

SPRING 2018

MEMBERSource

A Newsletter for CareSource MyCare Ohio Members

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WE WANT TO HEAR FROM YOU

CareSource is dedicated to gathering feedback from members like you. We gather your feedback through member surveys for the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) each spring and Member Advisory Council meetings through the year.

Below are comments received from our members:

- Customer Service treats members with courtesy and respect
- Doctors listen carefully and communicate well
- We provide easy access to urgent and routine care, tests, and treatment

Below are areas we are working to improve:

- Easy access to materials that help members understand benefits and educate on how to improve overall health
- Overall coordination of care, so that all of a member's doctors are communicating with each other
- Our advisory councils told us that members were confused about where to go for various care needs. To reduce confusion, council members helped design a magnet. It contains helpful tips. You can get one from your Care Manager

Your input is key. If you have a chance to be a part of surveys or advisory councils, please try to participate. We'd love to hear how we can make your experience better. Thank you for being a CareSource member.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

**CareSource**®

KEEPING YOUR HEART HEALTHY



February is American Heart Month.

Here are some things you can do to keep your heart healthy:

- Have your blood pressure checked regularly. Many people who have high blood pressure don't know it.
- Get a cholesterol check. High cholesterol gives you a greater risk of heart disease and stroke.
- Quit smoking. If you smoke, quit. It's a big step you can take toward having a healthy heart.

The American Heart Association recommends just 40 minutes of moderate to vigorous aerobic exercise 3-4 times a week. Even brisk walking will do.

Here are some reasons why physical activity is proven to improve both mental and physical health.

- Physical activity boosts mental wellness
- Physical activity increases immunity
- Physical activity reduces risk factors
- Physical activity prolongs your optimal health

See for yourself. Once you get over the inertia and find creative ways to fit physical activity into your life, we think you'll agree that the effort to get moving is worth it!

MEN'S HEALTH

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Here are some tips:

- **Eat healthy foods.** Include a variety of fruits and vegetables each day.
- **Stay fit.** Regular exercise has many benefits.
- **Don't smoke.** If you do smoke, talk to your health care provider about how to quit. Urge other men in your life to quit, too.
- **Reduce stress.** Learn the best ways for you to recognize and manage it.
- **Get an annual health checkup.** Know your family health history and talk to your health care provider about it.
- **Know the signs of a heart attack.** Major signs include:
 - Pain or discomfort in the jaw, neck, back, arms or shoulder
 - Feeling weak or light-headed
 - Chest pain or discomfort
 - Shortness of breath
- **Prostate cancer screening.** Talk to your health care provider about the right decision for you.





MANAGING DIABETES

Do you have diabetes? Screening and early treatment can prevent or minimize complications. Follow these steps:

1. Schedule a visit with your health care provider.
2. Ask your health care provider what tests you need to help manage your diabetes. Get these important tests:
 - Blood pressure check at every visit.
 - Hemoglobin A1C test at least twice a year. This measures your average blood glucose level for the past two or three months.
 - Urine and blood test to check kidney function at least once a year.
 - Blood lipids (fats) test at least once a year. This includes total cholesterol, LDL (“bad”) cholesterol, HDL (“good”) cholesterol, and triglycerides.
 - Foot check at each visit and a thorough foot exam at least once a year.
 - Dilated eye exam each year with an eye care professional.
3. Know your results. Discuss them with your doctor.
4. Ask your doctor what you can do to manage your diabetes. This may include:
 - Changes to your diet
 - Exercise
 - Medication
5. Write down the date and time of your next visit.

You should also get a dental checkup twice a year, an annual flu shot, and a pneumonia shot.

USE OUR EASY FIND A DOCTOR TOOL

Need to find a doctor, hospital, pharmacy or other health care provider? Just use our easy online tool. It’s fast and convenient. Our tool is updated daily with the most recent information. Visit our website to get started. Some features are shown here.

SEARCH	Search by doctor name or facility. You can also search by specialty or location.
FILTERS	Filters allow you to narrow your results and find what you need quickly.
LOCATION	When ‘Location Services’ are enabled, our tool can auto-suggest options near you.
SORT	Sort your results. List them by name, distance or relevancy.

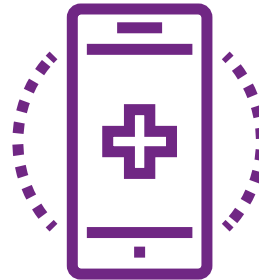
TAKE YOUR MEDICINE

Need help remembering when to take your medicine? Use one of these easy tips:



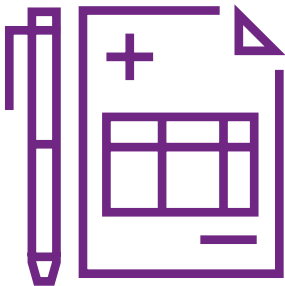
Take your medicine at the same time each day.

You are more likely to form a habit of it.



Set an alarm.

You can set daily reminders on your cell phone.



Write yourself a note.

Post it in a place where you will see it every day, like on the refrigerator or your bathroom mirror.



Use a medication log.

Write down the date, time, medicine name and dose each time you take it.

MAIL-ORDER PHARMACY TIPS

Would you like to get your prescriptions delivered right to your home? Use our mail-order service. It can save you a trip to the pharmacy. Keep these tips in mind:

- Mail-order service is most helpful for long-term medication use.
- Prescriptions may have to be written and filled for a 90-day supply. That's only four times a year.
- It can take multiple days to receive orders. Be sure to order refills before you run out.
- Automatic refills and renewals may be available.

Talk to your doctor to see if mail-order would work for you.

Three easy steps to fitness

SilverSneakers is a fitness program. It can help you feel better and stay in shape. It is free for members who have both Medicare and Medicaid coverage with CareSource MyCare Ohio.

GET STARTED TODAY! FOLLOW THESE THREE EASY STEPS.

1. Make sure you have both Medicare and Medicaid coverage with us.
2. Find a fitness location near you at **silversneakers.com**.
3. Take your SilverSneakers card with you when you go. You can use the one you received in the mail. You can also print a new one from the SilverSneakers website.



GET A CHECKUP ONCE A YEAR

Be sure to see your health care provider once a year for a checkup. This visit is important for your health and wellness. Checkups when you are not sick allows time to form a trusting relationship with your health care provider and set goals for your health.

Preventing disease before it starts is critical to helping people live longer, healthier lives. Preventive health care services include immunizations, screenings for common chronic and infectious diseases, and cancers. Preventive services also include clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling is also a preventive step to support healthy living and self-management of chronic disease.

During this visit, your health care provider will:

- Update the health-risk assessment you completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your list of current medical providers and suppliers
- Screen for cognitive issues
- Update your written screening schedule from previous wellness visits
- Update your list of risk factors and conditions and the care you are receiving or that is recommended
- Provide health advice and referrals, to health education or preventive counseling services or programs

Preparing for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can
- Write down any questions or concerns

If you need help accessing your health care provider or would like to find a new one in your area, please contact Member Services.

DRUG AND ALCOHOL SCREENINGS CAN PREVENT FUTURE PROBLEMS

When you visit your doctor, he or she may ask you about your drug and alcohol use. This is a type of screening. It helps your doctor find any conditions related to drug or alcohol use that have not yet been diagnosed. The screening can help:

- Find patterns of unhealthy use
- Refer you to treatment, if needed
- Provide a brief intervention
- Prevent future problems

For more details, go to:

www.integration.samhsa.gov/clinical-practice/screening-tools#drugs

NEW BENEFITS FOR YOU – MENTAL HEALTH AND SUBSTANCE USE DISORDER TREATMENT SERVICES

In addition to behavioral health treatment services that you currently receive, beginning January 1, 2018 additional behavioral health services may be available to you. New services include:

1. **Assertive Community Treatment (ACT) for members 18 and older.** ACT provides very focused and individualized help to those with serious mental illness. ACT is direct service to someone in need, around the clock and in the comfort of their home and community.
2. **Intensive Home Based Treatment (IHBT).** This service is for individuals 18 and under, however, in some circumstances may be available to members aged 18-21. IHBT treats emotional disturbances and aims to keep individuals in their home and living their daily lives in school and the community.
3. Comprehensive addiction treatment, including **residential and partial hospitalization services.** These options provide more flexibility to fit your health situation. We want you to get the care you need in the best place to begin your recovery.

Services such as office visits, vaccination (shots), blood tests and more may be provided by your behavioral health treatment provider. If you would like more information about these services, talk to your provider or call Member Services at **1-855-475-3163 (TTY: 1-800-750-0750 or 711)**. You can also visit **CareSource.com**.

If you need help finding a behavioral health provider, call 1-833-674-6437 (OPIOID).

NEW TIMEFRAMES TO FILE A COMPLAINT OR AN APPEAL

	Before January 1, 2018	January 1, 2018 and after
How long do I have to appeal a decision CareSource made?	90 calendar days	60 calendar days
When will I receive a state hearing form?	You received a hearing form when CareSource made a decision on your request for service.	You will only receive a state hearing form if we do not change our decision as part of your appeal.
When can I request a state hearing?	Hearings had to be requested within 90 days of the date on the state hearing form we sent you.	You must first follow our appeal process before you can request a state hearing. If you have an unfavorable appeal, you will also receive a state hearing form. You have 120 days from the mailing date of the form to request a hearing.
When can I report a complaint (also known as a grievance) to CareSource?	You had 90 days from the date you identified the issue causing the dissatisfaction to report the grievance to CareSource.	You can file a grievance at any time.

If you need help to file a complaint (grievance) or appeal with us, please call Member Services.



PREVENT FRAUD WITH THE FOUR Rs

CareSource has a program to handle cases of health care fraud, waste and abuse. You are our first line of defense! You can help protect yourself and your loved ones. Just use the four Rs:

1. **Record** – Record dates of doctor’s appointments, tests, and services you receive on a calendar. Save receipts and statements from providers. This will help you keep track of services you have received.
2. **Review** – Review your Explanation of Benefits statements. Compare them with the dates on your calendar. If you find things you don’t have a record of, it’s possible you may have been billed for services you did not receive.
3. **Report** – If you suspect fraud or abuse, call us at 1-855-475-3163 (TTY: 711). Follow the prompts to report fraud. We will review your report to be sure everything’s okay.
4. **Remember** – Protect your CareSource MyCare Ohio member ID card. Only show it to your doctor or other health care provider. Never give your card to someone in exchange for a special offer. Never let another person use your card.

New to our plan?

If you’re new to CareSource and already have health care visits scheduled, please let us know right away. In some situations we may allow you to receive care from a provider that is not in the CareSource network. We know how important it is for you to get the care you need. If you do not call us to tell us about services already approved or scheduled the claim may not be paid. Some examples might be:

- Scheduled surgery
- Third trimester pregnancy care
- Chemotherapy or radiation treatments

See your member handbook for more information. Call **1-855-475-3163** (TTY: 711) today or as soon as possible. We will help transition your care to CareSource.

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

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

IT'S NEVER TOO LATE
TO GET A FLU SHOT!



Flu
Shots

ALL DAY
EVERY DAY!

Given by a licensed
healthcare professional

WELLNESS TIPS

It's cold and flu season. Are you ready? These tips can help you stay well.

- ✓ **Get a flu shot.** Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. It's the best way to prevent the flu.
- ✓ **Wash your hands.** It helps to stop the spread of germs.
- ✓ **See your doctor.** If you haven't had an annual checkup, call your doctor today. Regular exams can help find problems early when they are easier to treat.
- ✓ **Call our 24-hour nurse hotline.** Our nurses can answer your questions. They can help you figure out if you need to seek medical attention. You'll get simple and helpful advice. Just give us a call. The number is located on your member ID card.