

SUMMER 2018

MEMBERSource

A Newsletter for CareSource Members

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MEDICARE? MEDICAID? BOTH?

CareSource can cover both your Medicare and Medicaid benefits through the MyCare Ohio plan. If you are receiving this newsletter you are likely eligible for membership in a MyCare Ohio plan because you

- Live in our service area
- Have Medicare Parts A, B and D
- Have full Medicaid coverage, and
- Are 18 or older

Do you know if CareSource coordinates both your Medicare and Medicaid benefits? Just because you are eligible for these coordinated benefits doesn't mean you are receiving them from CareSource. In fact, some of you have chosen CareSource for only your Medicaid ("MyCare Medicaid-only"). This means that you have another organization to manage your Medicare benefits. You will need to work with both CareSource for Medicaid services and your Medicare plan for Medicare services and Part D drugs. Those members that choose CareSource for both Medicare and Medicaid will enjoy:

- No copays for Medicare and Medicaid benefits
- No copays for your prescription drugs
- One plan provider network to coordinate all your benefits
- One ID card for all of your Medicare and Medicaid benefits
- More transportation benefits
- SilverSneakers fitness program
- Extra vision and dental benefits

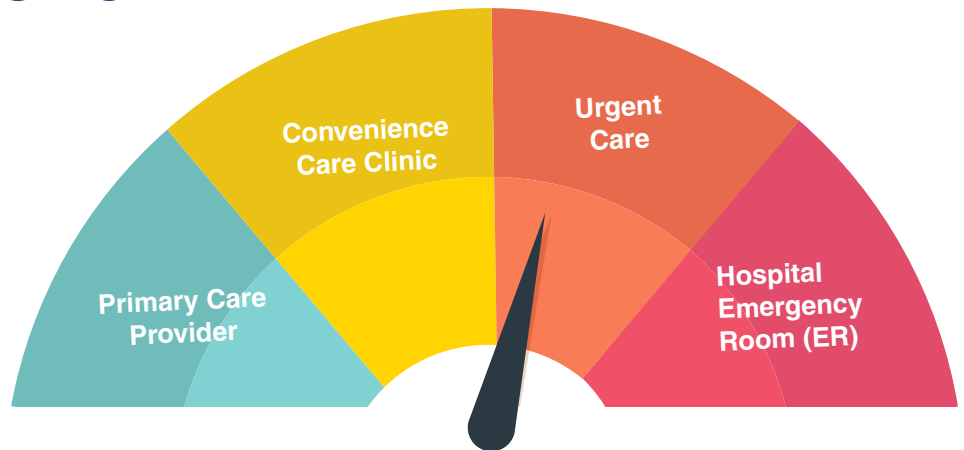
Call the Ohio Medicaid consumer Hotline at 1-800-324-8680 (TTY: 711), Monday – Friday, 7 a.m. to 8 p.m. or Saturday, 8 a.m. to 5 p.m.


CareSource[®]

For more information, visit [CareSource.com](https://www.caresource.com) 1

WHERE DO I GO FOR CARE?

Sometimes you may be unsure of where to go or who to call for a health need. 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.

Convenience Care Clinic

Convenience care clinics, such as those found inside CVS and Walgreens, are best used when you cannot 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 you have a life threatening situation like chest pain, a head injury or trauma.

CareSource 24

If you aren't sure you need to see a doctor, go to a clinic or go to the emergency room, you can call CareSource24® first at 1-866-206-7861. The CareSource24 Nurse Advice Line can help you decide the best course of action for your symptoms.



REVIEW YOUR EOB STATEMENTS

Your Explanation of Benefits (EOB) statement helps you and CareSource monitor potential fraud, waste or abuse. **This statement is not a bill.** If you receive one, please help us by checking these things:

- Services, supplies or equipment listed that you did not receive
- Services that were billed more than once
- Services that are not familiar to you

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

- Call **1-855-475-3163** (TTY: 1-800-750-0750 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.



GET TO KNOW YOUR LOCAL PHARMACIST FOR MTM!

It's probably not common to think of a pharmacist as someone who provides medical care. Yet many pharmacists share the goal to improve your health through medication. Many of our members take multiple drugs prescribed by one or more doctors. Some drugs, when taken with others, are less effective and/or cause side effects. This is where Medication Therapy Management, or MTM, and your friendly pharmacist can help. MTM is a program that promotes drug safety, simplifies your medication schedule and arms you with more knowledge. During MTM you will receive an annual medication review. You will also receive a personal medication list and action plan, with follow up steps if necessary. This program is available to eligible members at no additional cost. See www.caresource.com/members/ohio/caresource-mycare-ohio/my-pharmacy/medication-therapy-management for more information or speak with your Care Manager.



MOVE IT!

You've heard the expression "crawl before you walk". It's okay to start small and slow with exercise. You can improve your energy by taking small steps to become more active. If it's hard to find the motivation or energy to get moving, it might be because you're not moving enough! Try it.

If you're able, walk up and down the stairs more often. Walk around the block. Park your car further away from where you're going. Dance when no one (or everyone!) is watching. If your mobility is limited, march in place while watching your favorite TV show.

If you have both Medicare and Medicaid with CareSource, one of your benefits is SilverSneakers® fitness. SilverSneakers gives you access to exercise equipment and group classes in many locations at no additional cost. If you prefer to exercise at home, SilverSneakers also has at home activity kits. Call 1-888-423-4632 for more information.

It's not how much exercise can you do, it's how soon can you start? Talk to your Care Manager if you need ideas on increasing your daily activity to improve your health. Always consult your doctor before beginning an exercise program.

WHAT IS DURABLE MEDICAL EQUIPMENT OR DME?

Durable Medical Equipment, or DME, refers to equipment or supplies that are ordered by a doctor and used repeatedly for a medical purpose. These items are appropriate for home use. Prior authorization is usually required and medical necessity is important. Examples of DME include blood sugar test strips, oxygen tanks, wheelchairs and hospital beds, among many others. For more details please see your member handbook or the prior authorization list. You can also call member services with questions.

Stay covered

Thank you for being our member. We want you to continue to get the health care you need. To stay a CareSource MyCare Ohio member, you have to renew your Medicaid benefits with your local county Department of Job and Family Services office every year. CareSource does not process your renewal.

Watch your mail. The Ohio Department of Medicaid sends a form to you when it is time for you to renew your coverage. You can renew by mail or in person. If you don't take action, you may lose your coverage. Learn more at:

**[CareSource.com/members/ohio/
caresource-mycare-ohio/redetermination](https://www.caresource.com/members/ohio/caresource-mycare-ohio/redetermination)**



NEW MEDICARE CARDS ARE COMING

In April 2018, the Centers for Medicare & Medicaid Services (CMS) will start sending new Medicare ID cards to all people with Medicare. We want to help answer some questions you may have about the new cards:

- **Why am I getting a new Medicare card?** – Your Medicare card has your Social Security number on it. The new Medicare cards from CMS will have a new, unique Medicare ID number that does not use your Social Security number. This will help protect you against fraud and identity theft.
- **When will I get my new card?** – You will get your new card sometime between April 2018 and April 2019. You can use your old Medicare card until you get your new card.
- **Do I need to do anything to get ready?** – Make sure your mailing address is up to date with Social Security. If you need to make changes, contact Social Security at ssa.gov/myaccount or 1-800-772-1213. TTY users can call 1-800-325-0778. Beware of anyone who contacts you about your new Medicare Card. CMS will never ask you to give personal or private information to get your new Medicare number and card.
- **What should I do when my new card comes?** – When you get your new Medicare card, you will need to securely and safely destroy your old Medicare card. Keep your new card in a safe place.

Be sure to keep your CareSource member ID card. Your CareSource member ID number is not changing. You will continue to use your CareSource ID card when you visit your doctor, pharmacy and other providers.



NEED A RIDE TO THE DOCTOR?

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

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
- 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.



IS ANXIETY GETTING IN THE WAY OF YOUR LIFE?

Anxiety is very common. It doesn't always appear as worry. Sometimes it takes on the form of:

- Muscle tightness
- Irritability
- Poor sleep
- Fatigue

You can find tools and techniques to help ease stress at myStrength, an online wellness tool available at no cost to you. Access it at www.mystrength.com/r/caresource. Find the app at www.mystrength.com/mobile.

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** includes 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**



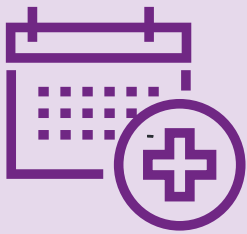


EYE CARE FOR DIABETICS

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 see 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.



Be Prepared

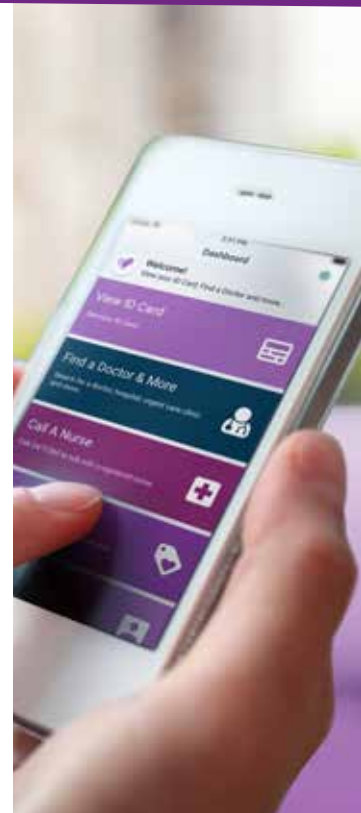
Top three things to take to your next doctor visit

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

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

- Access your secure My CareSource® account
- View or share your digital member ID card
- Find a doctor, hospital, clinic, urgent care or pharmacy
- Call CareSource 24® and speak with a nurse 24/7
- Call Member Services
- And more!

Download the CareSource mobile app for free.



CALL US

NO INTERNET ACCESS? NO PROBLEM.

JUST CALL MEMBER SERVICES AT **1-855-475-3163** (TTY: 1-800-750-0750). WE CAN HELP YOU GET WHAT YOU NEED.



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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Non-Profit
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Important Plan Information

PREVENT INFECTIONS AND ILLNESS

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 getting sick and reduce the spread of germs. Follow these five easy steps recommended by the Centers for Disease Control and Prevention:

1. **Wet** your hands with clean, running water, 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.

