

SUMMER 2017

MEMBERSource

A newsletter for CareSource MyCare Ohio Members

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INTRODUCING THE CARESOURCE APP

Easy access to your health plan. That's what the CareSource mobile app gives you. You will have important plan information close at hand and "on the go". The new CareSource mobile app is available at no cost to you. Download it now and use it to manage your CareSource health plan on the go.

Our convenient and easy-to-use mobile app lets you:

- View your member ID card
- Access your secure My CareSource® account
- Find a doctor, hospital, clinic, urgent care or pharmacy near you (get directions or make a call)
- Check your claims, copays, deductibles and balances
- Review your plan benefits
- Call our nurse advice line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

To take advantage of all the mobile app features, be sure you have a My CareSource® account. You can set up your My CareSource account directly through the app or at MyCareSource.com.



The mobile app is available for both iPhone and Android systems.

Get it through the Apple App Store or Google Play today.


CareSource

For more information, visit CareSource.com 1



REVIEWING YOUR EXPLANATION OF BENEFITS STATEMENT

One of the ways CareSource monitors fraud, waste and abuse is by sending an Explanation of Benefit (EOB) to some members. We also look for any medical identity theft. Not everyone will receive an EOB. Please remember that **this statement is not a bill**. If you receive an EOB, please check for these three things:

- 1. Are there any services, supplies or equipment listed that you did not receive?**
- 2. Are there services that were billed more than once?**
- 3. Are any of the dates of service unfamiliar to you?**

By checking these things, you will help us make sure providers are not billing for services you did not receive. If you suspect errors or fraud, please let us know immediately by contacting our Special Investigations Unit. You can:

- Call **1-855-475-3163** (TTY: 1-800-750-0750 or 711); choose the option for reporting fraud
- Write us a letter or complete our Confidential Fraud, Waste and Abuse Reporting Form found on **CareSource.com** and send it to:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

- Email **fraud@caresource.com**
- Fax **1-800-418-0248**

You do not have to give us your name. If you choose to be anonymous, we will not be able to call you back for more information. Please give as many details as possible. **Your report will be kept confidential to the extent permitted by law.**

EXPRESS BANKING

We have partnered with Fifth Third Bank to offer our members Express Banking®. This is a bank account from Fifth Third 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.



MEMBER HANDBOOK UPDATES

We're happy to let you know about some new benefits.

Here are some recent updates. These are not in your member handbook.

- **Acupuncture is now covered.** It is limited to the pain management of migraine headaches and lower back pain. No prior authorization is required.
- **Respite services are now covered.** Prior authorization is required. They give primary caregivers some relief from the direct care of eligible people who:
 - Have behavioral health needs
 - Qualify for Supplemental Security Income (SSI)
 - Are under the age of 21

TRANSPORTATION

We know it's important to get to your doctors' appointments on time. Transportation can be a factor. Earlier this year CareSource held "focus groups" with our transportation partners. We discussed ways to ensure our members arrive on time.

Here are some of the suggestions:

- Make reminder calls to members about their pickup time
- Develop a Tip Sheet for members with important points:
 - Be ready when the driver arrives.
 - Cancel two (2) hours in advance of pick-up time.
 - Non-Emergency Transportation (NET) assistance is also available.

Call your County Case Worker for more information.

We are all in this together. CareSource, members and transportation partners must work together to ensure safe and satisfying rides.

Renew Your Medicaid Coverage

To stay a CareSource MyCare Ohio member, you have to renew your Medicaid benefits once a year. The Ohio Department of Medicaid will send you a form when it is time to renew. We send you a reminder, too. You can do so:

- **By mail.** Fill out the form and mail it back to your county Job and Family Services (JFS) office.
- **In person.** Go to your county JFS office.

WHAT IS PREVENTIVE CARE?

We all deserve preventive care such as screenings, checkups and vaccines. It's always better to prevent a problem than have it occur and need treatment. Preventive care helps avoid illness, disease and other health problems. It can also detect illness at an early stage when treatment is likely to work best.

Recommended preventive care changes with age. Visit www.cdc.gov/prevention. Find the preventive care services that are right for you based on your age and gender. Then, talk with your doctor.

Antibiotics Aren't Always the Answer

Antibiotics only treat infections caused by bacteria. These include strep throat, whooping cough and urinary tract infections, among others.

Antibiotics do not treat viruses. For a virus, like a cold, talk to your doctor about symptom relief. You can also

- Drink more fluids.
- Get plenty of rest.
- Use warm compresses over the nose and forehead to help relieve sinus pressure.
- Use a cool mist humidifier or saline nasal spray to relieve a stuffy nose.

To learn more, go to www.cdc.gov/getsmart.

STEPS TO A HEALTHY SMILE

- Visit your dentist every six months.
- Brush twice a day.
- Floss once a day.
- Know the signs of cavities. They include:
 - Tooth pain
 - Sensitivity to hot or cold food or drinks
- Know the signs of gum disease. They include:
 - Swollen or red gums
 - Bleeding gums when brushing teeth
 - Bad breath
 - Loose teeth

Early treatment results in the best outcomes.



Thinking about stopping a medication?

Many drugs can cause problems if you quit taking them without slowly lowering the dose over time. You can minimize any symptoms by talking with your doctor first.

Here are some common drugs that you should not suddenly stop and what might happen if you do.

- **Antidepressants:** May experience flu-like symptoms, trouble sleeping, balance problems, vision issues, numbness, tingling and anxiety
- **Blood pressure medications:** May experience rebound high blood pressure, chest pains, irregular heart rates, anxiety, and even a heart attack
- **Heartburn medications:** May experience rebound heartburn
- **Pain medications:** May experience anxiety, sweating, trouble sleeping, flu-like symptoms, fatigue, stomach cramps, diarrhea, and headaches
- **Seizure medications:** May experience recurrence or worsening of the condition being treated, headaches, sweating, diarrhea, sleep problems, and increased blood pressure
- **Sleep/Anxiety medications:** May experience rebound sleep or anxiety problems, sweating, muscle cramps, increased heart rate, nausea, vomiting, hallucinations, and seizures

These symptoms can last a week or longer. You are more likely to have them if you suddenly stop a medication taken regularly over an extended period of time.

Always talk to your doctor or pharmacist before you quit taking any medication. If you do need to stop a medication, your doctor will help find a schedule that's right for you.

WHERE'S A NURSE WHEN YOU REALLY NEED ONE? JUST A PHONE CALL AWAY!

Dealing with an injury or illness can be stressful. Getting an answer doesn't have to be. You can call our team of professional nurses 24 hours a day, 7 days a week. Our nurses are ready to talk through your symptoms. They will help you figure out your next steps for care. A nurse will advise on how to care for an illness or injury at home or provide guidance about whether and when to see a health care provider.

Do you have a sick newborn in your care and need advice? Or maybe you're not feeling well, but you're unsure if you should seek medical care? Stop worrying and start dialing. Call our nurse advice line. The number is on your member ID card.



CHECKUP CHECKLIST

Get ready for your upcoming doctor's visit. Use this checklist for your next appointment.

- Take your CareSource ID card. Show it before you get services.
- Be on time. If you have to cancel, call 24 hours in advance.
- Write down any questions you have and take them with you.
- Bring a list of your medications to show the doctor. Include over-the-counter drugs.
- Ask questions. Make sure your doctor explains anything you don't understand.
- Take paper and a pen to write down important details you need to remember.

KNOW YOUR BMI

Your BMI is your body mass index. It is a simple measure you can use to know if you have a healthy body weight. It can also help your doctor decide if you are at risk for health problems like heart disease or stroke.

BMI is based on your weight and height. Your BMI will show if you are:

- Underweight
- Healthy weight
- Overweight
- Obese

Talk to your doctor. Ask to have your BMI checked. Then discuss the steps you can take to stay in or move to the healthy weight zone. This may include a diet and exercise plan tailored just for you to reach your goals.



MEN'S HEALTH: HEART DISEASE RISK FACTORS

One in every four men will die from heart disease. It is the leading cause of death for men in the United States.

You can help your heart stay healthy. Know and control your risk factors. They include:

- High blood pressure
- High cholesterol
- Smoking
- Diabetes
- Overweight
- Poor diet
- Lack of exercise
- Family history

Many men have no symptoms. Reduce your risk by making healthy lifestyle choices. Early detection is key to better outcomes. Talk to your doctor about your risk factors and how you can take control of your heart health.

Source: www.cdc.gov/heartdisease/about.htm

PROSTATE CANCER SCREENINGS

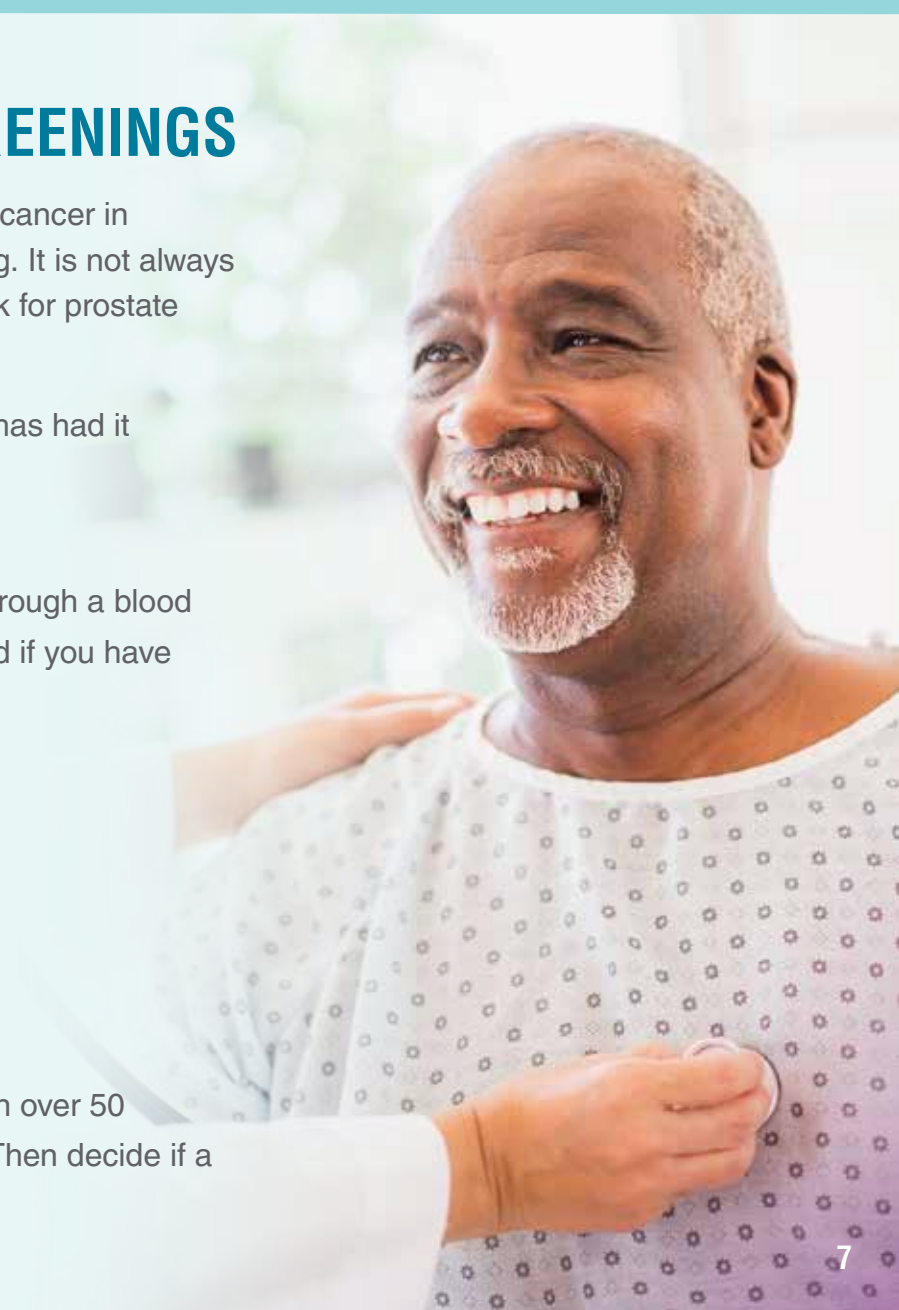
Prostate cancer is the second most common cancer in American men. It is not usually life threatening. It is not always treated when it is detected. You may be at risk for prostate cancer if:

- You have a close family member who has had it
- You are over age 50
- You are African-American

Your doctor can screen for prostate cancer through a blood test called a PSA test. It is only recommended if you have symptoms. Some symptoms are:

- Difficulty starting urination
- Weak or interrupted flow of urine
- Frequent urination, especially at night
- Difficulty emptying bladder completely
- Pain or burning during urination
- Blood in the urine or semen

These symptoms can have other causes. Men over 50 should talk to their doctor about risk factors. Then decide if a screening is right for you.



HELPING YOU STAY ON YOUR FEET

As we age, our body goes through changes. Our health gradually declines and the risk of falling increases. A few simple precautions can help you reduce your risk and stay healthy.

You can help prevent falls. Improve safety in your home. Here's how:

- Remove clutter, throw rugs and other obstacles
- Make sure area rugs are secured to the floor so they do not slide
- Use a nonslip mat or shower chair while bathing
- Use nightlights in bedrooms, bathrooms and hallways

You can also ask your doctor these questions:

- Do I take any medications that cause dizziness?
- Am I active enough? What can I do to gain and maintain strength and balance?
- How can I get a cane or walker if I need one?



CARE MANAGER QUIZ

Take our quiz. Which of the following services can our Care Managers provide for you?

- Work with your health care team to coordinate your care
- Answer questions and help you learn more about your health
- 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
- Serve you with care, respect and compassion

If you answered “all of the above,” you are right! Call your Care Manager if you have questions. If you leave a message, please allow 24 hours for your Care Manager to return your call. If you do not know who your Care Manager is, please contact us. Just call 1-855-475-3163 (TTY: 1-800-750-0750 or 711).



HAVE ASTHMA? BREATHE EASIER

Asthma affects almost 24 million Americans. Are you one of them? Follow these steps to manage your asthma.

- Avoid triggers that make your asthma worse. Everyone is different. Some common triggers are pollen, smoke, dust mites or exercise.
- If you smoke, get help to stop. Talk with your doctor.
- Take your medicine as prescribed. You may take medicine for long-term control to help prevent symptoms. You may also need quick-relief, or rescue, medicine that helps relieve symptoms when they flare up.
- Follow your asthma action plan. Work with your doctor on a plan right for you. It will help you track your asthma and get the care you need.
- If you have questions, talk with your doctor.

Source: www.cdc.gov/asthma

HELPING YOU STAY SAFE

Public health threats are hard to predict. CareSource wants to help make sure you are ready for the unexpected. You can take steps to help keep you and your family safe.

For tips to prepare, visit:

CareSource.com/connect/caresource-in-the-community/are-you-ready-for-a-disaster.

KEEP TRACK OF YOUR HEALTH

A personal health record is a handy tool. You can use one to collect and track your health information all in one place. You can use a paper or online tool, often available at no cost to you. One online example of a health tracker is HealthVault.

Find out more at www.healthvault.com.

MyCareOhio

Connecting Medicare + Medicaid

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

You can get this information for free in other languages.

Call **1-855-475-3163**

(TTY: 1-800-750-0750 or 711),
Monday – Friday, 8 a.m. to 8 p.m.
The call is free.

Puede obtener esta información de forma gratuita en otros idiomas. Llame al 1-855-475-3163. La llamada es gratuita.



IF YOU DON'T HAVE INTERNET ACCESS, DON'T WORRY. WE CAN STILL HELP YOU. CALL MEMBER SERVICES WITH YOUR QUESTIONS.

JUST DIAL 1-855-475-3163 (TTY: 1-800-750-0750 OR 711).



P.O. Box 8738
Dayton, OH 45401 8738
CareSource.com

HOW TO REACH US

Member Services Dept:
1-855-475-3163
(TTY: 1 800 750 0750 or 711)

CareSource24®
24 Hour Nurse Advice Line:
1-866-206-7861

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

Non-Profit
US Postage
PAID
CareSource

Important Plan Information



HAVE FUN AND DON'T GET HURT

Summer will be here soon. It is a great time to become more active. Here are some tips to help you stay safe both inside and out.

Outside

- Wear helmets and protective gear when biking or playing contact sports.
- Dress appropriately for the temperature outside.
- Avoid unfamiliar dogs or animals.
- Do not bother a dog when it is eating or sleeping.

Inside

- Do not leave hot pans unattended on the stove.
- Always test hot food or drink temperature.
- Keep a smoke detector on every level of your home. Check the batteries once a year.
- Remove clutter in the house.
- Use nightlights to help prevent falls.
- Make sure area rugs are secured to the floor so they do not slide.