

SPRING 2017

MEMBERSource

A Newsletter for CareSource Ohio Members

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TAKE CHARGE OF YOUR MENTAL HEALTH

We are excited to offer a new wellness tool. It is called myStrength. You can access it online or on your mobile device at no cost to you. myStrength's proven tools can help strengthen your mind, body and spirit. Think of it as a health club for your mind.

myStrength offers:

- **Online learning** – Topics include depression, anxiety, drugs and alcohol.
- **Empowering self-help tools** – These include a mood tracker, thought and feeling log, and a fitness log.
- **Wellness resources** – Mindfulness and relaxation exercises as well as physical fitness resources are available. You'll also find help to quit smoking, manage stress and eat a healthy diet.
- **Inspirational quotes and articles** – These can help motivate you to stay healthy.

Ready to start?

1. Visit <https://www.mystrength.com/r/caresource> to get started. Then click "**Sign Up.**"
2. Complete the myStrength sign-up process and personal profile.
3. Go mobile. Download the myStrength app for iOS or Android devices. Find it at www.mystrength.com/mobile. Use your login email and password to sign in.

Tap into your strength today! If you have any questions, let us know. **Call Member Services at 1-800-488-0134** (TTY: 1-800-750-0750, or 711).



YOUR BEST WEAPON AGAINST COLORECTAL CANCER

You have a powerful weapon to help prevent colorectal cancer. Do you know what it is? It's regular screenings.

Screenings look for cancer or pre-cancer in people before symptoms begin. Polyps can be found and removed years before they develop into cancer. Polyps are abnormal growths that form on the inner wall of the colon or rectum. Screenings can also find colorectal cancer early, when it is highly curable.

You should have your first screening at age 50 if you do not have risk factors. If you have a family history or other risk factors, such as inflammatory bowel disease, talk to your doctor. You can discuss the best time for you to start.

The type of screening test used is based on your age, family history and other factors. Your doctor will work with you to find the best screening method and schedule for you.

You can take steps to decrease your risk of colorectal cancer. They include:

- Be more active.
- Maintain a healthy diet and weight.
- Limit alcohol.
- Don't smoke.

Source: National Cancer Institute, National Institutes of Health



LAB TESTS

Q: I just went to the doctor for my annual checkup. After the exam, she gave me an order to get some lab tests done. Do I have to do this? Why is it important?

A: Yes. Lab tests are important. Your doctor may ask for them to:

- Monitor your current health.
- Confirm a diagnosis.
- Compare the results to results from a previous test to look for changes in your health.
- Find out how you are responding to a treatment.
- Help develop a treatment plan for you.

Lab tests check a sample of your blood, urine or body tissue. Your doctor will analyze the samples to see if your results fall within the normal range. Results will allow your doctor to give you the best possible care for your specific needs.

QUALITY CARE IS OUR GOAL



CareSource is invested in your health. We want you to get the best care possible. That's why we have a quality program. It helps us improve our service and the care you receive.

CareSource uses the Healthcare Effectiveness Data and Information Set (HEDIS®). This helps us measure care quality. We also use the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey see related article below.

These tools help us find out how we are doing in many areas. They include:

- Member access to care.
- Member health and preventive care.
- How happy you are with your health plan and doctors.

We use results to make your care better. One way is to create special programs. Some examples are the ones we have to help members with asthma and diabetes stay healthy. We design programs that focus on preventive care, too. These include tools that encourage you to get checkups and screenings.

You can find out more about our quality program. You can also see more details about the progress we have made in meeting our program's annual goals and the results.

Just visit our website at: CareSource.com/members/ohio/ohio-medicaid.

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

We Want to Hear from You

Your care means a lot to us. Part of our Quality Improvement program is an annual member survey. It is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). **Please take the time to participate in this survey if you receive it in the mail.** CareSource studies your responses. We take actions that will improve your health and well-being and your experience with CareSource. This is an important part of our quality commitment to you.

Last year you told us you wanted us to improve our internet information. You also wanted your benefit coverage to be easier to understand. We continue to work on these areas based on what you told us. **Thank you for this feedback.** If you receive a CAHPS survey in your mailbox this year, please tell us more.

Our mission is to make a lasting difference in your life. **To best serve you, we need your feedback. Help us help you!**



TRANSITIONING TO ADULT CARE

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care partner who focuses on adult care.

Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health partner for your child by age 18. If needed, Member Services can provide information to help with a smooth transition in choosing a new primary care provider for your child.

Take Stock of Your Health

Have you ever asked yourself ***“How healthy am I?”*** or ***“Could I be healthier?”***

We can help you find out. Take a **FREE** online health risk assessment that will help you understand how you can be healthier. It's quick and easy to take. Go to **CareSource.com** and choose the Health Risk Assessment link.

When you finish, you'll get your personal health score and a plan to help you live a healthier life. You can also set up a “My Account” page, build a profile and set goals and preferences. You can try different tools, explore healthy recipes and much more.

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-medicaid/my-pharmacy/preferred-drug-list/

If you don't have access to the internet, please call Member Services. The number is on the back of your member ID card. We will help you.



BREAST FEEDING SUPPORT SERVICES AVAILABLE

We all know that breast milk is best for babies. Yet breastfeeding can be difficult for many moms. Did you know that one of your benefits as a CareSource member is lactation support services? They are available at no cost to you. They include access to a lactation consultant, education classes and a breast pump.

These services can help new moms with latch-on difficulties, milk supply, weight gain, returning to work and other breastfeeding issues. Talk to your obstetrician for more details. We want to make sure you get the support you need to keep you and your baby healthy.



UNDERSTANDING HIGH BLOOD PRESSURE

Did you know these facts about hypertension?

- It is often called the silent killer.
- It is the number one risk for heart disease.
- One in three adults have it.

Hypertension is also known as high blood pressure. It is a silent killer because most people don't know they have it until they develop a complication. It can cause injury or death when left untreated.

Blood pressure is a measure of how hard your blood pushes against the walls of the blood vessels as it flows through your body. It is measured with two numbers.

1. The top number is called systolic blood pressure. It represents the pressure in your blood vessels when your heart beats.
2. The bottom number is called diastolic blood pressure. It represents the pressure in your blood vessels when your heart rests between beats.

High blood pressure can lead to heart attack, stroke, heart failure and other problems. Changing your lifestyle can help control it. Your doctor may recommend you eat a healthy diet with less salt, exercise regularly, quit smoking, limit alcohol, and maintain a healthy weight.

Your doctor may prescribe medicine to help lower your blood pressure. Here are some tips:

- Always take your medicine as your doctor advises.
- Take a list of all your current medications to every doctor's visit. Some drugs, such as cold or pain medicines, can raise your blood pressure.
- Don't stop taking any drugs that may affect your blood pressure without talking to your doctor first.

High blood pressure is a treatable problem. If you haven't had your blood pressure checked lately, it is time. Your doctor should check your blood pressure at every visit.



USE THE FOUR R'S TO PREVENT FRAUD

CareSource has a program to handle cases of fraud, waste and abuse. However, you are our first line of defense. Use the “four R’s.” They can help protect you and your loved ones from fraud and abuse.

1. **Record** – Record dates of doctor’s visits, tests, and services you receive on a calendar. Save receipts and statements from providers. This will help you be sure of which services you have received.
2. **Review** – Review your Explanation of Benefits statements. Compare them to the dates on your calendar. If you find there are items that 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 **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Follow the prompts to report fraud. We will review your report to be sure everything is OK. To see other options for reporting, visit **CareSource.com**.
4. **Remember** – Protect your member ID card. Don’t give it to anyone except your doctor or other health care provider. Never give your card to someone in exchange for a special offer, and never let another person use your card.

ONLINE WELLNESS COACHING AVAILABLE ANYTIME

Try out MyHealth, your online wellness source, available 24/7! You can find MyHealth on **My.CareSource.com**. MyHealth is a set of online virtual health coaching programs with a personal twist called Journeys®. Journeys are made up of small steps that encourage healthy new actions.

Members can focus on a variety of health topics, including:

- Being more active
- Lowering your stress levels
- Eating healthier
- Losing weight
- Being tobacco free
- Controlling chronic diseases
- And more!

Members can keep up with their progress by using Track™, a daily wellness tracker that will synch with your FitBit® and other health apps.



CALL US

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

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GET VISION CARE SERVICES AT WAL-MART

We want to make it convenient for you to get the care you need. That's why CareSource members can go to Wal-Mart Vision Centers for care.

You can get covered optical goods at all centers. You can even get covered eye exams at some of them. Before you go, contact the Walmart Vision Center you want to visit. Make sure the optometrist is in our network before you schedule an appointment. You can also use our Find a Doctor/Provider tool at CareSource.com. Or you can look in your Provider Directory.

HAVE YOU HAD YOUR FLU SHOT?

Want a way to keep the flu away? The number one way to prevent the flu is to get the flu vaccine. The vaccine can help keep you from getting the flu. If you do get sick, it can make the symptoms less severe. It can also help keep you from spreading the flu to others.

Everyone six months of age and older should get a flu vaccine each year by the end of October, but getting the vaccination later is okay. If you haven't been vaccinated this season, schedule yours today.

Source: www.cdc.gov