

SUMMER 2018

MEMBERSource

A Newsletter for CareSource Members

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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.

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

STAY COVERED

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

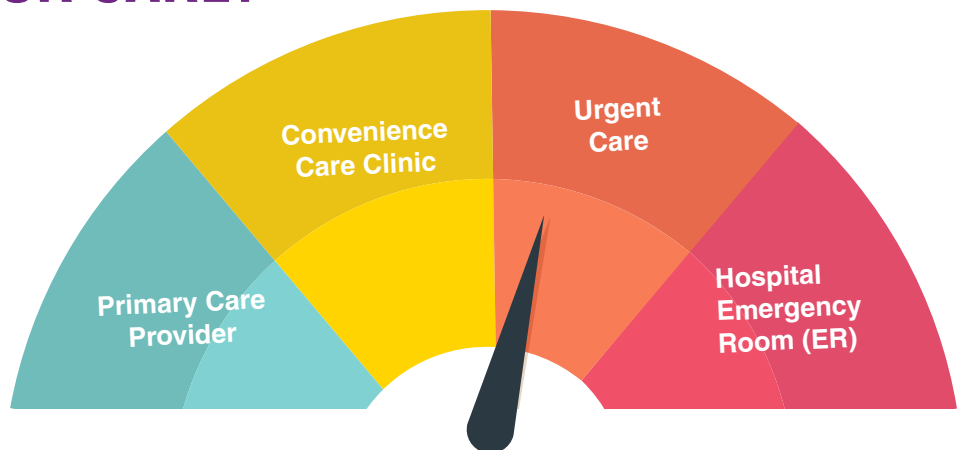
Watch your mail. The Ohio Department of Medicaid sends a form to you when it is time for you to renew your coverage. You can renew online, by mail or in person. If you don't take action, you may lose your coverage. Learn more at:

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


CareSource[®]

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 Kroger, are best used when you can't see your PCP and you need to be seen quickly 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 1-866-206-0554. 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 that you did not receive
- Services that were billed more than once
- Dates of service that are not familiar to you?

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

- Call **1-800-488-0134** (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.

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

Drug List Updates

Find out if your drugs are covered under your plan. Just go to this link:

CareSource.com/find-my-prescriptions

Quarterly changes and updates at **CareSource.com**, on your plan's Pharmacy page. Please call Member Services if you don't have access to the internet. We can help you.



BREAST PUMP BENEFIT

Do you breastfeed your baby or plan to when the baby is born? We want you to have the tools you need to do it successfully. You can get a breast pump to help when you need to be away from your baby. Pumps are available through Ameda Direct at no cost to you.

Two ways to order

1. Online:

Go to <https://insured.amedadirect.com>.
Fill out the online form.

2. By phone:

Call 1-877-791-0064.

Ameda Direct will contact your health care provider to verify the order. Then the pump will be shipped to you directly. Ameda also provides you with access to online breastfeeding information and a call center with a lactation specialist.

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.

Pregnant? Don't Smoke

Tobacco is unhealthy for both you and the baby. It can cause your baby to be born too early or too small. It also increases the risk of certain birth defects and even death.

If you use tobacco, talk to your doctor about the best stop-smoking strategy for you. You can also call Member Services. We can tell you about stop-smoking options and other prenatal benefits we offer. It's never too late to quit. It's the best thing you can do for you and your baby.



Earn rewards with Babies First

Having a healthy baby starts before you are pregnant. See a health care provider before and during your pregnancy. It's the best thing you can do for your new bundle of joy!

Be sure to sign up for Babies First. You can earn up to **\$150** in rewards for going to the doctor while you are pregnant and after your baby is born. Here's how it works:

1. You will get a rewards card in the mail. It will look like a credit card.
2. Your health care provider will let us know of your visits. Then we load a reward total on the card.
3. You can use rewards at any of the approved stores on the list that came with your card.

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. Call Member Services for more information.



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
- School 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. Mucous 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.

We're Here to Help

CareSource has disease management programs. They can help you or your child with asthma, diabetes or high blood pressure.

We may send you information in the mail to help you better manage your condition. We encourage you to talk with your health care provider. If you have questions, please call us at **1-844-438-9498**.

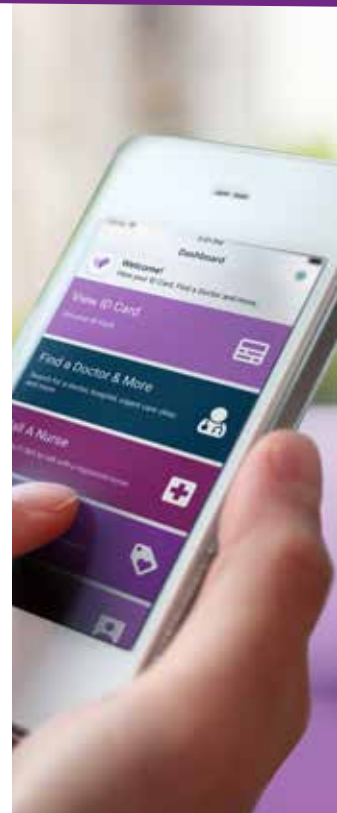
Could You Be Pregnant?

Find out with a no-cost pregnancy test, available to CareSource members at all Kroger and Discount Drug Mart pharmacies. Just show your CareSource ID and ask the pharmacist for a pregnancy test. You will also get a brochure with next steps to take if you are or are not pregnant.

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 to speak to a doctor or nurse
- Call CareSource Member Services
- And more!

Download the CareSource mobile app for free.



CALL US

NO INTERNET ACCESS? NO PROBLEM.

JUST CALL MEMBER SERVICES AT **1-800-488-0134** (TTY: 1-800-750-0750).
WE ARE HERE TO HELP.



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)

Non-Profit
US Postage
PAID
CareSource

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.

