



FALL 2020

# MEMBER *Source*

A Newsletter for CareSource® Members



## Get Rewarded for Your Health and Wellness!

CareSource rewards you and your family for taking an active role in becoming healthy. We have lifestyle programs to encourage you to complete annual wellness visits and have preventive care screenings. See what programs you could start earning rewards:

### **NEW!** My CareSource Rewards® Program

As a CareSource member you are eligible to earn rewards for completing healthy activities including an A1c test, kidney screening and breast cancer screening\*. Your earned rewards will automatically be added to the My CareSource Rewards Gift Card you recently received in the mail. For a complete list of eligible activities, program details, rewards balance, restrictions, and terms and conditions, visit **[HealthyBenefitsPlus.com/MyCare](https://HealthyBenefitsPlus.com/MyCare)**.

\*Not all rewards are available in every program. Please contact Member Services.

  
**CareSource®**

# Our Mobile App is Easy to Use!

SEE WHAT'S NEW WITH THE CARESOURCE MOBILE APP:



## Digital ID Card

View and share your digital member ID card.



## Find a Doctor

Find a doctor, hospital, clinic or pharmacy near you.



## Call a Nurse

Call CareSource24®, our Nurse Advice Line, and speak to a nurse 24/7/365.



## My CareSource®

Access your secure My CareSource account.



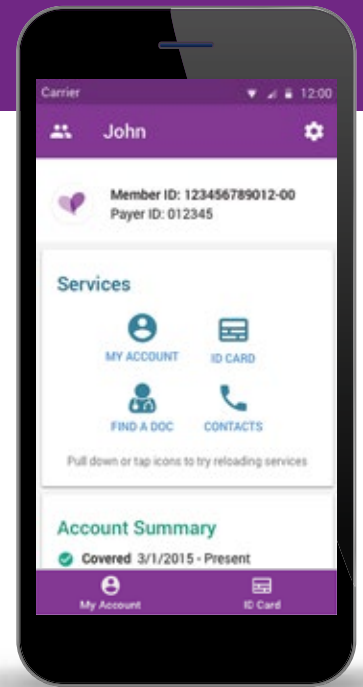
## Connect With MYidealDOCTOR™ Telehealth Services

One touch access to a provider, day or night, 24/7/365.



## NEW! Message Center

Get important personalized health and coverage alerts.



## And More...

*\* Some features will not become active until your plan's effective date.*

Download the app and check it out now.



## Let CareSource Help You **Be Healthier**

CareSource is dedicated to helping you improve your health and well-being. To help support and guide your care, the Ohio Department of Medicaid and CareSource ask that you complete the 2020 Health Risk Assessment (HRA).

Completion of the HRA helps your primary care provider and care management team coordinate your care to meet your individual needs.

### Complete the HRA online using these steps:



Online: Log in to **MyCareSource.com**.  
Select the **Health** tab in the top navigation bar.



Scroll to the assessment section and click the Ohio Risk Assessment start button to complete the HRA.

Questions? Call the Member Services number found on the back page for more information.





# Back to SCHOOL?

If your children plan to return to school in fall of 2020, they will face a new norm of regular hand washing and proper cleaning and disinfecting. If your family homeschools or is choosing online school, you may want help making a plan.

## Tips for a **safe return** to school:



Teach good hand washing skills.



Keep your children home if they are sick.



Send wipes, soap, and hand sanitizer to keep in desks and lockers.



Talk to them ahead of time about wearing a mask. Practice wearing them before school starts. Find some masks they would enjoy wearing!

## Tips for a **virtual return to the classroom**:



Set up the same time every day for starting and ending schoolwork.



Set up a special homework/study area.



Take breaks outside!

Find ways to do schoolwork like math, reading, and writing by:



Cooking together



Reading recipes together



Writing letters to people kids can't visit in person

Source: [www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/learning.htm](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/learning.htm)





## The New Normal

Face masks. Closed businesses. Social Distancing. Kids on Zoom for school work. 2020 has created many changes to our lives. Some temporary, some more permanent.

For health care, things have changed as well. Telehealth is becoming a routine service. Social distancing and appointments are expected. At CareSource, we have been working hard to give you the latest information about how to take care of yourself and your family. We want you to know that no matter what our new normal may look like, we will be here for you, helping you find your way. Visit our COVID-19 web page at **CareSource.com/Covid19**. If you have a question or concern, call our Member Services team. We are happy to help.

You have our commitment to continue providing you *Health Care with Heart*.

### Still Need to Visit Your Provider In-Person?

*It's OK to Return to the Doctor!*

Find out the right approach from Dr. Dale Block, CareSource Ohio Medical Director. Go to **CareSource.com/members/its-ok-to-return-to-the-doctor/** to watch the video.



## Dealing with Drug Supply Problems

Dealing with the unknown is hard. And, the COVID-19 crisis has changed our lives. When it comes to medicines, COVID-19 showed our drug supply can change quickly. Drug supply problems can occur even in less difficult times. CareSource understands how important it is for you to have your medicine on hand. We can help make sure you don't run out because of a problem with drug supply with the tips below.



Call your pharmacy ahead of time.



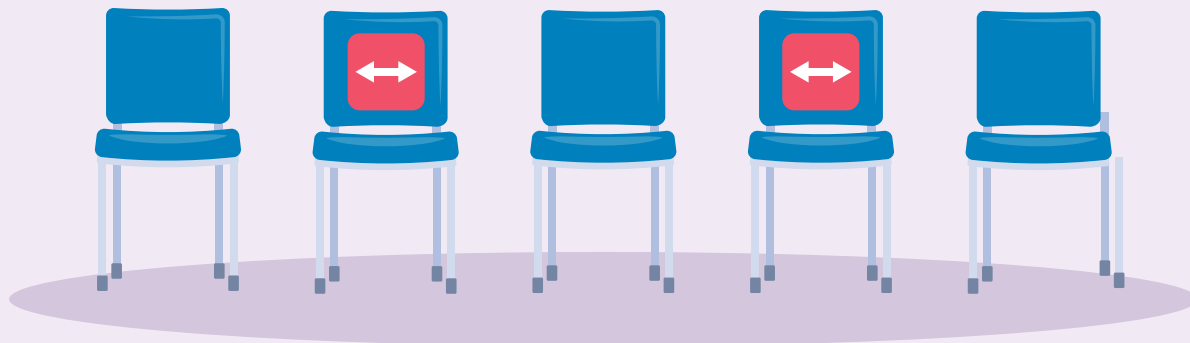
If there is a problem with the supply of your medicine, call your doctor as soon as you can. Many pharmacies will call your doctor for you.



Always talk to your doctor before stopping a drug. Stopping a drug without talking to your doctor can make your condition worse.



# What to Expect at Your Next Dental Visit During COVID-19



At CareSource, our first priority is to protect you, our providers, staff and community. We are closely watching the coronavirus (COVID-19) and its impact both locally and around the world. As we work with our provider networks, our goal is to help carry out and follow all steps to lessen the spread.

Talk to your dental provider to see if they offer teledentistry services. Teledentistry uses your phone, mobile app, or computer for exams when and where you want. Call your provider to find out the best way to setup a teledentistry visit. Visit our **CareSource.com/Covid19** for details.

The Centers for Disease Control and Prevention (CDC) has a plan you can follow to prevent illness. The plan starts before you show up to an office visit. The goal is to stop the spread of the disease.

- Before going into the office, let your dental provider know if you have had any symptoms such as fever, cough, trouble breathing or other flu-like symptoms.
- Let them know if you or a member of your household has travelled to countries with high outbreaks.
- You may be asked to answer certain questions or fill out special forms.
- Due to social distancing (distance between yourself and others), offices may ask family members to not sit in the waiting room. You may also be asked to use a cloth face covering or mask.

Visit [cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html](https://cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html) for more details on CDC guidelines in a dental setting. Please know that the recommendations may change with time.

## Drug List Updates

CareSource has a searchable drug list on our website. Find out which drugs are covered under your plan by going to **Find My Prescriptions** link under Member Tools & Resources. You'll find the most current changes and updates, too. If you don't have access to the internet, we can help you. Call Member Services for more information.



## CareSource24<sup>®</sup> Nurse Advice Line



Our staff of experienced, caring Registered Nurses are here 24/7 to talk to you. We are ready to offer advice about your injury, illness, or to answer your health questions. We can help you decide when self-care, a doctor's visit, urgent care, or an ER visit is needed.

Call **1-866-206-7861**.

# Reminder: Telehealth Services are Available Any Time

With social distancing and safety rules in place, many primary care providers (PCPs) now offer telehealth services (a visit by phone or computer). But, how does it work? Use the helpful tips below for your next telehealth visit.

## Scheduling Your Telehealth Visit

When scheduling your visit, ask questions so you know what to expect:

- Will you need to download an app?
- Is the provider calling you?
- Will you call the provider?
- Will the visit be by phone or video?

If you have concerns about your ability to have a telehealth visit, be sure to mention those to your PCP's office to see if they can help.

## Before Your Visit

- Make notes about the questions you want to ask during your visit.
- Find a quiet place where you can talk openly about any issues you have and can answer questions that your provider asks about your health.

## During Your Visit

- Be open and honest with your provider about your health and any symptoms you have.
- If you have questions about the format of the visit and what type of care can be offered, be sure to ask. Telehealth is new for a lot of people, and it is natural to have questions.
- Take notes to help you remember what information you received.

## At The End of Your Visit

Confirm any next steps or actions you need to take.

- Do you have a new prescription to fill?
- Do you need to have lab work completed as a follow-up to the visit?
- Do you need to schedule another visit?

Check with your PCP's office to find out how and when you can have a telehealth visit. If your PCP doesn't offer telehealth, or has limited hours, you can call MYidealDOCTOR®.

MYidealDOCTOR is ready to take your call 24 hours a day, 365 days a year. You can find a link on the CareSource mobile app, call **1-855-879-4332**, or visit [myidealdoctortelehealth.com](http://myidealdoctortelehealth.com). The cost is the same as a visit to your PCP.







## Preventing Diabetic Kidney Disease

If you have diabetes, your blood sugar levels are often too high. High blood sugar can harm your kidneys over time. Your kidneys clean your blood. If they are damaged, waste builds up in your blood stream instead of leaving your body.

Kidney damage from diabetes is called diabetic nephropathy. It happens slowly over many years. Most people do not show any signs or have symptoms.

You can help stop or delay kidney damage by getting routine screenings. This is the only way to know if you have diabetic kidney disease. The first type of screening looks for protein in your urine. The other is a blood test to show how well your kidneys are working.

You should get tested each year for kidney disease if you have type 2 diabetes. You should also get tested if you've had type 1 diabetes for more than five years. Talk to your primary care provider (PCP) to learn more.



## Team Up with Your Care Manager

CareSource has nurses and other outreach workers who can work with you one-on-one to help coordinate your health care needs at no additional cost to you. A Care Manager is trained to help you with any special medical problems like asthma, cancer, diabetes or other medical conditions. Your Care Manager can help coordinate your care. This may include but is not limited to:

- Help completing Health Risk Assessment (HRA)
- Help finding community resources
- Help scheduling doctor's appointments
- Help understanding your benefits
- Help finding providers
- Help getting transportation to appointments

If you have not been teamed up with a Care Manager, call the Member Services number found on the back page to discuss ways Care Management can begin supporting you.



# Breathing Better with Asthma

Asthma makes it hard for you to breathe. It can affect your daily life if you don't take care of it. Medications do not cure asthma, but they can help make you feel better. The main thing is to take them exactly as your primary care provider has prescribed. That means taking them the right way at the right time!

## Here are tips to remind you to take your asthma medication and help you get into a routine:

- Keep it near your bed so you see it when you wake up.
- Take it before you brush your teeth.
- Have your family or a friend or call to remind you each day.
- Put sticky notes where you'll see them to remind you to take your inhaler when you leave the house.
- Use a weekly pillbox.
- Set your phone or other alarm.
- Mark your calendar to refill your prescription one week before it runs out.



## National Prescription Drug Take Back Day

Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly, but misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why CareSource wants to remind you to safely get rid of any unused or expired medications.

The National Prescription Drug Take Back Day is **October 24, 2020**. This is your chance to clear out old medications. You can dispose of medications that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round, visit [takebackday.dea.gov](https://takebackday.dea.gov).







# Screen Time and **YOUR HEALTH**

With the recent stay at home orders, many of us were “binge watching” our favorite TV shows, face timing/skyping our family, and just spending more time than usual looking at our screens.

**! Beware:** too much screen time is harmful to our health.

## How Much Screen Time Are We Getting?



**! Side note:** On average, adults pick up their phones 58 times a day.

## How Does It Affect Our Health?



- It affects your brain
- It harms your eyesight
- It lowers your attention span
- It can harm your relationships
- It can cause obesity
- It can disrupt your sleep

## How Can We Reduce Screen Time?

There are many ways to reduce screen time.

Say **NO** to all screens:

- During meals
- An hour before bed
- In the bathroom

Say **YES** to:

- Reading a book
- Starting or renewing a hobby
- Getting plenty of exercise
- Spending time with friends





## BREAST CANCER AWARENESS

Breast cancer is the second most common cancer among women in the United States. It is a disease in which cells in the breast grow out of control. White women and black women get breast cancer at about the same rate, but black women die from breast cancer at a higher rate. Many things like family history or getting older can affect your risk for breast cancer. These you can't change, but you can help lower your risk of breast cancer by taking care of your health in these ways:



**Get regular exercise**



**Have a healthy weight**



**If you can, breastfeed your child/children.**



**Don't drink alcohol, or limit it to no more than one drink per day**



**Ask your doctor before you decide to take hormone replacement therapy or birth control pills to know your risks for getting breast cancer.**

Stay informed and stay healthy to both lower your risk of getting breast cancer and to increase your chances of living if you are diagnosed with it.

*Source: Centers for Disease Control and Prevention*

## Protect Yourself from

### COVID-19 SCAMS

Unease around COVID-19 has made fraud and scams more common. You should be on alert for things that don't seem right. Some of the scams to watch for are:

- People selling fake cures for COVID-19.
- Robocalls, sales calls, online posts, emails, or people going door-to-door who promise free hand sanitizer or testing kits if you give your Medicaid or Medicare number.
- Emails pretending to be from the World Health Organization or the CDC.
- Fake websites or apps that share news about COVID-19 so they can get into your phone, tablet, or computer.
- People asking for money for causes or charities that don't exist.
- Health care workers using patient information for COVID-19 testing and then billing for other tests.

Let us know if you suspect fraud or scams! Call CareSource Member Services and say that you'd like to report fraud. You will be routed to a private fraud hotline. You can call the hotline 24 hours a day.

You can also let us know about scams or fraud by:

**Email:** [fraud@caresource.com](mailto:fraud@caresource.com)

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



# Stress Less

## with CareSource and myStrength<sup>SM</sup>

Life can feel overwhelming at times. Social distancing and other protective measures can make you worried or stressed. CareSource and myStrength can help you through these tough times. myStrength has self-guided tools to strengthen your mind, body, and spirit. myStrength offers:

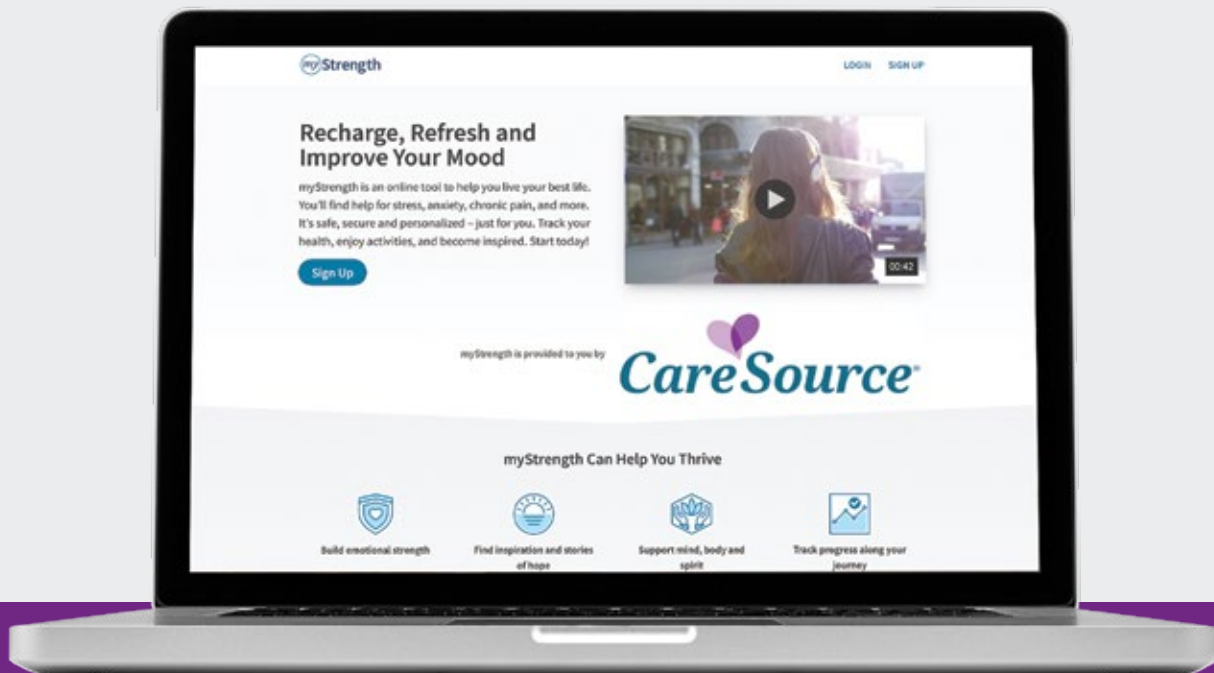
- Empowerment activities like a mood tracker and fitness log
- Articles and videos to learn about topics like anxiety, PTSD, Autism, ADHD and depression
- Daily inspirational quotes
- Help to stop smoking
- Mindfulness exercises
- Parenting tips and help managing stress
- And much more!

Your emotional health is important. That's why CareSource offers myStrength online or through a mobile app at no cost to you.

- 1 Visit [bh.mystrength.com/caresource](https://bh.mystrength.com/caresource) and click Sign-Up
- 2 Complete the sign-up process and your personal profile
- 3 Download the app on your phone at [mystrength.com/mobile](https://mystrength.com/mobile)

**+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.



Take control of your well-being and  
start living your best life.

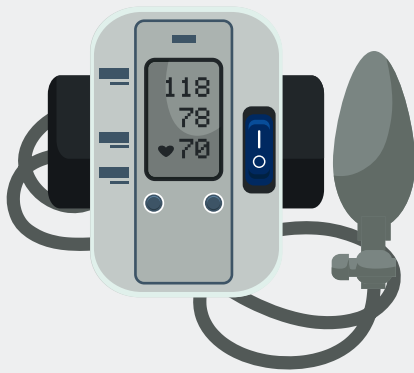
**You deserve it!**





## Check Your Blood Pressure at Home and with Your PCP

Managing your blood pressure is great for your health. Uncontrolled blood pressure raises your risk of heart disease and stroke. It is important to see your primary care provider (PCP) regularly. Have your blood pressure checked at every visit. Some people also check their blood pressure at home.



Talk to your PCP about checking your blood pressure at home. CareSource may pay for a home blood pressure monitor.



Home blood pressure checks can help you keep tabs on your blood pressure. They can also make certain any lifestyle changes (like healthy eating and being active for 30 minutes every day) you have made are working.



Home checks can alert you and your PCP to possible health problems.



CareSource also offers a free Disease Management Program that can help you learn about your health and how you can better manage your specific health condition. If you would like to learn more about blood pressure and you would like to opt-in to the Disease Management Program, please call **1-844-438-9498**.



# Medicare and Medicaid Basics

## Medicare vs. Medicaid

Medicare is a federal health insurance program for people who are 65 or older. Medicare also covers individuals under 65 with certain disabilities or who have End Stage Renal Disease (ESRD) or ALS.

Medicaid is a joint federal and state program that helps pay health care costs for certain people and families with limited income and resources.

## Eligibility is Determined Separately

Individuals who are eligible for retirement (Social Security benefits) are eligible for Medicare. Those who are disabled may also be eligible for Medicare.

While Medicare is a federal program with the same eligibility standards across the country, Medicaid is state administered. Medicare beneficiaries only have to apply for benefits once. Most Medicaid programs require recipients to submit documentation on a regular basis to continue receiving benefits.

## What if I am Eligible for Both Medicare and Medicaid (Dual Eligible)?

If you are Dual Eligible, you will be working with two separate programs:

**Medicare** – covers most preventive, primary, and acute health services and drugs.

**Medicaid** - covers long-term care support and services, and certain behavioral health services. Medicaid also helps pay Medicare premiums and cost sharing.

CareSource offers two plans for individuals who are dual eligible, MyCare Ohio and CareSource Dual Advantage. Contact **1-844-781-1301** to discuss what plan best suits your needs.



## DID YOU KNOW?

It's important to get a **flu shot** every year:

The flu viruses from last flu season will be different from the flu this season, because the virus changes each year. You need a new vaccine every year to protect yourself.

## ENGLISH

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you.

Call 1-855-475-3163 (TTY: 1-800-750-0750).

## SPANISH

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-475-3163 (TTY: 1-800-750-0750).

## 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 1-855-475-3163 (TTY: 1-800-750-0750)。

## GERMAN

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-475-3163 (TTY: 1-800-750-0750).

## ARABIC

**ملحوظة:** إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-475-3163 (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 1-855-475-3163 (TTY: 1-800-750-0750).

## RUSSIAN

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-475-3163 (телетайп: 1-800-750-0750).

## FRENCH

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-475-3163 (ATS : 1-800-750-0750).

## VIETNAMESE

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-475-3163 (TTY: 1-800-750-0750).

## CUSHITE/OROMO

**XIYYEEFFANNAA:** Afaan dubbattu Oroomiiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-475-3163 (TTY: 1-800-750-0750).

## KOREAN

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-475-3163 (TTY: 1-800-750-0750) 번으로 전화해 주십시오.

## ITALIAN

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-475-3163 (TTY: 1-800-750-0750).

## 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。1-855-475-3163 (TTY:1-800-750-0750) 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 1-855-475-3163 (TTY: 1-800-750-0750).

## UKRAINIAN

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-475-3163 (телетайп: 1-800-750-0750).

## ROMANIAN

**ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-855-475-3163 (TTY: 1-800-750-0750).

## NEPALI

**ध्यान दिनुहोस्:** तपाइंले नेपाली बोल्नुहुन्छ भने तपाइंको नमिति भाषा सहायता सेवाहरु नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-855-475-3163 (टिटीवाइ: 1-800-750-0750) ।

## SOMALI

**DIGTOONI:** Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa laguu heli karaa adiga. Wac 1-855-475-3163 (TTY: 1-800-750-0750).

  
**CareSource®**

CareSource® MyCare Ohio  
(Medicare-Medicaid Plan)





# 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 contact CareSource at 1-855-475-3163 (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  
1-844-539-1732, TTY: 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>.



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**

(TTY: 1 800 750 0750 or 711)

### Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**



Pinterest.com/**CareSource**

## IMPORTANT PLAN INFORMATION

# We Want to Hear **FROM YOU!**

### **We love our members.**

That's why we want to hear from you!

Go to the link below and let us know what topics you'd like to see in your quarterly newsletters. This survey only takes 2-3 minutes.

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

*Thank you for trusting CareSource with your health care needs.*