

FALL 2017

MEMBERSource

A Newsletter for CareSource Members

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CONVENIENCE CARE CLINICS GIVE YOU EASY ACCESS TO CARE

Great news! If you need care for an ongoing health issue, such as diabetes or high blood pressure, you may be able to use a convenience care clinic as your Primary Care Provider (PCP).

You may have been assigned to a clinic as your Primary Care Provider when you enrolled, or you may be able to choose a clinic as your PCP. You can visit for any health care need, just as you would visit your PCP. From wellness visits to acute care, a convenience care clinic PCP gives you easy access to the care you need. Many are open late and on weekends. To choose a clinic as your PCP, you can update your PCP on your My CareSource account, or you can call the Member Services phone number on the back of your ID card.

You can also visit a convenience care clinic for care when you have an issue and can't get in to see your regular PCP quickly. Convenience care clinics are open when your PCP's office may be closed. You can get care for common health issues such as:

- Sinus Infections
- Coughs/Colds/Flu
- Rashes
- Allergies
- And more

You can find these network providers through our **Find a Doctor/Provider**, our online search tool. Please ask the provider at the clinic to send a record of your visit to your PCP. This helps your PCP stay informed of your health care needs to better guide your care.



DO YOU KNOW WHERE TO GO FOR CARE?

Your primary doctor is the best place to start when you're sick or hurt. He or she knows your health history and can better treat minor illnesses and injuries. In many cases, you may be able to care for these at home.

The emergency room is the right choice when an injury or illness is a danger to your life. Go to an urgent care when you need care right away for something that is not life-threatening. A retail clinic or telehealth visit can care for minor illnesses. This may be a good choice when your PCP can't see you.

Sometimes it's hard to decide. We can help. Just call our 24-hour nurse advice line. It is available 24/7 to help you figure out what to do. Your call goes right to a nurse. You don't need to wait for a call back. Call the phone number on your member ID card. You can also use the CareSource mobile app.

TIPS FOR COLD AND FLU SEASON

Cold and flu season is coming. These tips can help keep you and your family healthy.

- 1 **Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone 6 months and older to get one. CareSource members can get a yearly flu shot at no charge.
- 2 **Know where to go.** Flu shots are available from doctors' offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go in your area.
- 3 **Learn the signs of a cold vs. the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask the doctor if an antibiotic is really needed.
- 4 **Call if you need help.** You can call our 24-hour nurse advice line any time. The number is 1-866-206-0554 (TTY: 1-800-750-0750 or 711).



PROTECT YOUR PERSONAL INFORMATION

Health insurance fraud is a serious issue. You can help combat it. Keep these tips in mind.

- Use caution when giving out your personal information. This includes your member ID and social security number.
- Never let anyone else use your ID card. This could put you at risk for identity theft. It is also illegal.

If you think someone has used your ID card, let us know right away. You can call us at **1-800-488-0134**. Follow the prompts to report fraud. You can choose to remain anonymous. Your report will stay confidential to the extent allowed by law.

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/members/ohio/ohio-medicare/my-pharmacy/preferred-drug-list/](https://www.caresource.com/members/ohio/ohio-medicare/my-pharmacy/preferred-drug-list/)

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.

OUR BABIES COUNT PROGRAM PROVIDES RESOURCES

Too many babies in our state are dying every day. Nearly 1,000 babies die each year before age one. Being born too soon is the number one cause of baby deaths in Ohio.

CareSource supports regular care and healthy pregnancies to help prevent these deaths. Learn more about what you can do to help keep moms and their unborn babies healthy. Visit **OurBabiesCount.org** for details.

DID YOU KNOW?

My CareSource® is your personal online account. It can help you get the most out of your member experience.

You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Pay your premium
- And more

Sign up now! It's fast, convenient and secure. Just go to [MyCareSource.com](https://www.mycaresource.com) to get started.

Stay covered! Renew your Medicaid benefits!

To stay a CareSource Medicaid member, you have to renew your Medicaid benefits. We don't process the renewal for you. The Ohio Department of Medicaid will send you a form when it is time to renew. You can do so:

- **By mail.** Fill out the form and mail it back to your county Job and Family Services (JFS) office.
- **Online.** If you applied for Medicaid online, go to benefits.ohio.gov. Click on "Renew My Benefits."
- **In person.** Go to your county JFS office.

FOLLOW UP AFTER A MENTAL HEALTH HOSPITAL STAY

Have you had a hospital stay for a mental health issue? If so, follow-up care will help you get the continued support you need. Be sure to have a follow-up visit **within seven days** of your hospital stay.

Talk to your mental health care provider during this visit. You can discuss:

- Current and future treatments
- Any medication side effects
- Problems with getting medications or treatment
- Filling your prescriptions
- Making a safety plan
- Community support
- Self-care tools
- Who to call if you start to feel bad again

If you need help scheduling a follow-up appointment, contact your Care Manager or Member Services at **1-800-488-0134 (TTY: 1-800-750-0750 or 711)**.





ASTHMA? BREATHE EASIER

Asthma affects almost 24 million Americans. Are you one of them? Follow these steps to manage your asthma.

- Avoid triggers that make your asthma worse. Everyone is different. Some common triggers are pollen, smoke, dust mites or exercise.
- If you smoke, get help to stop. Talk with your doctor or Care Manager.
- Take your medicine as prescribed. You may take medicine for long-term control to help prevent symptoms. You may also need quick-relief, or rescue, medicine that helps relieve symptoms when they flare up.
- Follow your asthma action plan. Work with your doctor on a plan just for you. It will help you track your asthma control and get the care you need when you need it.
- If you have questions, talk with your doctor or your Care Manager.

Source: www.cdc.gov/asthma



EXPRESS BANKING FOR CARESOURCE MEMBERS

We have partnered with Fifth Third Bank to offer our members an Express Banking® service. This is a bank account from Fifth Third Bank that offers:

- No monthly service charge
- No balance requirement
- No overdraft fees
- A debit card for purchases

Your financial health is key to your well-being. This account is a simple way to manage your money and reach your financial goals. For more details, go to www.53.com/CareSource. If you are visiting a Banking Center, tell them you are a CareSource member and reference code number **56706**.

Keep your Blood Pressure in Check

Blood pressure is how hard your blood pushes against the walls of blood vessels as it flows through your body. Blood pressure normally rises and falls. Blood pressure that stays high all the time is not healthy.

There are usually no signs or symptoms for high blood pressure. That's why it is sometimes called the silent killer. If it is not treated, it can cause strokes, heart attacks or even death.

Your doctor should check your blood pressure at every visit. If you have high blood pressure, your doctor may give you medicine and help you make diet or exercise changes to control it. Be sure to follow your treatment plan. It can help you manage your blood pressure.



CARE FOR MOMS AND BABIES

Are you thinking about getting pregnant? Expecting a baby soon? Already a mom? Here are some tips to help you and your baby stay healthy.

Before you are pregnant

- If you think you might be pregnant, don't wait. Call your doctor right away to schedule a visit.

While you are pregnant

- Your doctor will schedule many checkups for you over the course of your pregnancy. Don't miss any. They are all important.
- Follow your doctor's advice. Ask questions if you are not sure what to do. Your doctor and our nurse advice line are here to help.
- Sign up for Babies First. Learn more at [CareSource.com/ohbabiesfirst](https://www.caresource.com/ohbabiesfirst).
- Don't smoke. If you do, try to quit. Smoking can cause serious harm to you and your baby. We can help you find a path to success. You can:
 - ✓ Get stop-smoking tips and resources at the MyHealth link on your My CareSource account.
 - ✓ Get coaching through our Tobacco Free program. Access this through the MyHealth link, too.
 - ✓ Call **1-855-852-7001**. Learn about our Quit for Two program for pregnant members.

After the baby is born

- Schedule a postpartum (after birth) visit to see your doctor. You should go **between three and eight weeks after you deliver**. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child exams. See details on the next page.



Know How to Recognize Psychosis

Psychosis is a mental health condition. It includes some loss of contact with reality. Symptoms include changes in thinking and mood. Some examples are:

- Confused thinking
- False beliefs
- Hallucinations
- Changed feelings
- Changed behaviors

Symptoms can be scary or confusing, but you can get help. There is treatment for psychosis. No one needs to suffer alone.

Seek help early. Talk to your doctor.

Reach out for help the first time symptoms appear. If left untreated, it may disrupt relationships, work or school. It can also increase the risk for:

- Depression
- Suicide
- Substance use

YOU CAN LEARN MORE ONLINE.

Go to www.nimh.nih.gov/health/publications/raise-fact-sheet-first-episode-psychosis/index.shtml.

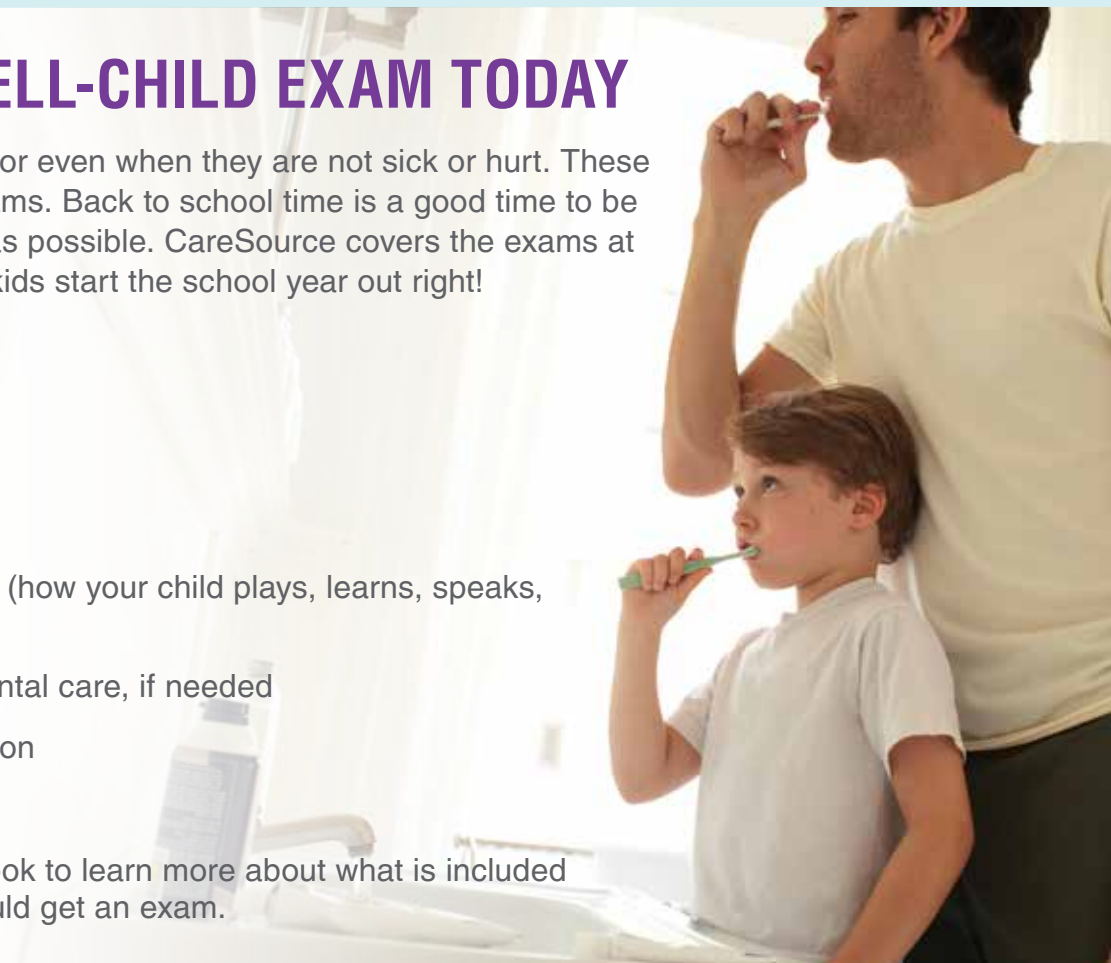
SCHEDULE A WELL-CHILD EXAM TODAY

Children need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. Back to school time is a good time to be sure your child is as healthy as possible. CareSource covers the exams at no cost to you. Be sure your kids start the school year out right!

These exams may include:

- Immunizations
- Height and weight check
- Lead screening
- Developmental screening (how your child plays, learns, speaks, acts and moves)
- Referral for preventive dental care, if needed
- Illness and injury prevention
- And more

Look in your Member Handbook to learn more about what is included and how often your child should get an exam.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

JUST DIAL 1-800-488-0134 (TTY: 1-800-750-0750 OR 711).



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

HOW TO REACH US

Member Services Dept:
1-800-488-0134
(TTY: 1-800-750-0750 OR 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-0554

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Non-Profit
US Postage
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THE NEW CARESOURCE APP IS HERE!

If you haven't downloaded the FREE CareSource mobile app yet, do it today! The CareSource app gives you easy access to your health plan information when you need it.

The mobile app lets you:

- View your digital member ID card
- Access your secure My CareSource account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

Creating a My CareSource account helps you get the most out of the app. Set up your My CareSource account through the app or at MyCareSource.com.

Download it through the App Store for iPhone and Apple or Google Play for Android today!

