-475-3163** (TTY: 1-833-711-4711 أو 711)، من صباحاً حتى 8 مساءً، من الإثنين إلى الجمعة. يمكن لشخص يتحدث اللغة العربية تقديم المساعدة لك. هذه الخدمة مجانية.

Italian: Disponiamo di servizi gratuiti di interpretariato per rispondere a qualsiasi domanda in merito al nostro piano sanitario o farmaceutico. Per richiedere un interprete è sufficiente chiamarci al numero **1-855-475-3163** (TTY: 1-833-711-4711 o 711), dalle 8.00 alle 20.00, dal lunedì al venerdì. Potrai ricevere assistenza da qualcuno che parla italiano come te. Il servizio è gratuito.

Portuguese: Oferecemos serviços de interpretação gratuitos para responder a quaisquer perguntas que possa ter sobre o nosso plano de saúde ou medicamentos. Para obter um intérprete, basta ligar para **1-855-475-3163** (Teletipo: 1-833-711-4711 ou 711), das 8:00 às 20:00, de segunda a sexta-feira. Alguém que fale [Português] pode ajudá-lo. Este serviço é gratuito.

French Creole: Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou kapab genyen sou plan sante oswa medikaman. Pou w jwenn yon entèprèt, jis rele nou nan **1-855-475-3163** (TTY: 1-833-711-4711 oswa 711), 8 a.m. - 8 p.m., Lendi – Vandredi. Yon moun ki pale kreyòl kapab ede w. Sa se yon sèvis gratis.

Polish: Oferujemy bezpłatne usługi tłumaczenia, który odpowie na wszelkie pytania dotyczące naszego planu opieki zdrowotnej lub planu leczenia farmakologicznego. W celu skorzystania z usług tłumacza prosimy o kontakt pod numerem **1-855-475-3163** (TTY (dalekopis): 1-833-711-4711 lub 711), od 8:00 do 20:00, od poniedziałku do piątku. Asystent mówiący po polsku udzieli Państwu pomocy. Usługa jest bezpłatna.

German: Bei Fragen zu unserem Gesundheits- oder Arzneimittelplan steht Ihnen ein kostenloser Dolmetscherdienst zur Verfügung. Um einen Dolmetscher in Anspruch zu nehmen, rufen Sie uns einfach montags bis freitags von 8.00 Uhr bis 20.00 Uhr unter **1-855-475-3163** (TTY: 1-833-711-4711 oder 711) an. Jemand, der Deutsch spricht, wird Ihnen weiterhelfen. Dieser Dienst ist kostenlos.

Korean: 건강 플랜이나 처방약 플랜에 대하여 궁금하신 점에 대해 답을 드릴 때 무료 통역 서비스를 이용하실 수 있습니다. 통역가가 필요하시면 **1-855-475-3163** (TTY: 1-833-711-4711 또는 711)으로 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 전화 주십시오. 한국어를 구사하는 담당자가 도와드릴 수 있습니다. 본 서비스는 무료로 제공됩니다.

Hindi: हमारी स्वास्थ्य या दवा योजना के बारे में आपके हो सकने वाले किसी भी प्रश्नों का उत्तर देने के लिए हमारे पास निःशुल्क दुभाषयिणी सेवाएं हैं। दुभाषयिणी प्राप्त करने के लिए, बस हमें **1-855-475-3163** (TTY: 1-833-711-4711 या 711), 8 a.m. - 8 p.m., सोमवार - शुक्रवार, पर कॉल करें। हृदी में बात करने वाला कोई व्यक्ति आपकी मदद कर सकता है। यह सेवा निःशुल्क है।

Japanese: 医療保険または医薬品プランに関するご質問にお答えするため、無料の通訳サービスがあります。通訳をご希望の方は、**1-855-475-3163** (TTY: 1-833-711-4711 または 711) までお電話下さい。月～金曜日、午前8時～午後8時にご利用いただけます。日本語を話す通訳者が対応いたします。こちらは無料サービスです。

Notice of Non-Discrimination

CareSource complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status. CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille or audio at no charge. Please call Member Services at the number on your CareSource ID card if you need any of these services. If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, Ohio 45401

Email: CivilRightsCoordinator@CareSource.com
Phone: 1-800-488-0134 (TTY: 711)
Fax: 1-844-417-6254

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Mail: U.S. Dept of Health and Human Services
200 Independence Ave, SW Room 509F HHH Building
Washington, D.C. 20201

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

Complaint forms are found at: <http://www.hhs.gov/ocr/office/file/index.html>.

MyCareOhio
Connecting Medicare + Medicaid



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

HOW TO REACH US

Member Services Dept:
1-855-475-3163
(TTY: 1-833-711-4711 or 711)

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

Join Us

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

 [X.com/CareSource](https://www.x.com/CareSource)

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

Important Plan Information

***Tell Us
What You
Think!***



We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

[CareSource.com/NewsletterSurvey](https://www.CareSource.com/NewsletterSurvey)

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.

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.

MyCareOhio
Connecting Medicare + Medicaid