

FALL 2018

MEMBERSource

A Newsletter for CareSource Members

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OPEN ENROLLMENT BEGINS NOVEMBER 1

Open enrollment is the time when you can sign up for or change a Medicaid health plan. You will get a notice from the Ohio Department of Medicaid about your choices and what you need to do.

We want you to stay with CareSource. We are the most chosen Medicaid plan in Ohio. In fact, more people choose CareSource than all the other health plans combined.

Being a CareSource member has lots of advantages. They include:

- No copays
- Large health care provider network
- 24-hour nurse advice line
- Transportation to approved health care visits and Medicaid redetermination appointments
- Care management for chronic health conditions

At CareSource, your health comes first. We focus on you to provide health care with heart.

DRUG LIST UPDATES

Which drugs are covered under your plan? Find out here:

[CareSource.com/find-my-prescriptions](https://www.caresource.com/find-my-prescriptions)

Call Member Services if you don't have access to the internet. We can help you.


CareSource[®]

ADDICTION: TAKE THE FIRST STEP

Treatment works. Recovery does happen.

With all we hear about drug addiction, it is important to remember that people do recover every day. Treatment works. Like many other chronic diseases, with the proper treatment and support system, you can manage your addiction. You can live a healthy and happy life.

Treatment may include counseling, behavioral therapy, support groups or medication-assisted treatment. Though not required, detoxification is also available to help your body withdraw from drugs and prepare you for treatment.

I am ready for help. How do I get started?

Asking for help is the first step. Call Member Services. We can help you find a provider and schedule an appointment. You can also reach our representatives through the addiction treatment phone number at **1-833-674-6437**.

Talk with your doctor. You can use the Find a Doctor/Provider tool on our website to find doctors who treat addiction in your area. If you have a Care Manager, he/she can also help you.

Smart Study Secrets

Start the school year off right with these studying tips:

1. **Make a plan.** Do homework at the same time each day to establish a routine.
2. **Stay organized.** Work in a clean, quiet area. Gather supplies before you start.
3. **Take care of yourself.** Get enough sleep each night. Take regular study breaks. It will help you focus.

*“You never fail
until you stop trying.”
— Albert Einstein*

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.



WHERE TO GO FOR CARE

Deciding where to get health care can be difficult. It depends on the type of care you need.

Doctor's Office	<ul style="list-style-type: none"> • Routine and preventive care • Checkups and shots • Most illnesses and injuries
Convenience Care	<ul style="list-style-type: none"> • When your doctor's office is closed • Extended evening and weekend hours • Inside local pharmacies and grocery stores
Urgent Care	<ul style="list-style-type: none"> • When your doctor's office is closed • For more serious or complex illness or injury
Emergency Room	<ul style="list-style-type: none"> • Life-saving care only • When you need treatment right away • Serious accidents or illnesses

Find a provider or clinic using our Find a Doctor/Provider tool at [CareSource.com](https://www.caresource.com). If you don't know what to do, we can help. Just call CareSource24® at **1-866-206-0554**. You can also use the CareSource mobile app.



EXPRESS BANKING

We have partnered with Fifth Third Bank to offer our members Fifth Third Express Banking®. This is an 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.

Ask Your Doctor

Has your doctor recommended a new medicine for your health condition? Here are some questions to ask:

- How does it work?
- When and how often should I take it?
- Should I take it with or without food?
- Will it interact with any of my other medicines?
- What are the common side effects?
- What should I do if I miss a dose?
- Are there other treatment options?

Note: *If you experience any side effects be sure and call your doctor!*

KNOW YOUR BLOOD PRESSURE NUMBERS

Managing your blood pressure is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit. Know your numbers and what they mean. Talk to your health care provider about your goals. He or she may have target blood pressure numbers for you to maintain.

There are usually no signs or symptoms for high blood pressure. If it is not treated, it can cause strokes, heart attacks or even death. Changing your lifestyle can help control it. Your health care provider may ask that you:

- Eat a healthy diet with less salt
- Exercise regularly
- Quit smoking
- Maintain a healthy weight

You may also need to take medicine to lower your blood pressure. Always take it as directed. If you skip doses because you can't afford the medicine, have side effects or forget to take it, talk to your doctor about solutions. Don't change your treatment without your health care provider's guidance.

BLOOD PRESSURE LEVEL	SYSTOLIC (mm Hg) (upper number)		DIASTOLIC (mm Hg) (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH – STAGE 1	130 – 139	or	80 – 89
HIGH – STAGE 2	140 OR HIGHER	or	90 OR HIGHER
CRISIS – SEE A DOCTOR RIGHT AWAY	180 OR HIGHER	and/or	120 OR HIGHER

*Source: www.heart.org

Earn Rewards with Babies First

Pregnant? Just had a baby? Be sure to sign up for Babies First. You can earn up to \$150 in rewards for getting health care for you and your child.

Visit CareSource.com/ohbabiesfirst to learn more and sign up.

TALK ABOUT DRUG USE

50% Children whose parents talk to them about drugs are up to 50 percent less likely to abuse drugs.*

Start a conversation with your child today. For tips and resources, go to <http://starttalking.ohio.gov>.

*Source: <http://starttalking.ohio.gov>

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-488-0134 (TTY: 1-800-750-0750 or 711)。

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-488-0134 أو 711 أو رقم هاتف الصم والبكم: 1-800-750-0750

PENNSYLVANIA DUTCH

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

FRENCH

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-488-0134 (ATS :1-800-750-0750 or 711).

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

CUSHITE/OROMO

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-488-0134 (TTY: 1-800-750-0750 or 711). 번으로 전화해 주십시오.

ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

JAPANESE

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-488-0134 (TTY:1-800-750-0750 or 711) まで、お電話にてご連絡ください。

DUTCH

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

UKRAINIAN

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

ROMANIAN

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

NEPALI

ध्यान दिनुहोस्: तपार्इले नेपाली बोलनुहुन्छ भने तपार्इको नुमित भाषा सहायता सेवाहू नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-800-488-0134 (1-800-750-0750 टटिवाइ:711)।

SOMALI

DIGTOONI: Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa lagu heli karaa adiga. Wac 1-800-488-0134 (TTY: 1-800-750-0750 or 711).



Notice of Non-Discrimination

CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

If you believe that CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947, Dayton, Ohio 45401
1-800-488-0134 (TTY: 1-800-750-0750 or 711)
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.





“Sandwiched” Caregiving

Taking care of several loved ones at once can be a time of joy – but you must take care of you, too! Many people are helping their aging parents while raising children. “Sandwiched” between parent and child and multiple other responsibilities like work, house and finances, can be stressful. Taking care of yourself must be a priority so that you can continue to care for those you love. Keep these tips in mind for balance:

1. Ask for help and accept offers of help from others. Have specific things in mind of how others can help you.
2. Set priorities and be as organized as you can. Stay open to re-prioritize as circumstances change.
3. Eat well, drink water and get enough sleep.
4. Take time for yourself. Keep up with your own interests.
5. Take breaks and find ways to recharge your own batteries.



WE’RE HERE WHEN YOU NEED US

CareSource App

Get the CareSource app for your smartphone or tablet. You can get it from the Apple App Store® or Google Play®. Use it to view your ID card, find a doctor and more. You can also use it to access your My CareSource® account.

My CareSource

This is your personal online account. Use it to:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Update your contact information
- And more

Go to **MyCareSource.com** to sign up.

The App Store is a service mark of Apple, Inc.

Google Play is a registered trademark of Google, Inc.

HELP FOR LOW BACK PAIN

Do you have back pain? You may think you need an X-ray or an MRI, but they may not be needed at all. X-rays can be harmful if they are not necessary. Talk to your health care provider first. He or she will examine you and review your health history. Treatment may include heat, rest, physical therapy, acupuncture or over-the-counter or prescription drugs. Opioids generally aren’t a good fix for back pain. Visit www.takechargeohio.org for more information.

If you don’t get better or there are other problems, then your health care provider may recommend other tests. Always follow your health care provider’s treatment plan.

DO YOU GET ENOUGH SLEEP?

Chronic sleep loss is linked to several health problems including obesity, heart disease and depression. Both adults and children need to get enough sleep. It helps you focus and improves your mood. Here are some tips to help improve sleep for your family:

- Make sure you sleep in a room that is quiet and dark. Avoid screen time right before bed.
- Be consistent. Go to bed and get up at approximately the same time each day. A similar routine at bedtime can help with falling asleep faster and sleeping more soundly.
- Stay active. Exercise during the day can help make you more tired at night.

The amount of sleep you need changes as you age. Children need more sleep than adults. The chart below shows how much sleep is recommended by age. Learn more at www.cdc.gov/features/sleep.

Age	Recommended hours of sleep per day
4-12 months	12-16 hours per 24 hours (including naps)
1-2 years	11-14 hours per 24 hours (including naps)
3-5 years	10-13 hours per 24 hours (including naps)
6-12 years	9-12 hours per 24 hours
13-18 years	8-10 hours per 24 hours
18-60 years	7 or more hours per night



Blood Test for Diabetes

A1C (HbA1C) is a blood test. It shows your average blood glucose levels over the past 2-3 months. It provides a useful gauge of diabetes control. If you have diabetes, get an A1C test done every 3-6 months. Your result should be less than 7 unless your health care provider sets a different goal for you.

This test can also be used to diagnose type 2 diabetes and prediabetes. Lifestyle changes can help delay or prevent type 2 diabetes. If you have risk factors for diabetes, talk to your health care provider. He or she can help you figure out if you should be tested.

COULD YOU BE PREGNANT?

CareSource members 18 and over can get a pregnancy test at no cost to you, from your local Kroger or Discount Drug Mart. Go to the pharmacy, show your CareSource ID card and tell the pharmacist you would like a pregnancy test. You will also get a helpful handout with next steps you can take whether the test is positive or negative. You can get one test every 30 days.

Finding out you're pregnant is an exciting time! CareSource has programs in place to help you through your pregnancy. Contact Member Services for more information.



GET VISION CARE SERVICES AT WALMART

Did you know that you can go to a Walmart Vision Center for care? With more than 100 locations across Ohio, Walmart makes it easy for you to get the vision care you need.

You can get covered optical goods at all centers. They also provide a 12-month replacement guarantee on eyeglasses. See your local Walmart Vision Center for details.

You can even get covered eye exams at some locations. 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 use the **Find a Doctor/Provider** tool on our website.

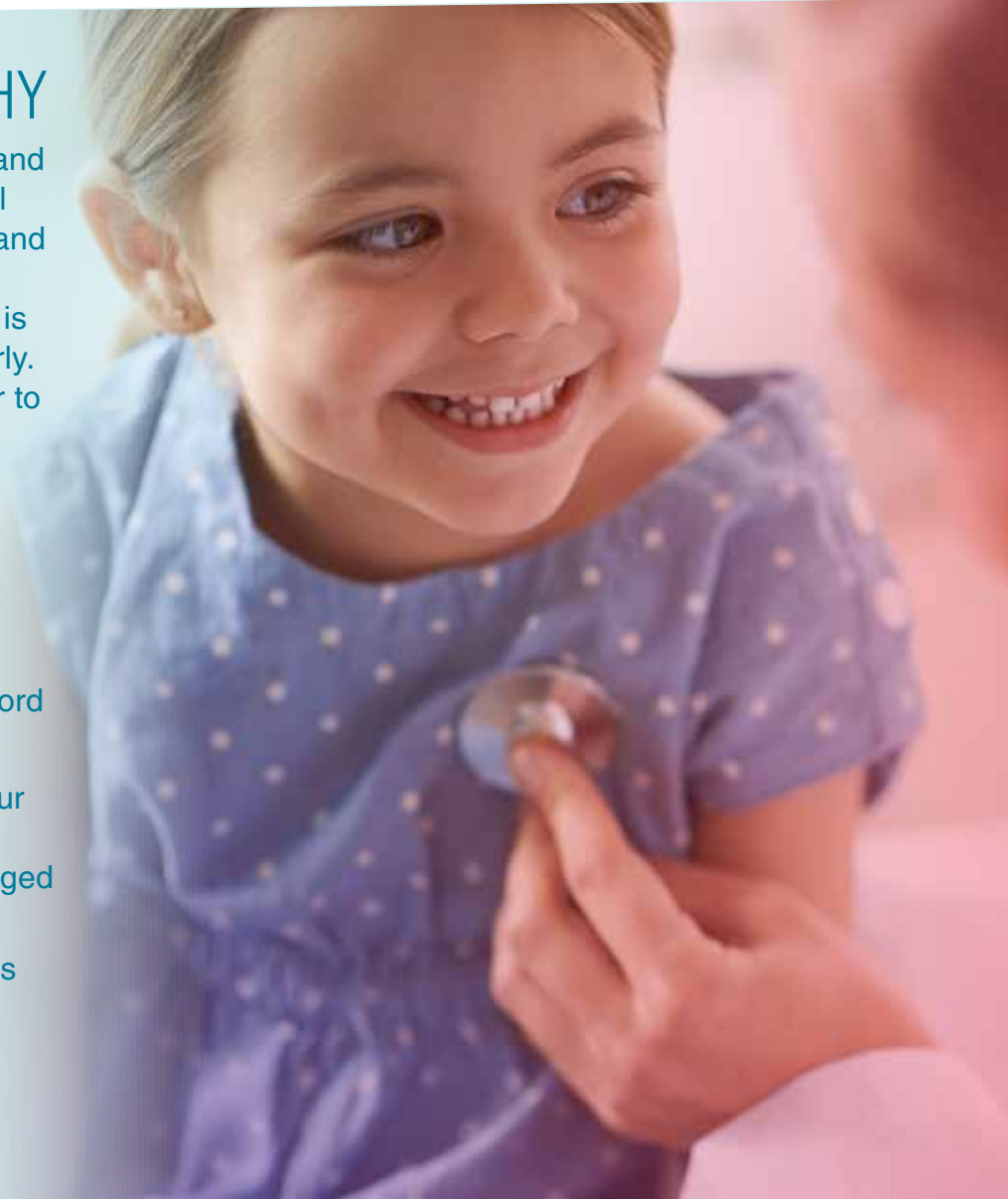
KEEPING KIDS HEALTHY

Make sure your kids get important (and free) screenings as a part of the well child visit offered through the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit. EPSDT is to find and treat health problems early. Call your child's health care provider to ask if it is time for these services:

- Well child visit (EPSDT exam)
- Dental, vision and/or hearing screening
- Blood lead test if never tested
- A review of your child's shot record

Shots can protect your child from serious diseases. They can save your family time and money. They can prevent serious illnesses and prolonged time away from school and work.

The American Academy of Pediatrics recommends a schedule of shots throughout your child's life. To learn more, go to CareSource.com or www.healthychildren.org.



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

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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GET ACTIVE. STAY FIT.

The warmer months are the perfect time to step it up and get active.

Exercise can help you:

- Lower stress
- Lose weight
- Reduce your risk of chronic disease
- Feel happier
- Increase your energy level
- Strengthen muscles and improve balance

Talk to your health care provider about the best fitness plan for you.

OH-MMED-1774 ODM Approved 7/13/2018
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HERE'S "2" YOUR TEETH

Dental care habits come in pairs.

Brush your teeth **2** times a day.

Brush for **2** minutes each time
with fluoride toothpaste.

See a dentist **2** times a year.