

WINTER 2017

MEMBERSource

A Newsletter for CareSource MyCare Ohio Members

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NOVEMBER IS OPEN ENROLLMENT MONTH

Thank you for being a CareSource MyCare Ohio member. Combining Medicare and Medicaid gives you the best of MyCare Ohio. In one coordinated plan you receive the medical, behavioral, long-term services and supports you need. At CareSource we care about the “whole you.” Your Care Manager coordinates your Medicare and Medicaid. You get extra services from CareSource, like more transportation to health care visits, a fitness program at no cost and extra eyeglasses.

If you have CareSource for Medicaid-only, contact the Ohio Medicaid Hotline. It’s easy to have **one plan** for both Medicare and Medicaid. Call **1-800-324-8680** (TTY: 1-800-292-3572), Monday – Friday, 7 a.m. to 8 p.m. and Saturday, 8 a.m. to 5 p.m.

We hope you’ll stay with CareSource MyCare Ohio.


CareSource[®]

UNDERSTANDING HEALTH INSURANCE

Health insurance can be confusing. We get it. That's why we're here to help. Knowing some common terms can help you get the most out of your health care benefits. Here are a few:

- **Benefits** – Health care services that are covered by CareSource.
- **Member** – An eligible Medicaid beneficiary who has joined CareSource and receives health care services from participating providers.
- **Participating provider** – A doctor, hospital, pharmacy or other licensed health care professional who has agreed to provide services to CareSource members. They are listed in our Provider Directory. Find one near you at <https://findadoctor.CareSource.com>.
- **Service area** – The geographical locations where CareSource is an option as a health plan for Medicaid members.

CONVENIENCE CARE CLINICS

Need to see your provider, but can't get an appointment? You can visit a convenience clinic and see a provider at a nearby grocery or drug store. You can stop in while you're doing your shopping. Some clinics will let you make an appointment or call ahead to save your place in line!

Convenience clinics can do many of the same things your primary care provider does, including vaccinations, school physicals, and diagnosing common illnesses and injuries. Most are open into the evening and on weekends. Convenience clinics can be found at select locations of these retail stores:

- The Little Clinic® inside of Kroger
- CVS Minute Clinic®
- Walgreens Healthcare Clinic

If you need help finding a convenience clinic, you can search for "clinics" on our Find A Doctor/Provider tool at [CareSource.com](https://findadoctor.CareSource.com), or you can call Member Services at the phone number on your ID card.



TAKE CONTROL OF DIABETES

Do you have diabetes? If so, be sure to schedule regular checkups with your health care provider. This can help keep your diabetes under control and avoid other health problems. Your health care provider will tell you how often you need checkups and screenings.

Diabetes can affect your whole body. Here are some important tests to get:

- **Dilated retinal eye exam** – Diabetic eye disease is a serious problem. It can lead to loss of sight. Finding it early can help save your sight. An eye doctor can check your eyes for any problems.
- **Hemoglobin A1C test** – This blood test shows how your blood sugar is being managed over a three-month time period.
- **Kidney tests** – A simple urine test can show how well your kidneys are working.
- **Foot exam** – Diabetes can hurt the nerves in your feet. A regular foot exam can check for signs of nerve problems.

Your diabetes health care provider may want you to get other screenings, too.

MAIL-ORDER PHARMACY TIPS

Do you get your prescriptions delivered right to your home? Our mail-order service can save you a trip to the pharmacy. Keep these tips in mind:

- Mail-order service is most helpful for long-term medication use.
- Prescriptions may have to be written and filled for a 90-day supply.
- It can take multiple days to receive medications. Be sure to order refills before you run out.
- Automatic refills and renewals may be available.

Holiday Schedule

Our Member Services department is open Monday through Friday from 8 a.m. to 8 p.m. Eastern Standard Time (EST), except on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

CONCERNED ABOUT ADDICTION? WE ARE HERE TO HELP

On average 91 Americans die every day from an opioid overdose⁽¹⁾. As prescriptions of opioids for pain management increased, so did misuse of these drugs for non-medical purposes. Addiction has been the result for many individuals.

CareSource believes in recovery. We have a holistic approach that includes clinical care and access to opioid treatment and detoxification. We are making it easier than ever for you to get help. Your primary care provider (PCP) has screening tools to assess your risk toward misuse of drugs or alcohol. You can talk with your doctor or Care Manager about this. Drugs are available to increase the chance of recovering from an opioid addiction. Talk to your health care provider or pharmacist for more information. Both mental health and addiction services are covered by CareSource. You can get more information in your handbook, from Member Services or at **CareSource.com**.

If you are struggling with a drug or alcohol problem, take action now. We are here to help you get the care you need.

For help in finding a provider go to our **Find A Doctor/Provider** tool, or call 1-833-Opioids (674-6437).

(1) Centers for Disease Control and Prevention. <https://www.cdc.gov/drugoverdose/epidemic/index.html>. Retrieved August 2017.

ARE YOU READY FOR COLD AND FLU SEASON?

It's cold and flu season. Are you ready? Colds are very common. They are caused by viruses. No medicine or shot will cure a cold. Flu symptoms are similar to a common cold. They include a runny nose, sore throat, and a bad cough.

A flu shot can help protect you from getting the flu. Experts recommend that everyone older than 6 months of age should get a flu vaccine each year.

If left untreated, the flu can cause serious infections like pneumonia. It can even be life-threatening. Flu shots are available in many health care settings. They include doctors' offices or health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area. CareSource covers these vaccines.

If you are having cold or flu symptoms, call CareSource24[®], our 24-hour nurse advice line. There are ways to feel better. Our nurses can let you know how to ease your symptoms and avoid an unnecessary doctor visit, or determine if you need to seek medical attention.

We're available night or day to provide simple and useable advice to help you start feeling better today. The number is located on your member ID card.



Suicide Prevention

At CareSource, **our members' lives are at the heart of what we do.** That's why suicide prevention is so important.

We understand that life can get complicated and that problems can feel overwhelming, but we are committed to helping our members, no matter what they need. Being healthy – both physically and mentally – is a strong foundation for a purposeful life.

Suicide is preventable and is never the only option. If you or someone you know is struggling with suicidal thoughts, depression, or a mental illness, you don't have to handle this alone.

CareSource offers counseling and treatment options. Talk with your doctor or Care Manager to take steps in getting help.

If you are in crisis:

- **Call 911**
- **Call the toll-free National Suicide Prevention Lifeline at 1-800-273-TALK (8255).** This is a free service available 24 hours a day, 7 days a week. All calls are confidential.
- **Text the Crisis Text Line.** Text "HOME" to 741741 from anywhere in the United States, anytime

www.suicidepreventionlifeline.org

CareSource Behavioral Health Resource Page: <https://www.caresource.com/medical-conditions/managing-health-conditions/behavioral-health/>.

Find a Doctor/Provider: <https://findadoctor.caresource.com>.

USE OUR MOBILE APP ON THE GO

You can get the CareSource mobile app at no cost to you. 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 health care provider near you (get directions or make a call)
- Call CareSource24® and speak with a nurse 24/7
- Call Member Services
- And much more!

The mobile app is available for both iPhone® and Android™ systems. Get it through the App Store for Apple® or Google Play™ today.

Apple and iPhone are trademarks of Apple, Inc. Android and Google Play are trademarks of Google Inc.



WOMEN'S HEALTH TIPS

Women have special needs when it comes to health care. Preventive care can find problems early when they are easier to treat.

Breast cancer

October was Breast Cancer Awareness Month. It's not too late to make sure you are up to date with breast cancer screenings. A mammogram can help find breast cancer early.

If you get a mammogram:

- Try not to have it during your period or the week before. Your breasts may be tender or swollen then.
- Don't wear deodorant, perfume or powder on the day of your mammogram. They can show up as white spots on the x-ray.

Talk to your health care provider about breast cancer and whether you need a mammogram.

Heart disease

Heart disease is the leading cause of death for women in the U.S.* It's not just a "man's disease."

Are you at risk? These factors may increase your chances of getting heart disease:

- Diabetes
- Diet high in saturated fats and cholesterol
- Family history of heart disease
- High blood pressure
- High cholesterol
- Obesity
- Physical inactivity
- Tobacco use

Talk to your doctor to learn how to lower your risk for heart disease.

Colorectal cancer

Colorectal cancer affects men as well as women. Regular screenings begin at age 50 or earlier if you are at high risk. After age 75, ask your doctor how often you should get this test.

There is more than one test for this type of cancer. Talk to your doctor about which test is best for you.

*Source: www.cdc.gov

WINTER WELLNESS

Many people feel sad and tired in the winter. This can be caused by a lack of sunlight during the winter months. It can also be caused by the stress of the holiday season. Treatment is available.

If you feel sad, depressed and tired, talk to your doctor about treatment options. Together, you can figure out if your blues are just a passing mood or something more serious.



MAINTAIN HEALTHY BONES

Osteoporosis is a bone disease. It causes bones to become weak and more likely to break or fracture. As we get older, we are more at risk to develop it.

A bone density test can measure how strong your bones are. It also measures bone loss. It can help you find out if you should be concerned about osteoporosis or bone fractures.

One of the best ways to help prevent fractures is to prevent falling. Here are some tips:

- Take an exercise and balance class.
- Ask your doctor for a test to measure your risk of falling.
- Review your medications with your doctor or pharmacist every year.
- Get your vision and hearing checked every year. Update your eyeglasses with your current prescription.
- Keep your home safe. Remove tripping hazards. Increase lighting. Use handrails with stairs. Install grab bars in the bathroom.

KEEP MOVING!

It's not time to hibernate! Even in the colder months we need to keep moving. You can enjoy an active lifestyle all year long. If you have CareSource for both Medicare and Medicaid you can participate in our Silver Sneakers® fitness program. Silver Sneakers fitness is designed for all abilities. You can find fitness facilities in your area and meet new friends. Socialize while exercising! Participating fitness centers offer:

- Exercise equipment
- Exercise classes taught by trained instructors
- Use of wheelchair-friendly locations

If it's tough to go out, ask about in-home exercise kits. To find a fitness location near you visit silversneakers.com or call 1-888-423-4632.

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

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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Important Plan Information

IMPROVE YOUR CONCENTRATION

Daydreaming, sometimes called wool gathering or mind wandering may affect your ability to concentrate on the task at hand. According to the Harvard Gazette, people spend about 46.9% of their waking hours thinking about something other than what they're doing.¹ Minds that wander may inhibit you from achieving your everyday goals. Try using the following ideas to help improve your concentration:

- Prioritize tasks
- Focus on one task at a time
- Make a "to do" list
- Make sure that you are comfortable and have good nutrition, sleep, and hydration
- Limit or shut out distractions, have a "distraction-free zone" without loud noises or visual stimulation
- Do your hardest tasks when you are most alert
- Switch between "high" to "low" attention tasks, giving your brain a rest
- Take short breaks (focus 25, 60, or 90 minutes then have a 5-10 minute break)
- Promise yourself a reward

¹<http://news.harvard.edu/gazette/story/2010/11/wandering-mind-not-a-happy-mind/>