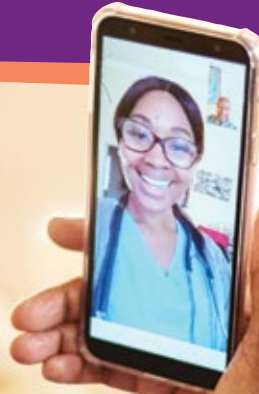




SUMMER 2022

# MEMBER *Source*

A Newsletter for CareSource MyCare Ohio Members



**NEW**

## Telehealth Care through **Teladoc**

As of May 2, 2022, your telehealth service has a new face! Teladoc® is a health care service that offers easy, secure 24/7 access to board-certified providers. You can talk to a provider anytime by phone or video.

### Your Teladoc Services

General Medical	Mental Health*
Talk to a provider 24/7. Use for non-emergency health care needs like: <ul style="list-style-type: none"><li>• Cold and flu</li><li>• Sore throat</li><li>• Sinuses</li><li>• Allergies</li><li>• Pink eye</li><li>• Ear infections</li><li>• Urinary tract infections</li><li>• Rash</li><li>• Skin conditions</li><li>• And more</li></ul>	Talk to a therapist or prescriber seven days a week, 7 a.m. to 9 p.m. <ul style="list-style-type: none"><li>• Anxiety</li><li>• Depression</li><li>• Stress</li><li>• Substance use</li><li>• Trauma</li><li>• Relationship issues</li><li>• And more</li></ul> <p><i>*Age restrictions apply</i></p>

### How to get started:

1. Create an account and complete your medical history.
  - Call 1-800-TELADOC (835-2362).
  - Visit [www.Teladoc.com/MyCareOhio](http://www.Teladoc.com/MyCareOhio).
  - Download the Teladoc app.
2. Talk to a provider. Request a time and a Teladoc provider will contact you.
3. Feel better. The provider will diagnose symptoms and send a prescription as needed.

  
**CareSource**®

# How to Earn **My CareSource Rewards®** Program

**Complete healthy  
activities.**



**Process claim.\***



**Get rewarded!**



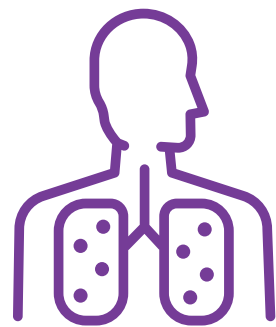
It's simple. Each time you complete a healthy activity, rewards are added to your My CareSource Rewards® account. Redeem your rewards at Kroger®, Walmart®, Walgreens® and Walmart.com. Check out your account today and see if you have already earned rewards this year! Call 1-844-657-9520 (TTY: 711).

For more information, visit  
**CareSource.com/oh-mycare-rewards**

*\* Please allow 45 days from the date of the healthy activity completion for your reward to appear on your My CareSource Rewards account.*

*\*\* My CareSource Rewards Program is available to MyCare Opt-In members only.*

## Asthma Triggers at Home



Asthma medications help with quick relief for flare-ups and work as long-term controllers for everyday use. You can also help your asthma by fixing issues in your home.

Some of the things you can do are:

### **Reduce common triggers if you can.**



- Use air conditioning to keep pollen from getting into the home during peak pollen times.
- Change furnace filters as needed.
- Sleep with the windows closed.
- Do not smoke or be around others that smoke.
- Limit the use of cleaners and products with strong odors.



### **Clean your furniture.**

- Clean dusty areas often.
- Reduce carpet and fabrics in your home if you can.



### **Prevent mold.**

- Reduce humidity levels.
- Dry damp areas.



### **Reduce pet triggers.**

- Avoid close contact with pets if you can.
- Keep pets out of the bedroom.
- Clean furniture and the floor regularly.

**Stay healthy by having an asthma-  
friendly home!**



# Summer *is Coming!*



Check out these tips to help you stay hydrated as the weather warms up:

- 💧 Keep a water bottle nearby.
- 💧 Eat foods that have lots of water, like melon and tomatoes.
- 💧 Set an alarm to drink water during your day.
- 💧 Watch caffeine and alcohol intake.
- 💧 Flavor your water with sliced fruit.

CareSource is always working hard to get better! One way we do that is through member feedback. If you're interested in surveys and discussion boards that make a difference, sign up for CareSource Circle! Circle also has articles, helpful tips like these and healthy recipes. Let us hear your voice! Visit **CareSource.com/CircleOHMyCare**.



## Summer Allergies and Asthma

If you have asthma or allergies, your primary care provider (PCP) can help you find a medication to control it. Two types of medications are used for different purposes:

- **Quick-relief:** These medications treat the symptoms of an asthma flare-up (coughing, shortness of breath, wheezing or chest tightness). They make it easier to breathe right away.
- **Long-term controllers:** These medications are used every day, even when you feel well. They work “behind the scenes” so you have fewer asthma symptoms. It is very important not to stop taking them.

Always remember to:

- Follow your Asthma Action Plan. Share your plan with your family and care team.
- Take asthma medication(s) exactly as your doctor has prescribed.
- Make sure you are using your inhaler the right way.
- Refill your prescriptions on time and before you run out.
- See your provider often. Stay up to date on immunizations to help prevent asthma flare-ups.

May is National Asthma and Allergy Awareness Month. It is a month to recognize people with asthma and allergies and become educated on these conditions.



**Questions?** The CareSource24® Nurse Advice Line is here for you 24 hours a day, seven days a week. Our registered nurses can help you decide when self-care or a visit to your provider, urgent care or the emergency room (ER) is needed. Call now at **1-866-206-7861** to talk with a CareSource24 team member.

Source: National Heart, Lung, and Blood Institute; National Institutes of Health. [www.nhlbi.nih.gov/health-topics/asthma](http://www.nhlbi.nih.gov/health-topics/asthma)

# Should You Keep Naloxone in Your Home?



Naloxone (e.g., NARCAN®) is a medication that can reverse an opioid overdose. Naloxone cannot be used by the person overdosing. This is why it's vital that you have access to naloxone if a loved one is at risk of overdosing. These three things increase the risk of overdosing:

**1. A loved one is prescribed opioids and drinks alcohol.**

Even if prescription opioids are used just as prescribed, they can be dangerous when mixed with alcohol.

**2. Prescription opioids are circulating in your community.**

Opioids are easily found in the community and increase the risk of overdose.

**3. A loved one has substance use disorder.**

If a loved one already uses other drugs, like cocaine or meth, they are at a higher risk of overdosing if combined with opioids.

CareSource covers naloxone as a pharmacy benefit. If you think you need naloxone in your home, call your primary care provider (PCP) or visit your local pharmacy to request a prescription.



## Housing Assistance During the Pandemic

Good health goes beyond having quality health care. Access to safe, affordable housing is a vital part of your overall health. The COVID-19 pandemic has brought many hardships. It made finding housing harder than ever.

The U.S. Department of Housing and Urban Development (HUD) offers help for many housing needs. They have resources to help pay your rent and find safe rental housing. Go to [hud.gov](https://www.hud.gov) and click **Find Housing Assistance** to learn more.

There is also help if you are experiencing or are at risk of homelessness. Go to [hudexchange.info](https://www.hudexchange.info) and click **Need Housing Assistance** in the top right corner to find local help.

You can also talk to your Care Manager for help.







## Questions to Ask Before Taking Opioids

You should always talk to your provider or pharmacist when you get a new prescription. They can answer any questions you may have. It is even more important to ask questions if you are prescribed opioids so that you can stay safe. Below is a list of questions to help you get started:

1. What are opioids?
2. What are the risks and benefits of opioid medications?
3. How long do I need to take opioids?
4. Do opioids have any side effects?
5. What if I have a history of substance use disorder?
6. How should I store opioids?
7. Is it safe to take opioids with other medications?
8. What do I do with extra opioids?
9. What do I do if I feel like I need to take more?
10. Can I have naloxone (Narcan) if there is an emergency?

CareSource has free packets to help you safely dispose of drugs. Get your free packet at **[secureforms.CareSource.com/DisposeRx](https://www.caresource.com/DisposeRx)**. CareSource also covers naloxone (Narcan). It can help reverse an opioid overdose. Ask your provider for a naloxone kit.

# Caring for the Caregiver

If you are a caregiver for a spouse, parent, child or other loved one, you know that it takes a lot of time, effort and energy. Below are a few strategies to help ensure that you can find time to care for yourself.

**Take care of your own health.** See a provider each year to stay up-to-date on routine exams and screenings. Make sure that you get enough sleep and add plenty of fruits, veggies and whole grains to your diet.

**Give yourself grace.** Take a break from caregiving when you can. Join a fitness class, read a book, or meet up with a friend for lunch. Do something for yourself that is not related to caregiving.

**Learn as much as you can about your loved one's condition.** Research the issues they are facing now and what may happen in the future. The more you educate yourself, the better you can plan for what is to come.

**You are not alone in this.** Find a support group with people who are in similar situations. [Caregiver.org](https://www.caregiver.org) and [caregiveraction.org](https://www.caregiveraction.org) have free online support groups you can join. Remember that caring for yourself is not selfish. You cannot give your best to someone else if you are not caring for yourself first.



# Prepare for Summer Weather

**Emergencies can happen at any time, and mother nature can be hard to predict.** Summer brings extreme heat, storms, tornadoes, hurricanes and more. We want you to stay safe. The best way to do this is to be prepared and know what actions to take to protect yourself when weather emergencies strike.

## Heat



- Slow down: reduce your physical activity.
- Dress in light, loose-fitting clothing.
- Limit the amount of time spent in the sun.
- Drink plenty of water and eat cool foods.
- Use air conditioners or spend time in air-conditioned places.
- Take cool showers or baths.
- Look out for young children and older adults who are at high risk for heat-related illness and death.

## Floods



- Make a plan and emergency kit with critical supplies and medicine.
- Sign up for weather notifications at [www.weather.gov](http://www.weather.gov).
- Listen to evacuation orders and stay informed.
- Get to the highest ground possible.
- Do not walk or drive in flood waters, which can be strong and full of debris and toxins.

## Hurricanes



- Make a plan and emergency kit with critical supplies and medicine.
- Know your evacuation zone.
- Protect your home with storm shutters or boards.
- Stay informed and evacuate if necessary.
- Return home **ONLY** when it has been cleared by authorities.

## Tornadoes



- Sign up for weather notifications at [www.weather.gov](http://www.weather.gov). Check the forecast often if you live in at-risk zones.
- Go to the lowest level of your home, and stay away from windows and large, open rooms.
- Find the closest shelter if you are in a car or outside; if needed, find a low-lying ditch.
- Cover your head to protect yourself from wind-blown objects.
- Continue to stay informed; tornadoes often happen with severe thunderstorms.

**For more safety tips or help, visit [ready.gov](http://ready.gov).**

Source: National Weather Service. [www.weather.gov/wrn/summer-safety](http://www.weather.gov/wrn/summer-safety).



# Should I Get Tested?

Hepatitis C is a disease caused by a virus that makes the liver swell. If it is not treated, it can cause major health problems or even death.

People used to think that hepatitis C only affected people aged 50 to 70, or those with risk factors like past or current injection drug use. New data shows that hepatitis C can affect people of **all ages**. Many people may not even know that they have it!

## Who should get screened for hepatitis C?

- All adults 18 years and older should get a one-time screening.
- Women should be screened during each pregnancy.
- People with risk factors should have continuous testing for ongoing risks.

Testing can help people with hepatitis C get the care they need to stay healthy. Treatment can cure the disease and keep it from spreading to others. Talk to your primary care provider (PCP) about being tested for hepatitis C.

Source: Centers for Disease Control and Prevention (CDC).

[www.cdc.gov/nchstp/newsroom/2020/hepatitis-c-impacting-multiple-generations-press-release.html](http://www.cdc.gov/nchstp/newsroom/2020/hepatitis-c-impacting-multiple-generations-press-release.html)

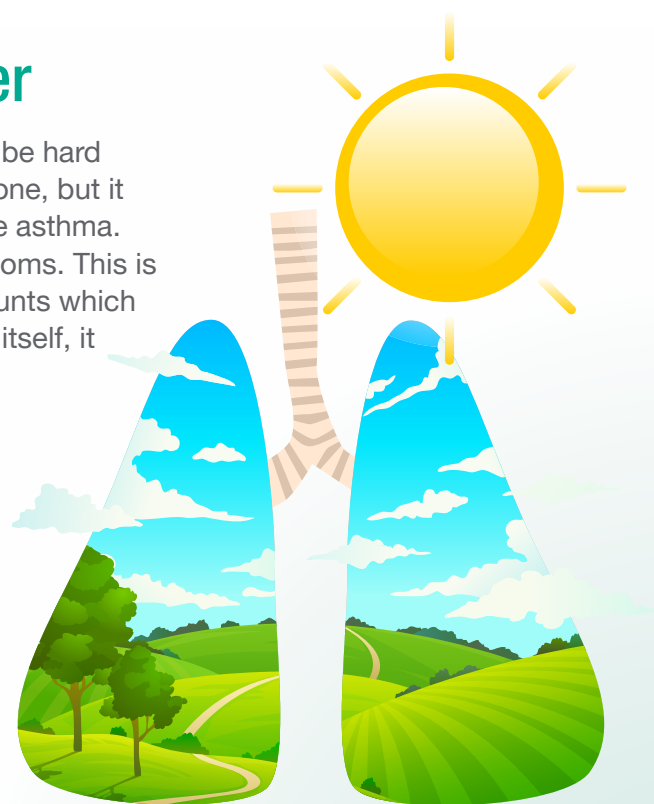


# How to Beat the Heat and Keep Your Lungs Healthy This Summer

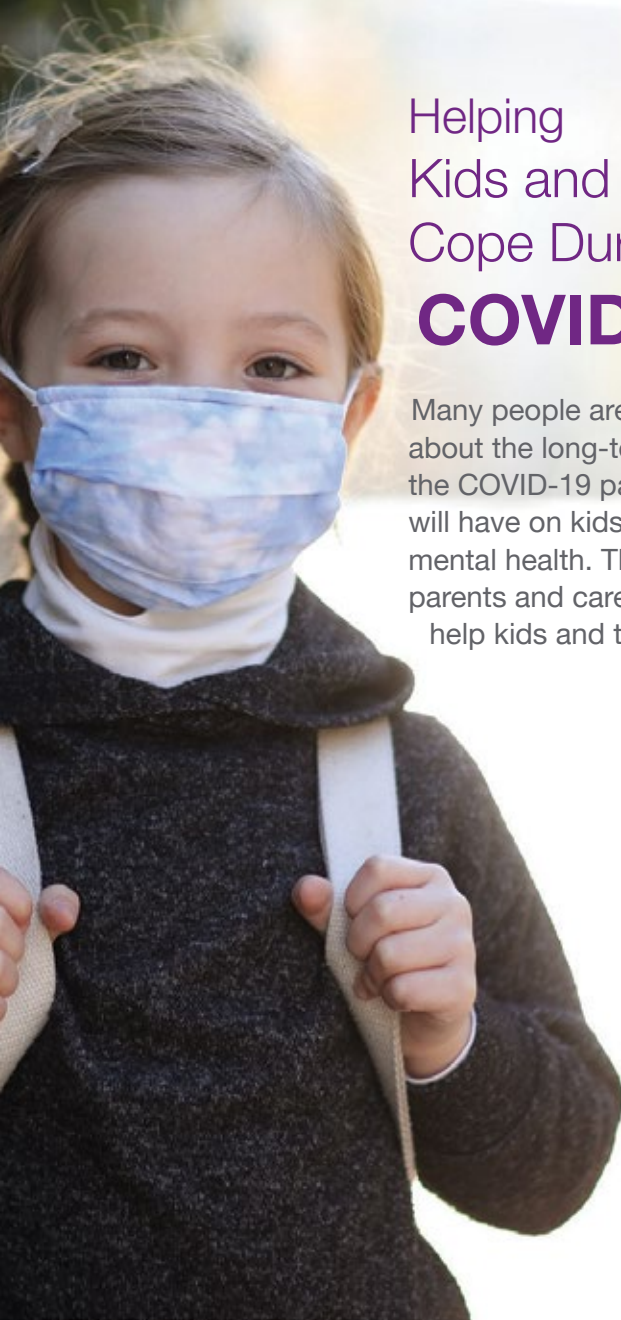
When the humidity outside is so thick you can feel it, it can be hard to breathe. Heat-related breathing problems can affect anyone, but it can be a big problem for people with chronic conditions like asthma. Breathing hot air during the summer can trigger your symptoms. This is due to greater air pollution from smog and higher pollen counts which are common irritants to the lungs. As the body tries to cool itself, it uses more oxygen making the lungs work harder.

## Follow these tips to breathe easier this summer:

- Give your body time to adjust to the heat by slowly increasing your exposure.
- Workout indoors with air conditioning when the summer heat is at its peak.
- Avoid your triggers.
- Take your medications. Try not to miss a dose. Also, don't forget your rescue inhaler the next time you head outdoors.
- Visit your primary care provider (PCP). Ask them how to keep your lungs healthy during the summer, especially if you have asthma or another lung condition.







## Helping Kids and Teens Cope During **COVID-19**

Many people are concerned about the long-term effects the COVID-19 pandemic will have on kids and teens' mental health. There are ways parents and caregivers can help kids and teens cope.



### **Stick to a routine.**

Schedules and routines give kids and teens a sense of safety and stability. With COVID-19 outbreaks, school closures and remote learning, finding a routine can be hard. Create structure where you can. Set deadlines to finish chores or set a basic daily schedule.



### **Be realistic about learning.**

No one learns in the same way. Some kids and teens learn well at home and some need to be in the classroom. Find ways for learning in daily life. Practice measurements and timing by cooking together. Take up gardening. Read to younger children and make sure that older kids and teens find time for books.



### **It is okay to not feel okay.**

Coping with uncertainty is hard for all of us. Let kids and teens know that you are here for them. Remind them that they can talk to you about their thoughts and feelings. Get professional help if you or your child needs it. You can use the **Find a Doctor/Provider** tool on **CareSource.com** or call Member Services to get help. You can also visit myStrength<sup>SM</sup> to use online tools that can improve your outlook and mood. Visit [bh.myStrength.com/CareSource](https://bh.myStrength.com/CareSource).

Source: Centers for Disease Control and Prevention (CDC).  
[www.cdc.gov/mentalhealth/stress-coping/](https://www.cdc.gov/mentalhealth/stress-coping/)

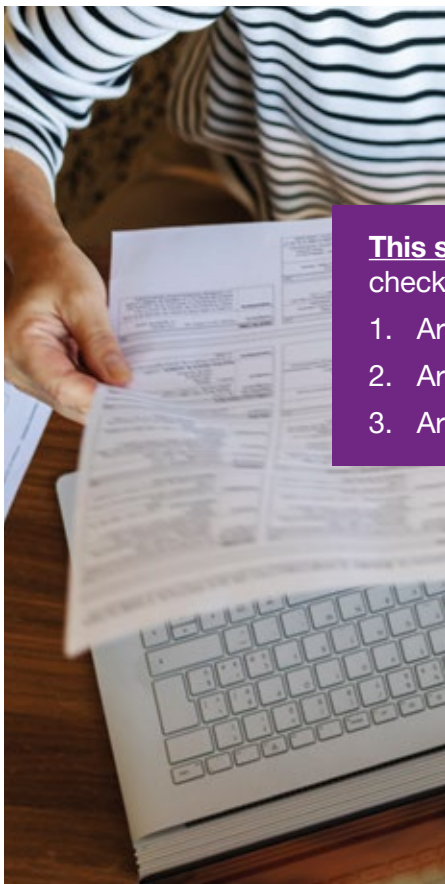


## Pharmacy **Updates**

CareSource has a searchable drug list that is updated monthly on the **CareSource.com** website. To find out which drugs are covered under your plan, go to the **Find My Prescriptions** link under **Member Tools & Resources**. If you do not have access to the Internet, you can call Member Services. A CareSource representative will help you find out if a medication is covered and if there is a cost.







## Look Out for Fraud, Waste and Abuse

To monitor for potential fraud, waste and abuse or medical identity theft, CareSource sends out Explanation of Benefits (EOB) statements to some member households.

**This statement is not a bill.** If you get an EOB statement, please help us by checking for these three things:

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

If you suspect errors or fraud, contact our Program Integrity department by calling Member Services and follow the prompts to report fraud.

You can also send us an email at [fraud@CareSource.com](mailto:fraud@CareSource.com), fax to **1-800-418-0248**,

or write to us at:

**CareSource**  
**Attn: Program Integrity**  
**P.O. Box 1940**  
**Dayton, OH 45401-1940**

You do not have to give us your name when you write or call. If you want a response, be sure to tell us your name and contact information, and that you would like us to follow up with you. Your report will be kept confidential as allowed by law.



## Signs and Symptoms of Autism Spectrum Disorder

Autism Spectrum Disorder (ASD) is a term that covers Autistic Disorder, Pervasive Developmental Disorder, and Asperger Syndrome. ASD is a developmental disability. People with ASD may communicate, act, engage or learn in ways that are different from others. Some signs of ASD are:

- Repeating behaviors or actions over and over again.
- Avoiding eye contact.
- Having trouble with change in their daily lives.
- Wanting to be alone.
- Not knowing how to talk, play or relate to other people.

People with ASD often live typical lives even though ASD is a lifelong condition. How well someone with ASD functions in daily life depends on their symptoms. Some people with ASD need lots of help and support while others need very little.

Source: Centers for Disease Control and Prevention (CDC).  
[www.cdc.gov/ncbddd/autism/index.html](http://www.cdc.gov/ncbddd/autism/index.html)



# STRESSED? Try These Instead of Smoking.

When we're stressed, we turn to certain things to help us cope. If you're a smoker, you might deal with stress by lighting up a cigarette. But there are other things you can turn to instead of smoking. **Here are three simple things you can try next time you're stressed:**



## 1. Exercise.

Being active releases "feel-good" chemicals in your brain. These chemicals will lift your mood and help you de-stress. Try going for a short walk or run in your neighborhood. You could also try a free workout video online.



## 2. Be Out in Nature.

Being outside helps you be present in the moment and de-stress. In fact, spending just 20 minutes in nature lowers stress hormone levels. Check out a metro park in your area and go on a hike.



## 3. Reach out to someone.

Dealing with stress alone is hard. Share your feelings with friends, family or someone else you trust. This will help ease the burden of stress.

If you're still struggling to quit, the Ohio Tobacco Quit Line can help. They offer free quit coaching and more. Call **1-800-QUIT-NOW** (1-800-784-8669) to enroll or ask questions.

Sources: American Heart Association (AHA). [www.heart.org/en/healthy-living/healthy-lifestyle/stress-management/spend-time-in-nature-to-reduce-stress-and-anxiety](http://www.heart.org/en/healthy-living/healthy-lifestyle/stress-management/spend-time-in-nature-to-reduce-stress-and-anxiety). National Cancer Institute (NCI). [smokefree.gov/challenges-when-quitting/stress/coping-with-stress](http://smokefree.gov/challenges-when-quitting/stress/coping-with-stress). Harvard Health Publishing. [www.health.harvard.edu/mind-and-mood/a-20-minute-nature-break-relieves-stress](http://www.health.harvard.edu/mind-and-mood/a-20-minute-nature-break-relieves-stress).

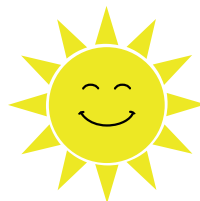
## Prevent Chronic Illness with Testing (FOR FREE!)

Six out of 10 adults in the United States have a chronic health condition. Illnesses like heart disease, cancer and diabetes are the leading causes of death and disability in the U.S. Luckily, many of these can be prevented and managed with healthy behaviors.

We care about your health and well-being. We want to make healthy choices easy and affordable to you. We offer preventive benefits at no cost to you.

These screenings include mammography, diabetic testing, eye exams, colorectal cancer testing and more. Additionally, at-home testing is available through our Matrix Medical Network and Everlywell partnerships!

Don't forget you can earn My CareSource Rewards® for completing these recommended screenings, too! To learn more about healthy activities and screenings available to you, visit **CareSource.com** or call Member Services.



***Here's to a safe and healthy summer!***

Source: Center for Disease Control and Prevention (CDC). [www.cdc.gov/chronicdisease/about/index.htm](http://www.cdc.gov/chronicdisease/about/index.htm)



At CareSource, we are more than just quality health insurance. We care about you. That's why our benefits and services go beyond basic care.

Use all that CareSource has to offer. Below are just a few highlights of how we take extra care of you!

- ✓ No copays for health care visits.
- ✓ Dental, vision and hearing benefits.
- ✓ My CareSource® member portal with tools like MyHealth®, myStrength<sup>SM</sup> and MyResources<sup>TM</sup> to help you improve your physical and emotional health and connect you to local resources for other social needs.
- ✓ No copays for prescriptions.

If you have chosen CareSource for both Medicare and Medicaid, you also get:

- ✓ Reward programs for completing healthy activities.
- ✓ A debit card for over-the-counter (OTC) vitamins, drugs, and first aid supplies.
- ✓ Brain health and memory support through BrainHQ® to keep you sharp!
- ✓ Free rides to health care visits or to pick up food at food pantries or other food sites.
- ✓ Access to many fitness centers or select YMCAs and an in-home fitness kit (some include a Garmin® or Fitbit® tracker) through the Silver&Fit® fitness program.

*Thank You*  
for Being a Member!

Please visit **CareSource.com** to see a full list of benefits and services.  
You can also call Member Services to learn more.



## Interpreter Services for Your Next **Telehealth Visit**

Telehealth Services is one of the best ways to get the care you need with ease. CareSource offers Interpreter Services to remove language barriers for you and your primary care provider (PCP). You have access to over 200 languages plus American Sign Language (ASL), giving you the highest quality of care.

CareSource can meet in-person, by phone or video. To have an interpreter for your next Telehealth, or PCP visit, call Member Services.





PO 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**

### Join Us

 Facebook.com/**CareSource**

 Twitter.com/**CareSource**

 Instagram.com/**CareSource**

## Important Plan Information

## Tell Us What You Think!



**We want to know your thoughts about your quarterly newsletter.** Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

**[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)**

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.

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.

**MyCareOhio**  
*Connecting Medicare + Medicaid*