

WINTER 2018

# MEMBERSource

A Newsletter for CareSource Members

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## EASY WAYS TO ACCESS CARE

Your Primary Care Provider (PCP) should be your first choice for routine care. Sometimes, you can't get in to see your provider quickly enough, or you need care in the evening or on the weekend when your PCP's office is closed.

Convenience Care Clinics offer you the same level of care as your PCP, at the same cost as a PCP visit:

**Convenience Care Clinics** are located inside your local grocery and drug stores, such as Kroger, Walgreens and CVS. They are normally staffed by Nurse Practitioners and are open in the evenings and on the weekends. You can find Convenience Care Clinics with our Find A Doctor online tool under "Clinics," or call Member Services to find a clinic near you.

The **CareSource24**<sup>®</sup> nurse advice line is available 24 hours a day, 7 days a week, 365 days a year. A caring registered nurse will answer your questions. He or she can also help you decide what care you need. The number is on your member ID card.

## CHOOSE HOW WE CONTACT YOU

Would you rather get an email or something in the mail?  
Would you like to receive text messages from us about updates to your health insurance?

Please log in to **MyCareSource.com** and update your preferences.



# EARN REWARDS FOR HEALTHY HABITS

Complete healthy activities to earn rewards with:

- **Babies First** – Pregnant women and babies up to 15 months old can earn up to \$150. Earn rewards for keeping prenatal and well-baby visits and more. (You will need to enroll in this program.)
- **Kids First** – This program is for kids 16 months to 18 years old. Earn up to \$60 per child when they get checkups, dental care, vaccines (shots) and more. (You will need to enroll in this program.)

Find out how you can get started today! Visit [caresource.com/oh/plans/medicaid/benefits-services/additional-services/](https://caresource.com/oh/plans/medicaid/benefits-services/additional-services/) or contact Member Services.

## *Drug List Updates*

Log on to:

[caresource.com/members/tools-resources/find-my-prescriptions/](https://caresource.com/members/tools-resources/find-my-prescriptions/)

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services if you don't have access to the internet. We can help you.

## EXPRESS BANKING FROM FIFTH THIRD BANK

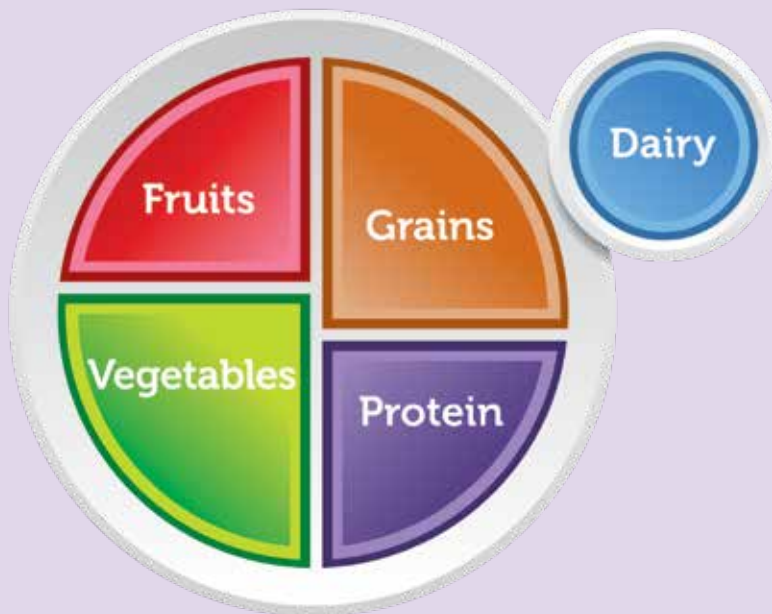
CareSource and Fifth Third Bank have teamed up to offer our members Express Banking®. This bank account gives you a debit card for bill paying and purchases, no monthly service fee, no overdraft fees, and no balance requirement. For more details, go to [www.53.com/CareSource](http://www.53.com/CareSource).



## NEW IN 2019: EVV

EVV or Electronic Visit Verification is a new tool that will be used for certain home and community-based services or waiver services. EVV will verify when your services begin and end. This will help make sure your caregivers are paid for the services that you receive. EVV will apply to nursing and personal aide service provided throughout the state of Ohio.

**How does it work?** Your caregiver will request the EVV device for you and it will arrive in the mail as early as May 2019. If you receive services from more than one caregiver they can all use the same device. The mobile device looks similar to a smart phone but its only capability is to verify that you received your services. The device does not include a camera or GPS. If you receive services outside of your home, you can take your EVV device with you. EVV is free to you and your caregiver(s). The device will stay with you until you no longer need nursing, personal aide or other qualifying services that require the EVV process. If the device needs repair or you no longer need it, the supplier will send you an envelope to return it at no cost. The process was designed to be simple and easy. For more information visit <http://medicaid.ohio.gov/INITIATIVES/Electronic-Visit-Verification>.



## Healthy Holiday Eating

The holidays can wreak havoc on a well-balanced diet. Before you eat, think about what goes on your plate.

Use this simple graphic. It can help you estimate how much of each food group you should eat at each meal. Find tips and tools to help you make wise choices at [www.choosemyplate.gov](http://www.choosemyplate.gov).

## YOUR PRIVACY IS OUR PRIORITY

At CareSource, we respect your right to privacy. We protect data used to identify you or document your health, your medical care or payment for health care services. We also follow all state and federal laws that apply to your consent to share specific information.

The Member Consent/HIPAA Authorization form tells us if you do or do not want us to share your health information. If you have not completed this form or want to change your preferences, you can fill it out online. Or you can print it and mail it back to us. The form is available at [caresource.com/members/tools-resources/forms](http://caresource.com/members/tools-resources/forms) for your plan. You can also access the form through the My CareSource member portal.



# CANCER SCREENINGS CAN SAVE LIVES

Finding cancer early means it's more treatable. It is important you are getting the cancer screenings you need. It could save your life. Some key screenings are:

- **Colon cancer screening.** There are several tests available. Ask your doctor which one to get.
- **Breast cancer screening.** Ask your doctor about how often to get screened.
- **Prostate cancer screening.** Ask your doctor if and when you should be screened.
- **Lung cancer screening.** If you smoked or do now, talk to your doctor about this screening.
- **Cervical cancer screening.** If you are a woman 21 and older, talk to your doctor about how often you should be screened.

Your doctor can help you choose which screening tests make sense for you and when you should get them.



## *Get Your Flu Shot*

Anyone can get the flu virus, and it can be serious. Protect yourself and your loved ones. Get a flu shot every year.

Experts recommend that everyone older than 6 months should be vaccinated. There are very few exceptions. If left untreated, the flu can cause serious infections like pneumonia. Some infections can be life-threatening.

You can get a flu shot at your health care provider's office. You can also get a flu shot at some pharmacies and supermarkets.

## WOMEN'S HEALTH NEEDS

Women have special health needs. Taking care of yourself is important. Be sure to talk with your health care provider about these screenings and services recommended for women:

- Breast cancer screening
- Colorectal cancer screening
- Cervical cancer screening
- Heart disease monitoring
- Chlamydia screening
- Adult vaccines (shots)
- And more

You should also discuss your health history and your family health history with your health care provider.



## Manage Your Blood Sugar Through the Holidays

Do you have diabetes? As we enter the holiday season, set a few small goals to manage your blood sugar.

- Maintain your schedule as much as you can
- Check your blood sugar frequently
- Budget your sweets and treats
- Be “party smart” and take healthy dishes with you
- Stay active

Make it your new year’s resolution to minimize complications from diabetes. Make an appointment with your health care provider to discuss important tests and screenings such as:

- Checking blood pressure at every visit
- Getting a blood sugar test at least twice a year
- Discussing tests for kidney function and blood lipids (fats)
- Getting a dilated eye exam once a year with an eye care professional
- Checking your feet at every visit and getting a thorough foot exam at least once a year



## MYSTRENGTH ADDS LGBTQ+ RESOURCES

myStrength is an online wellness tool. It can help you strengthen your mind, body and spirit with self-help tools and wellness resources. myStrength now contains content specific to the needs of the LGBTQ+ community, offering a safe, stigma-free support system.

Access myStrength online or on your mobile device at no cost to you. Visit [mystrength.com/r/caresource](https://mystrength.com/r/caresource) to get started. Tap in to your strength today!

## HOLIDAY GIFTS ON A BUDGET

The holidays are a time for giving, but you don’t have to break the bank. Here are three easy ways to cross everyone off your list and stick to your budget at the same time.

- 1. Get crafty.** Homemade gifts cost less and are always cherished.
- 2. Give memories.** Frame a photo. A memory captured in time is personal and heartfelt.
- 3. Draw names.** For large groups, draw names so you only have to buy a gift for one person.





## KNOW THE FACTS: HIV/AIDS AND HEPATITIS C

Millions of people are affected by human immunodeficiency virus (HIV) and Hepatitis C. Learning about these diseases is an important first step in preventing and treating them.

HIV harms your immune system. It kills the white blood cells that fight infection. Acquired immunodeficiency syndrome (AIDS) is the final stage of infection with HIV. Not everyone with HIV ends up with AIDS. Thanks to better treatments, people with HIV/AIDS are now living longer and healthier lives.

Hepatitis C is also caused by a virus. It can range from a mild sickness to a serious, lifelong illness. It can spread through:

- Contact with infected blood
- Sex with an infected person
- Childbirth (from mother to baby)

Talk to your health care provider to learn more.

## *High Blood Pressure: Are You at Risk?*

There are usually no signs or symptoms for high blood pressure. In fact, it is often called the silent killer. That's why it is important to know if you are at risk.

Some risk factors include:

- **Age.** Blood pressure tends to rise as you get older. More than half of adults over 60 have high blood pressure.
- **Physical condition.** Being overweight as well as certain lifestyle habits can increase your risk.
- **Family history.** Your risk for high blood pressure may increase if others in your family have it.

The good news is that you can reduce your risk. Eat a healthy diet, maintain a healthy weight, don't smoke, and be physically active. All of these can help reduce your risk. Be sure to have your blood pressure checked regularly by a health care provider.



## 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

(رقم هاتف الصم والبكم: 711 أو 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/ROMO

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 दनुहोस्: तपार्इले नेपाली बोल्नुहुन्छ भने तपार्इको नमुत्त भाषा सहायता सेवाहरु 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).

  
**CareSource**

## 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>.





# Get Rid of Medicine Safely

What should you do with leftover medicine? Make sure your unused prescription drugs are not used by someone else. Do not share your medicine with others.

## Be smart. Get rid of drugs safely. Here are some tips:

- Use a drug take-back program in your area. Contact your local law enforcement agency. You can also call your local government trash and recycling service. They can give you more details.
- Use an authorized prescription drug collector. This could be a local hospital, pharmacy, police department or store. Visit [www.dea.gov](http://www.dea.gov) to find out more.
- Follow the disposal instructions on the drug label or information sheet. Scratch off identifying information from the label.
- If no instructions are provided, take the drug out of the original container. Add an undesirable substance, like dirt, to the drug. This will make it less usable to others. Place the mixture in a sealed container. Then throw it out.

## Learn more:

[www.fda.gov/forconsumers/consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)

[www.deadiversion.usdoj.gov/drug\\_disposal/index.html](http://www.deadiversion.usdoj.gov/drug_disposal/index.html)

## HOLIDAY SCHEDULE

In observance of major holidays, CareSource is closed on the following days:

- Thanksgiving Day: Thursday, November 22, 2018
- The day after Thanksgiving: Friday, November 23, 2018
- Christmas Eve: Monday, December 24, 2018
- Christmas Day: Tuesday, December 25, 2018
- New Year's Day: Tuesday, January 1, 2019
- Memorial Day: Monday, May 27, 2019
- Independence Day: Thursday, July 4, 2019
- Labor Day: Monday, September 2, 2019

## NEW YEAR, NEW START

Make 2019 your best year yet. The new year is a great time to pledge to add at least one healthy habit to your lifestyle. Eat right, get enough sleep, stay fit – even small steps can make a big difference. It all adds up! Don't forget – you can complete a new Health Risk Assessment (HRA) each year to identify what you want to work on for the new year!



## CARE MANAGERS OFFER HELP

Our Care Managers are here to help you coordinate all of your health care needs. There is no cost to you. Care Managers serve members with respect and compassion. We:

- work with your health care team to coordinate your care
- answer questions and help you learn more about your health and benefits
- help you understand your symptoms and medicines
- help you find local resources for things that affect your health like food and housing
- give you strategies you can use to live a better quality of life

Care Managers are always ready to lend a hand and offer one-on-one support. Learn more at [CareSource.com](https://www.caresource.com).

## *Improving Behavioral Health Care*

At CareSource, we want to make sure our members get the behavioral health care they need. That's why we have worked with other groups across the state to redesign Ohio's public behavioral health care service system.

We have made many positive changes. They include covering more medicines, lab tests and behavioral health services. Billing and payment guidelines have also been restructured. These changes are designed to better coordinate all of the care you get through different parts of the behavioral health care system. We hope it will make it easier for you to get the behavioral health care you need and stay healthy.







# ACCESS TO YOUR PLAN ONLINE OR ON THE GO

The My CareSource member portal and CareSource mobile app help make it easy to manage your plan.

## My CareSource Member Portal

My CareSource® is your personal online account on our member portal. Use your My CareSource account to:

- Change your doctor
- Request a new ID card
- Review your benefits
- See claims
- And more!

Visit **MyCareSource.com** to sign up and set up your account.

## CareSource Mobile App

Manage your CareSource plan from wherever you are with the CareSource mobile app. The app lets you access your secure My CareSource account from your mobile device to:

- View your ID card
- Find a network provider
- Review your plan benefits
- Check your claims
- Call CareSource24 and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

The CareSource mobile app is available for both iPhone and Android systems. Get it free through the App Store or Google Play by searching for CareSource.

*iPhone is a registered trademark and the App Store is a service mark of Apple, Inc. Android and Google Play are registered trademarks of Google, Inc.*



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**

## JOIN US

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 [Twitter.com/CareSource](https://twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

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

Non-Profit  
US Postage  
PAID  
CareSource

# NEW AND IMPROVED CARESOURCE.COM

## *Redesigned with you in mind*

Everything we do starts with you, our valued member! We've been working hard to enhance our website to make it easier for you to find what you need fast.

The redesign of **CareSource.com** offers quick and easy access to important information and resources for CareSource's plans and services. The website includes:

- **Easier navigation** – hover over our Plans or Members headings in the toolbar to get a drop down menu that quickly gets you to the information you need.
- **Simplified content** – information is written in a web-friendly format that is clear, direct and easy to understand.
- **New look and feel** – simple and clean site design that lets you quickly and easily find information and resources tailored for your needs.

Check out **CareSource.com** today.

