



SPRING 2021

# MEMBER *Source*

A Newsletter for CareSource® Members



## Understanding

# COVID-19 Vaccines

You've likely been hearing a lot about the COVID-19 vaccines. If you are reviewing vaccine information on the Internet, make sure it's from a credible source with regular updates. The Centers for Disease Control and Prevention (CDC) and your local and state health departments are great resources to learn more about the vaccination program and plans. We also want to help you stay informed.

Below are a few things you should know:

- 1 The US Food & Drug Administration (FDA) has authorized the vaccines.
- 2 In the early phases of the vaccine, supply will be limited, but that will increase in the months to come.
- 3 The COVID-19 vaccines are **safe** and **effective** and are being thoughtfully distributed.
- 4 To have the most protection from COVID-19, second doses are required.
- 5 The COVID-19 vaccine will be available at no charge.

Getting the vaccine is one of the many important ways to help stop the pandemic. Continuing to wear masks and social distance will reduce the chance of being exposed to or spreading the virus. Proper prevention measures, coupled with the vaccine, will provide the best protection from COVID-19.

For more information about the COVID-19 vaccine, visit [www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html](http://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html).



## PREVENT Cervical Cancer

Cervical cancer is a type of cancer that starts in the cervix. The cervix is the lower part of a woman's uterus, where a baby grows during a pregnancy. All women are at risk for cervical cancer, but it is found most often in women over the age of 30.

The human papillomavirus (HPV) is the most common cause of cervical cancer. HPV spreads mainly through sexual activity. In most people with HPV, the body can clear the infection on its own. An infection that does not go away on its own may cause cancer over time.

There are steps you can take to prevent cervical cancer:

- 1 Quit smoking.** Smoking can weaken your body's immune system. This can make it harder for the body to fight cancer cells.
- 2 Have routine pap tests.** Pap tests, or pap smears, look for pre-cancerous cells on the cervix. Getting a routine pap test can help find issues early before they get worse.
- 3 Get the HPV vaccine.** Children and young adults should get the HPV vaccine. It helps protect against the types of HPV that most commonly cause cervical cancer.
- 4 Limit sexual partners.** Use barrier protection like condoms to reduce risk of HPV and other STIs.

Learn more about cervical cancer at [cdc.gov/cancer/cervical/](https://www.cdc.gov/cancer/cervical/).



## Heart Disease in Women



Heart disease is often tied to men, but it is the leading cause of death for both men and women in the United States.

**Women often get heart disease at an older age than men.** Heart disease in women usually happens after menopause. This is when the level of the hormone estrogen drops.

**Women may have other risk factors for heart disease that men don't have.** Risk factors like endometriosis and polycystic ovary disease that only impact women can increase the chances of developing heart disease.

**The signs of a heart attack can also be different in men and women.** While many people have the classic symptoms of a heart attack like sudden chest pain, women are more likely to have less common symptoms that happen more slowly. Less common symptoms include nausea or vomiting, fatigue, and dizziness, among others.

Protect your heart. Go to [cdc.gov/heartdisease/](https://www.cdc.gov/heartdisease/) to learn more about your risk and what you can do to live a heart healthy life.

Source: <https://health.clevelandclinic.org/women-men-higher-risk-heart-attack/>





## Breast Cancer **AWARENESS**

Breast cancer is the second most common cancer in the United States. It is the second-leading cause of cancer death in women. There is no sure way to prevent breast cancer, but there are ways to lower your risk.



Get regular physical exercise.



Have a healthy weight.



Eat healthy foods.



Limit alcohol.

The earlier breast cancer is found, the better chance for successful treatment. Women between ages 50 and 75 should get a mammogram at least once every two years. All women should talk with their PCP about when to start screening. Staying informed is key to prevention!

## What to Expect at a *Mammogram* Visit

A mammogram screening examines breast tissue to find abnormalities. Having a yearly mammogram can help find cancer early, when it is most treatable.

### During Your Visit

You and a trained technician will be the only ones in the exam room. The technician will place your breasts one at a time in between two plastic plates. You will likely feel pressure while taking the X-ray images but not for long. The screening only lasts about 10 minutes.

**TIP: Make sure you do not wear deodorant, lotion or perfume on the day of your visit.**

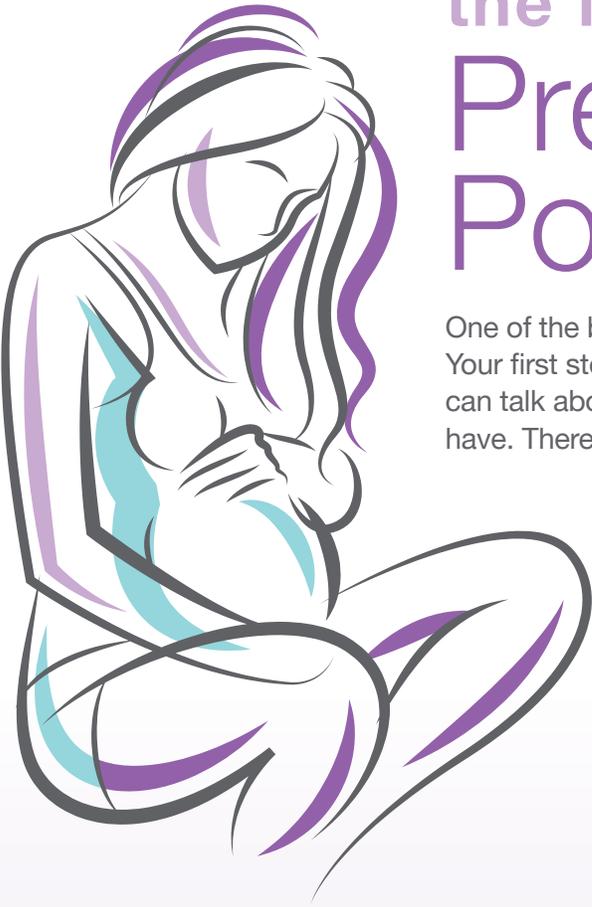


### COVID-19 Safety

Health care offices MUST follow The Centers for Disease Control and Prevention (CDC) guidelines for COVID-19. You and the technician will be asked to wear a mask during the visit. You can always call your provider before the visit to ask any questions you may have.

Mammograms are a vital part of your preventive health care routine. Don't delay!

Source: [www.cdc.gov/cancer/breast/basic\\_info/mammograms.htm](http://www.cdc.gov/cancer/breast/basic_info/mammograms.htm)



# the importance of Prenatal & Postpartum Care

One of the best ways to have a healthy birth is to have a healthy pregnancy. Your first step should be going to regular prenatal visits. You and your provider can talk about birth plans, staying healthy, and answer any questions you may have. There are other ways you can help support a healthy pregnancy.

## myStrength<sup>SM</sup> is Here to Help

myStrength offers tools and resources you can use 24 hours a day. myStrength gives you support and tips specific to being a new parent. Sign up today through the CareSource Member Portal or go to [mystrength.com/r/CareSource](https://mystrength.com/r/CareSource) to learn more.

**Prenatal care** should start a few months before you become pregnant. Below are some healthy habits to follow:



Don't smoke or drink alcohol



Take vitamins like Folic Acid



Eat healthy



Talk to your provider about any medical problems you have

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**Postpartum care** should start right after giving birth. Postpartum care includes:



Getting enough rest (sleep when your baby sleeps)



Eating right



Drinking plenty of water



Going to postpartum visits (one to six weeks after delivery)

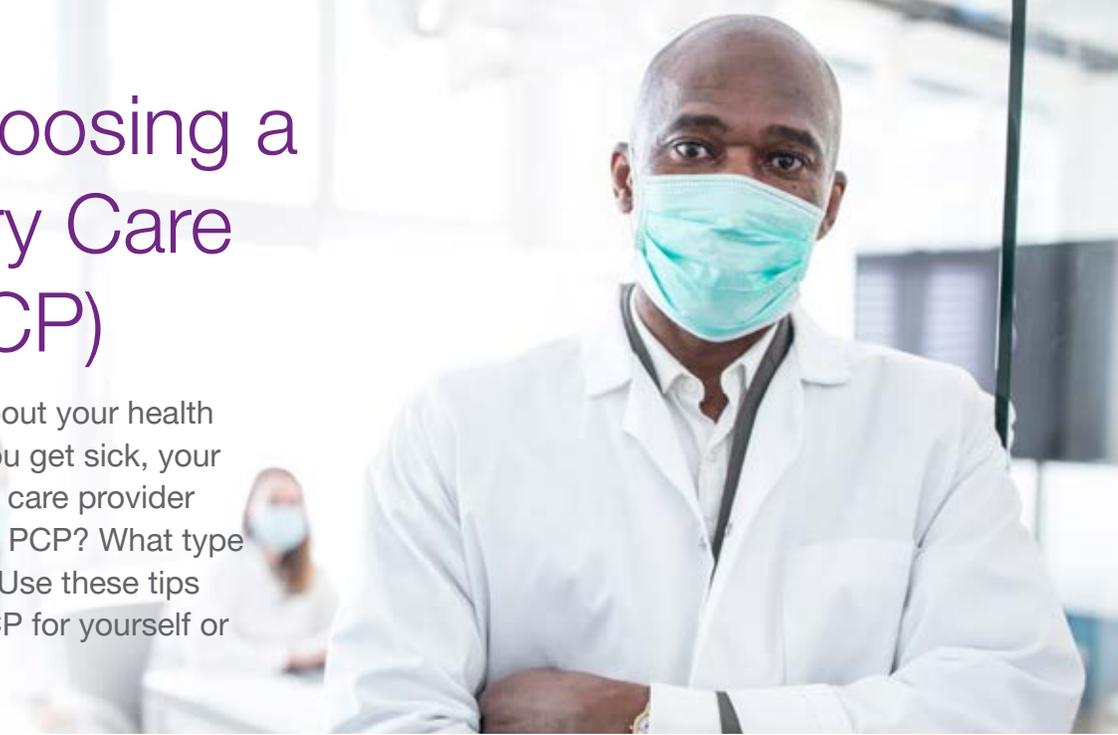
There are many hormone changes during pregnancy and after delivery. After your baby is born, your body goes through a lot of change both physically and emotionally. All of these changes can lead to anxiety, low self-esteem and depression. These feelings often go away on their own without any treatment. If you are feeling sad longer than two weeks, tell your provider. They can create a plan to help you feel better.

Sources: [www.healthline.com/health/pregnancy-care#takeaway](https://www.healthline.com/health/pregnancy-care#takeaway), [myfamilybirthcenter.com/the-importance-of-postpartum-care/](https://myfamilybirthcenter.com/the-importance-of-postpartum-care/)



# Tips for Choosing a New Primary Care Provider (PCP)

When you have questions about your health or need to see someone if you get sick, your first call is likely your primary care provider (PCP). How do you choose a PCP? What type of doctor is a PCP, anyway? Use these tips below to choose the best PCP for yourself or your family:



- 1. Check to see if the doctor is a part of the CareSource network:** Having a doctor in-network means you get the best care with your coverage. Visit [findadoctor.CareSource.com](https://findadoctor.CareSource.com) to use the Find a Doctor/Provider tool.
- 2. Find the best fit and type of doctor:** There are different types of PCPs, and you can choose one based on your health care needs:
  - Family practice doctors: Provide comprehensive care for all ages.
  - Internal medicine doctors: Doctors who treat only adults.
  - Pediatricians: These doctors specialize in children's health.
  - Obstetricians and Gynecologists (OB/GYNs): These doctors specialize in women's health. Women can choose to get all their care in one place.
  - Physician's Assistant/Nurse Practitioner: These professionals can provide some of the same medical care that doctors provide.
- 3. Location:** Choose a PCP with an office near your home or work. This will make it easier to get to your appointments.

Source: <http://www.nlm.nih.gov/medlineplus/ency/article/001939.htm>



## Your Feedback is **Important.**

Quality Care is our goal. CareSource is dedicated to gathering input from members like you. We collect member feedback through a variety of ways all year round.

Each Spring, we conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to learn more about your overall healthcare experiences. If you receive the survey by email, mail, or phone, we hope you take it. We value your feedback!

# COVID-19:

## Be Safe, Be Smart.

The COVID-19 pandemic has entered a second wave, causing even more infections and death around the world than the first. You still need to protect yourself and your family. Follow the Centers for Disease Control and Prevention (CDC) guidelines to help reduce your risk of infection.



1. Wear a face mask that covers your nose and mouth (N95 certified or double cloth). Protective eyewear may be needed in close social settings.



2. Wash your hands often with soap and water.



3. Wear protective gloves when you are cleaning or caring for someone who is sick.



4. Stay at least six feet apart from others outside of your home.



5. Stay at home as much as you can. Only go out for essential needs.

We cannot let our guard down even with an effective vaccine.



# You have **COVID-19**, **Now What?**

## Next Steps to Your Recovery

After testing positive for COVID-19, you may wonder what happens next. You've been told to stay home, monitor your symptoms and wash your hands but what other actions should you take?



### 1 **Quarantine.**

Quarantine for 10 days after you test positive or start having symptoms. After you have at least 24 hours with no fever (without using medication to bring it down) you can be around others.



### 2 **Call a provider.**

If you are ill, call your primary care provider (PCP) or the CareSource24® Nurse Advice Line. They can give you advice and answer any questions you may have. They can also help set up an action plan for what to do if your symptoms get worse.



### 3 **Protect your loved ones.**

Choose a room for you to be away from people and pets you live with. If you can, use a separate bathroom. Wear a mask around other people and pets if you cannot be away from others. Try to keep interactions brief.



### 4 **Keep track of your symptoms.**

Follow the action plan set up by your PCP. Know the warning signs and when you should seek emergency care.



### 5 **Don't share things with healthy people.**

Avoid sharing dishes, cups, eating utensils and bedding in your home. Thoroughly clean each item after use.



### 6 **Clean surfaces everyday.**

Make sure high-touch surfaces are cleaned daily. This includes your "sick room" and bathroom. Let someone else handle the daily cleaning for common areas in your home.

Your PCP will let you know when you can return to work or be around others. **Always wear a mask and keep a safe distance from others when you are in public, even after you have recovered.**

Source: [www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)



## Tips to **Limit Stress** Without Smoking

We all react differently to stressful events in our daily life. For people who smoke, stress can be a major trigger. Former smokers have found ways to deal with stress without relapsing and you can too!

Tips to de-stress without smoking:

1. Know the triggers that give you the urge to smoke.
2. Find other ways to cope. Try reading a book, taking a walk or talking with a friend.
3. Understand the signs of stress. Headaches, anxiety/nervousness or feeling overwhelmed are common signs.

**5 D's** when you feel the urge to smoke:

- 1 Delay**
- 2 Drink** water
- 3 Do** something else
- 4 Deep** breathe
- 5 Discuss** with a friend

The Ohio Tobacco Quit Line provides free coaching. Nicotine replacement therapy is offered at no charge if you are eligible. Call 1-800-QUIT-NOW (1-800-784-8669) to enroll or learn more.



## High Cholesterol **FACTS**

Cholesterol is a waxy, fat-like material. High cholesterol is when your blood has unhealthy levels. This can lead to heart attack and stroke.

Many causes like age, sex, diet, and physical activity level affect cholesterol. Children can have unhealthy cholesterol levels if they're overweight or their parents have it. Talk with your primary care provider (PCP) about how often to get a cholesterol screening. Learn what your numbers mean for you.

If you have high cholesterol, your PCP may help you make a management plan to lower it. If lifestyle changes alone are not enough, your PCP may prescribe a statin or other drug to help you get and keep a healthy cholesterol level.





Heart disease is the leading cause of death in the United States. The good news is you can greatly reduce your risk of heart disease by making lifestyle changes. Use the list of tips to keep your heart strong and healthy!

- Know your health history.
- See your PCP regularly.
- Quit smoking.
- Drink five or more glasses of water every day.
- Keep a healthy weight.
- Limit alcohol.
- Get active (at least 30 minutes per day).
- Learn to manage stress and cope with problems.
- Get enough sleep (seven to nine hours per night).
- Choose healthy foods.
- Limit sugary drinks.



### What's on a heart-healthy grocery list?

- ✓ Leafy greens (spinach, collard greens, kale and cabbage)
- ✓ Fruits and vegetables
- ✓ Whole grains (plain oatmeal, brown rice, and whole-grain bread or tortillas)
- ✓ Nuts
- ✓ Eggs
- ✓ Legumes (kidney beans, lentils, chickpeas, black-eyed peas and lima beans)
- ✓ Low-fat dairy
- ✓ Lean meat and protein (fish, chicken, turkey, beans, or tofu)
- ✓ Healthy oils (olive oil, canola oil)



## ***Pamper Yourself by Taking Care of Yourself***

While you are busy taking care of others, you may forget to take care of yourself. Through Women First, you will earn rewards that allow you to buy gift cards to your favorite stores. Earn rewards by completing healthy activities like yearly physicals, mammograms and pap smears. For a full list of eligible activities and to learn more about the Women First program, go to [MyCareSource.com](http://MyCareSource.com).

# How to Stay Active All Day

Many of us spend a lot of time sitting – in your car, at your desk, and on the couch. Too much sitting can take years off your life. Luckily, you can easily change this by simply moving more. Build more activity into your day to get moving. Your health will thank you.



1

**WALK MORE:** You don't need a gym membership to walk. Challenge yourself and pick up the pace or give more time to each walk. Try using a pedometer to track your steps.



2

**STAND UP:** Work is a place where many sit for hours. Take a five-minute break at least once an hour to start moving. You can even boost your productivity by getting up and moving around.



3

**CLEAN YOUR HOME:** Cleaning your home regularly is another way you can stay active. Cleaning can work many muscle groups without you even realizing it. To step it up, try tightening your abs for a few minutes throughout each hour.

4

**COMMERICAL BREAK SESSION:** Squeeze in exercise while watching TV or when the kids are napping. Try some jumping jacks, pushups or sit-ups during commercial breaks.



## CareSource24<sup>®</sup> Nurse Advice Line

Our staff of caring Registered Nurses are here 24/7 to talk to you. We can help if you get sick, hurt, or if you need answers to health questions. We can also help you decide when self-care, a doctor's visit, urgent care, or an ER trip is needed.



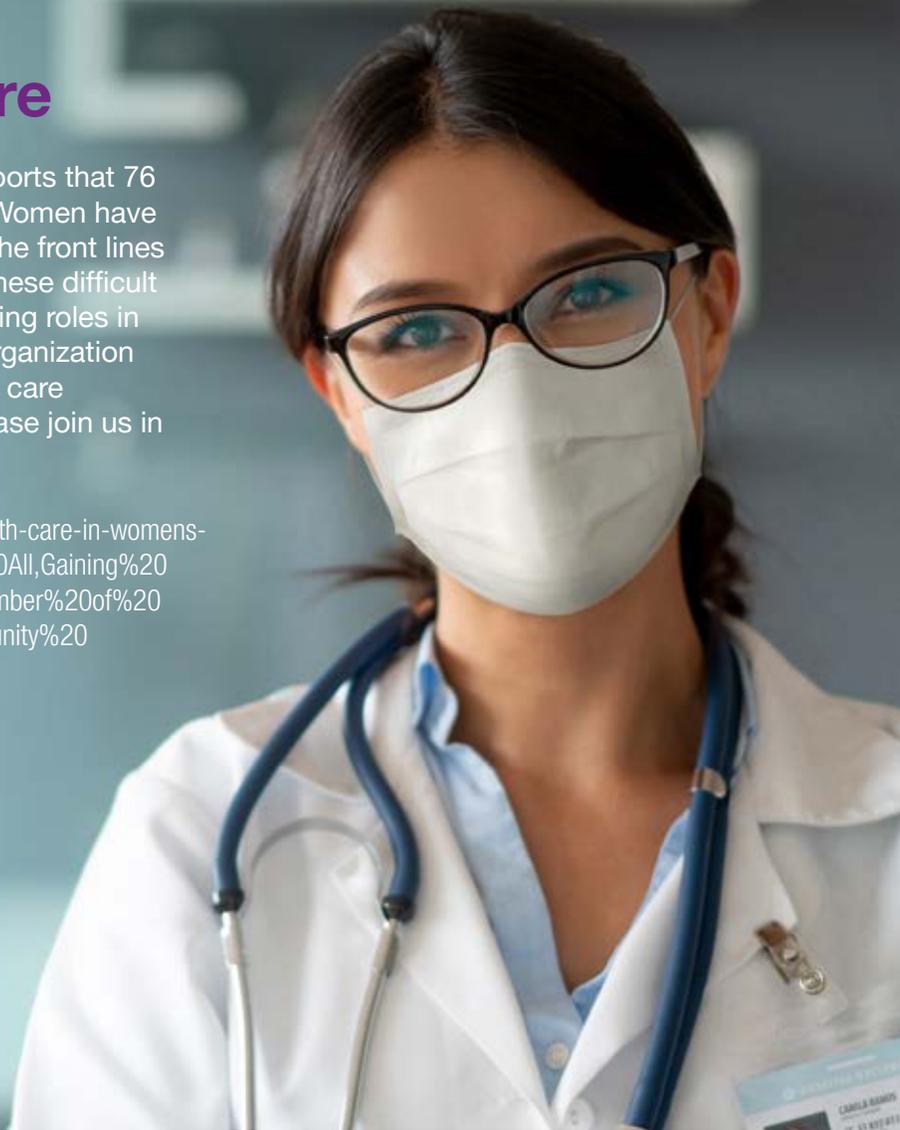
Call our Nurse Advice Line at **1-866-206-0554** (TTY: 1-800-750-0750 or 711).



# Women in Health Care

The United States Bureau of Labor Statistics reports that 76 percent of the health care workforce is female. Women have shown their strength by continuing to serve on the front lines of the COVID-19 pandemic. Especially during these difficult times, it is important to recognize their outstanding roles in health and impact every day. As a health care organization that works closely with our members *and* health care professionals, we want to say, “Thank You!” Please join us in thanking all essential workers.

Sources: [www.census.gov/library/stories/2019/08/your-health-care-in-womens-hands.html#:~:text=Women%20Hold%2076%25%20of%20All,Gaining%20in%20Higher%2DPaying%20occupations&text=The%20number%20of%20full%2Dtime,Census%20Bureau's%20American%20Community%20Survey](http://www.census.gov/library/stories/2019/08/your-health-care-in-womens-hands.html#:~:text=Women%20Hold%2076%25%20of%20All,Gaining%20in%20Higher%2DPaying%20occupations&text=The%20number%20of%20full%2Dtime,Census%20Bureau's%20American%20Community%20Survey).



## Get A FREE DisposeRx<sup>®</sup> Packet!

Do you have expired drugs or medications you no longer use? Expired or unused drugs can be a health risk for toddlers, teens, or family pets if they are within their reach. They can also be misused by others. Most people who misuse prescription drugs get them from friends or family. That's why we want to remind you to safely get rid of any unused or expired medications.

Drug take back sites like local drug stores or police stations can take the expired medications you no longer use. To see a list of sites near you, visit [deadiversion.usdoj.gov/pubdispsearch](http://deadiversion.usdoj.gov/pubdispsearch). You can also ask for a free DisposeRx<sup>®</sup> packet to help you get rid of the drugs safely. These packets are safe for the environment, easy to use, and will help reduce drug misuse. Request your free packet at [secureforms.CareSource.com/DisposeRx!](http://secureforms.CareSource.com/DisposeRx!)

Source: [FDA.gov/drugdisposal](http://FDA.gov/drugdisposal)



## Are You Up-to-Date on **Your Vaccines?**

Fears around COVID-19 have kept people from getting the routine care that they need, like vaccines. Staying up-to-date on shots is the best way to keep you and your loved ones safe. Vaccines keep people healthy and stop the spread of illnesses. Your pharmacist or primary care provider (PCP) can help you get up-to-date on all of your vaccinations. Be sure to ask your pharmacist or PCP about the COVID-19 vaccination too.



## Stay Healthy and Prevent the **FLU**

Flu viruses can spread from person to person through coughing or sneezing. You can also get the flu by touching something with live flu viruses on it, and then touching your mouth or nose.

You can help prevent the spread of the flu by washing your hands often for at least 15-20 seconds. The best way to prevent the flu is to get a flu shot each year. Members 18 months through 18 years of age may be eligible to receive a \$10 reward when they get a flu shot. Women 18 years of age or older also may be eligible to receive a \$10 reward when they get a flu shot.



# REPORTING

## Fraud, Waste and Abuse

CareSource takes cases of fraud, waste and abuse seriously. Learn about what types of activities are fraud, waste and abuse on our website at **CareSource.com**. There are ways to anonymously report anything that does not seem right:

1. **Call** Member Services and follow the prompts to report.
2. **Write to us.** You can fill out our Fraud, Waste and Abuse Reporting Form online or send a letter to:

CareSource  
Attn: Program Integrity Department  
P.O. Box 1940  
Dayton, OH 45401-1940

Other ways to report that are **not anonymous** include:

3. **Fax** us at 1-800-418-0248.
4. **Email** a message to [fraud@CareSource.com](mailto:fraud@CareSource.com).

## Covered Care, Benefits, and Services from CareSource



At CareSource, we care about you. That's why our benefits go beyond basic care. As a CareSource member, you'll always get all Medicaid-covered services at no cost to you. This includes the services to prevent, diagnose, or treat a medical condition. If you get a bill, please call Member Services. You can find the benefits you have in your member handbook. Just go to **CareSource.com** and view the handbook under *Plan Documents*.



## Pharmacy Updates

CareSource has an easy to search drug list on our website. Find out which drugs are covered by going to the *Find My Prescriptions* link under *Member Tools & Resources*. If you don't have access to the internet, we can help. Call Member Services to learn more.



# Thank You

## for Being a CareSource Member



Thank you for being a member of CareSource. Our mission is to make a lasting difference in our members' lives by improving their health and well-being. CareSource has programs that can help you reach your best health.

CareSource may sign you up in these programs. We do that based on news we get from your doctor, pharmacy, or other health care source. That is why you may get materials sent to you by CareSource. We may also call you about these FREE programs. You can also call CareSource and ask to sign up. We want to help you with your health.

### Programs include:

- ✓ One to One Care Coordination – helps members with chronic illness and functional impairments, multiple co-morbidities or at-risk pregnancies. It may include face-to-face visits, telephonic interactions, electronic communications, mailings, and health partner collaboration.
- ✓ MyHealth Journeys - encourages members to use CareSource online tools that encourage lifestyle habits. This includes things such as eating healthy, being physically active, and proactively managing chronic conditions.
- ✓ Tobacco Free - uses telephonic coaching to encourage non-pregnant members to opt-in to a tobacco cessation program. The program focuses on topics like nicotine dependence, benefits of quitting, and medications that help a person quit.
- ✓ Health Coaching - A telephonic program focused on disease-specific education for members with diabetes, asthma, and hypertension.
- ✓ MyStrength Tool - offers a FREE online self-management tool to connect members with resources to improve behavioral health and overall well-being.

To learn more call 1-844-438-9498.





# *Thank You* for Being a CareSource Member

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We want to remind you that you can find the most up-to-date information about your benefits and services on our website at **CareSource.com**. You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services, and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services, or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.
- How you can get information about our health partners, including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of CareSource's service area.
- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource's commitment to protect your privacy in all settings and CareSource's policy on sharing personal health information with plan sponsors and employers.
- There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Risk Assessment (HRA) on our website. Go to **CareSource.com/members/my-caresource-account** and click on "Health Assessment & Screening." When you complete the HRA, you will get tips that may help you improve your health. You can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

*Thank you,*





PO Box 8738  
Dayton, OH 45401 8738

CareSource.com

### How to Reach Us

#### Member Services

**1-800-488-0134**  
(TTY) 1 800 750 0750 or 711)

#### CareSource24®

24 Hour Nurse Advice Line:  
**1-866-206-0554**  
(TTY: 1 800 750 0750 or 711)

### Join Us

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# Important Plan Information

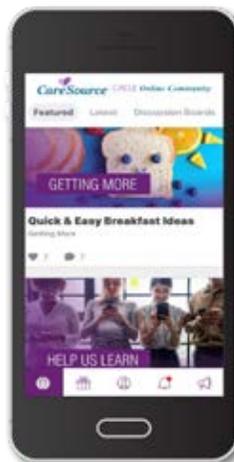


## We Want to Hear From YOU!

We love our members. That's why we want to hear from you! Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes two to three minutes.

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

**Thank you for trusting CareSource with your health care needs.**



## Stay Connected on CareSource Circle!

Your feedback is important to us. CareSource Circle is an online community where your voice can shape the future of your health plan. You can also receive CareSource updates, discover health tips, get to know other CareSource members and so

much more. Visit the link below to become a Circle member today!

[CareSourceCircle.com/v2/login](https://www.CareSourceCircle.com/v2/login)