



SUMMER 2020

# MEMBER*Source*

A Newsletter for CareSource® Members

## CareSource Mobile App

Having the CareSource app on your smartphone makes using your benefits a snap!



A **NEW** Message Center helps you see important updates from CareSource. You can also use the Message Center like your email inbox, to let you know when you have a new document to review.



**MYidealDOCTOR®** – our telehealth services provider is also in the CareSource app; there's no need to download a separate app. You can talk to a doctor anytime, 24/7. Just register and answer a couple of questions. A doctor will call you back, usually within 15 minutes!

 **CareSource®**

# What Do **COPD** and **High Blood Pressure** Have in Common?



## COPD



Chronic Obstructive Pulmonary Disease (COPD) is a serious disease that makes it hard to breathe. It is important to understand COPD, get treatment and manage it by making lifestyle changes.

## High Blood Pressure



Millions of Americans have high blood pressure (hypertension). Understanding what blood pressure is and knowing the steps that you can take to help manage it are key to your health.



## Your Diet And Activity

Maintain a healthy body weight by eating a well-balanced diet. For high blood pressure, try to focus on heart healthy foods. Try being active at least 30 minutes a day, five days a week.



## Medications

Take medications for high blood pressure and COPD as prescribed. Medication only works when you take it regularly. If you forget to take your medication, create a routine. Try placing a pillbox near an item for an action you do every day. For example, place it next to your toothbrush in the morning.

**Know your medications and their effects.** Always ask your primary care provider (PCP) if you have questions



# Prostate Cancer

**+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.

Aside from non-melanoma skin cancer, prostate cancer is the most common cancer among men in the United States. Men who have a family history of prostate cancer, older men, and African-American men have the greatest risk for developing prostate cancer. The goal of screening for prostate cancer is to find cancers that may be at high risk for spreading if not treated.



Men should learn about the possible benefits and drawbacks of screening as well as diagnosis and treatment.



Most prostate cancers grow slowly, and don't cause health problems in men who have the cancer.



Talk to your primary care provider (PCP) about screening.

## Colorectal Cancer Screening **Saves Lives**

**Colorectal cancer** is the second leading cause of cancer-related deaths in the United States for men and women. Screening for colon cancer can find precancerous polyps (abnormal growths). Polyps are benign growths that can be removed before they turn into cancer. If you are 50 years old or older, talk to your primary care provider (PCP) about screening.

### Key Facts:

**One in three** adults (23 million) age 50 to 75 years old are not screened.



Colorectal polyps and colorectal cancer **don't always cause symptoms.**



Colorectal cancer affects **women and men of all racial and ethnic groups.**



Source: Centers for Disease Control and Prevention



# Review Your EOB Statement

We are always on the lookout for possible fraud, waste, abuse, and medical identity theft. CareSource sends Explanation of Benefits (EOB) statements to some member households. This is not a bill. If you receive an Explanation of Benefits statement, please help us by checking for the following 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 of the dates of service shown unfamiliar to you?

By checking your EOB, you will help us be sure providers are not billing us for services you did not receive. If you think there are errors or fraud, please let us know. Contact our Program Integrity and Investigations department:



**Call 1-855-475-3163** (TTY: 1-800-750-0750 or 711) and select the menu option for reporting fraud; or



**Write** us a letter or complete the Fraud, Waste and Abuse Reporting form located on **CareSource.com** and send it to:

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

You may remain anonymous when you write or call. If you are not concerned about giving your name, you may also contact us by:



**Emailing** [fraud@caresource.com](mailto:fraud@caresource.com);  
or **Faxing** 1-800-418-0248

If you choose to remain anonymous, we will not be able to call you back for more info. Leave as many details as you can, including names and phone numbers. Your report will be kept confidential to the extent allowed by law.

## Know Your Status. Get Tested.



**Over 1 million**



people have **HIV** (human immunodeficiency virus) the virus that causes AIDS.



**Over 3.5 million**



people have **Hepatitis C**.

Many people may have **no symptoms** or not know they are infected with either condition.

### The Centers for Disease Control and Prevention (CDC) suggests all people:

- Ages of 13 and 64 get tested for HIV at least once as part of routine health care.
- Who were born between 1945 through 1965 be tested at least once in their lifetime for the Hepatitis C virus.



If you are at continued risk for either condition, get tested more often. Knowing if you have either condition is the first step to keep you and others healthy. Talk to your primary care provider (PCP) about being tested.

Source: Centers for Disease Control and Prevention





## Keep Your Vision Sharp if You Have Diabetes

Over time, high blood sugar can hurt the tiny blood vessels in your eyes. That can lead to a condition called diabetic retinopathy. Anyone with any kind of diabetes can get diabetic retinopathy, such as people with type 1, type 2, and gestational diabetes (diabetes that can develop during pregnancy). There are care steps to prevent diabetic eye disease:

- ① Get an eye exam at least once a year by an Optometrist or Ophthalmologist
- ② Control your blood sugar
- ③ Keep a healthy blood pressure and cholesterol levels
- ④ Quit smoking
- ⑤ Exercise

Finding and treating retinopathy early can cut the risk of blindness by 95 percent, often before much vision loss can occur. Talk to your primary care provider (PCP) if you have any of the following symptoms:

- Blurry vision
- Black spots
- Flashes of light
- Any loss of sight in one or both eyes



# KNOW YOUR OPTIONS FOR CARE

How to Make the  
Right Choice in  
Uncertain Times



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

Our staff of caring registered nurses are here 24/7 to talk to you. We offer help 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 ER is needed.

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



## Telehealth: Connecting You to Care

**Talk to a health provider When  
and Where YOU Want**

CareSource offers telehealth services to make sure our members have access to health care at all times. Due to the COVID-19 virus, it is important now more than ever to decrease the risk of infection and spread of disease in the community. Telehealth uses your phone, mobile app, or computer to deliver health care services when and where you want. You can get care for minor injuries, illnesses or common health concerns, without an in-person visit to your doctor.

Your primary care provider (PCP) or behavioral health provider may offer telehealth services. If your PCP is not available for a virtual or non-face-to-face visit, you can also access MYidealDOCTOR™. CareSource partners with MYidealDOCTOR to offer members\* access 24/7 to doctors who can assess symptoms or risk of infection, triage next steps and more depending on your health concern. Visit **CareSource.com** for additional details.

Call your PCP to find out the best way to set up a telehealth visit. If you need help or have questions about telehealth services, Member Services or a Care Manager can assist you.

*\*MYidealDOCTOR is for members two years old and older and does not offer mental health services.*





## Call CareSource24

A Nurse Can Help You Decide Where to get Care

Primary Care	Telehealth & MYidealDOCTOR	Convenience Clinics	Urgent Care	Emergency Department
Usually open during regular business hours. Appointment needed. For routine care, common illness and advice. Visit your doctor the most often!	Easy access to a doctor by phone or computer. Ask your PCP how to access their telehealth service <b>or</b> Call MYidealDOCTOR™ <b>1-855-879-4332</b> or visit <a href="http://myidealdoc.com">myidealdoc.com</a> day or night, 24/7.	Usually open seven days a week with evening hours.  When your doctor is not available. For common illness, rashes, etc. Check your local drug store for availability.	Usually open seven days a week with evening hours.  When your doctor is not available. Your condition or injury can't wait. If you need x-rays, stitches for deep cuts, etc.	Open 24 Hours a day, 365 days a year.  If you are very sick, need immediate help. Life-threatening situations such as chest pain, head injury, etc.
Call the CareSource24® Nurse Advice Line anytime for advice and where to go for care. 1-866-206-7861 (TTY:711)				



## Take Your Medicine!

Your primary care provider (PCP) prescribes medication to help you feel better and avoid more serious issues. Check with your doctor or pharmacy to make sure you take your medicine correctly. Some questions to ask:

- ✓ How often should I take this?
- ✓ Should I take this each day at a certain time or times?
- ✓ How long should I take this medication?
- ✓ What are the side effects?
- ✓ What should I do if I have any side effects?
- ✓ What do I do if I miss a dose?
- ✓ Do I need to take this with or without food?
- ✓ How often do I need tests to check this medicine?

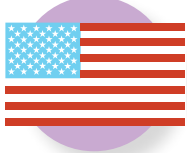


You might be able to take advantage of early refills, 90-day fills, or home delivery. Some network pharmacies can deliver or mail prescriptions. Contact your local pharmacy to see if this service is available.



## Love Your Bones: Understanding Osteoporosis

Osteoporosis is a bone disease that takes place when bones become weak and easily broken. This usually happens in the hip, wrist or spine.



**10 million**  
Americans  
have  
osteoporosis.



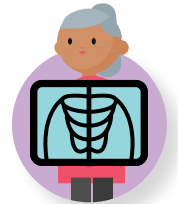
**80%** of  
osteoporosis  
patients are  
women.



**44 million**  
Americans  
have low bone  
density.



**1 in 2 women** over  
age 50 will break  
a bone because of  
osteoporosis



**65** is the  
recommended age for  
women to get a bone  
density screening test.

If you are age 65 or older, you should get at least one bone density test, called a dexascan. This free test is a covered service offered every two years or more if medically necessary. To prevent osteoporosis take Calcium and Vitamin D supplements, exercise, and stop smoking. Talk with your primary care provider (PCP) to see if you need a bone density test.

## SURVEY SAYS...

### Health Risk Assessment is Key Part of Successful Wellness Program

One of our goals is to help you stay as healthy as possible. One way we do this is by asking you questions about your health and lifestyle. We call these questions a Health Risk Assessment or HRA. We use the information you share to create personalized care plans with your primary care provider.

Filling out the HRA is easy. Complete it one of these ways:



Phone.

Call **1-855-475-3163** (TTY: 1-800-750-0750 or 711) to complete the HRA over the phone. Our hours are 8 a.m. – 8 p.m. Monday through Friday.



Online.

Log into your secure **MyCareSource.com** member portal account. Click on the **Health** tab. Don't have an account? It's easy to sign up and create one today!

Your HRA information is confidential. It will not be shared with anyone except your care team.





# Preventing Pre-Term Birth

**Healthy pregnancies last about 40 weeks.** Babies born before 37 weeks (called pre-term or “preemies”) can have serious problems. You can help reduce the chances that your baby will be born too soon.



- If you smoke, stop
- Avoid alcohol and drugs
- Visit your doctor at the start and then regularly while pregnant
- Know your risk for pre-term birth
- Talk to your doctor about progesterone if you have a short cervix, have miscarried between 16–36 weeks, or have had a pre-term birth.

**In about half of pre-term births, the mothers had no warning signs.**

You should learn the symptoms of pre-term labor:



- Thin watery discharge
- Pressure between your legs or low in your belly
- Low, dull backache
- Cramping like your period is going to start
- Feeling like something is not right
- Leaking fluid or bleeding from your vagina
- Sharp pains, contractions, tightening or balling up of your abdomen

Your doctor can give you progesterone to help reduce the risk of early birth in women who have had it happen before. Progesterone safely helps women deliver their babies closer to full term.



## Pregnant? myStrength<sup>SM</sup> Has Online Tools Just for You!

Pregnancy and the first years of life can often be overwhelming for parents. We are happy to offer myStrength, a FREE web-based tool that helps with mental wellness during these times.

With myStrength you can start your journey to parenthood right away. Learn about the myth of the perfect parent, how to handle the baby blues, and the benefits of play. You will also get support when things don't go as planned. You can access myStrength through your **MyCareSource.com** secure account.



## What Are Adverse Childhood Experiences (ACEs)?

Adverse childhood experiences (ACEs), are traumatic events and/or surroundings that harm a child's sense of safety and support. ACEs occur in youth (0-17 years).



### Traumatic Events

- being abused
- seeing fighting in the home/city
- having a family member try or die by suicide

### Surroundings

- alcohol or drug misuse
- mental health problems
- divorce or household members being in jail/prison

### How big is the problem?

- **ACEs are Common.** 61% of adults surveyed across 25 states said they faced at least one type of ACE. 1 out of 6 said they had four or more types of ACEs.
- **Stopping ACEs could help cut a large number of health conditions.** ACEs are linked to chronic health problems, mental illness, and drug and substance abuse in adult age. Up to 1.9 million cases of heart disease and 21 million cases of depression could have been avoided by stopping ACEs.
- **Some children are at greater risk than others.** Women and many racial/ethnic groups are at higher risk. They could face up to four or more types of ACEs.
- **ACEs are costly.** The monetary and social costs to households and cities totals hundreds of billions of dollars each year.

### What are the concerns?

ACEs and negative outcomes are strongly tied to higher risk for disease, and well-being during a lifespan.



# Early Adversity Has **Lasting Impacts**



## How can we prevent ACEs?

Making safe, stable, nurturing relationships and surroundings for all children and households. This will help prevent ACEs and help all children reach their full potential. The CDC created six tactics for stopping ACEs. Go to [www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html](http://www.cdc.gov/violenceprevention/childabuseandneglect/aces/fastfact.html) for more info.

If you or a loved one has suffered from ACEs, talk to your primary care provider (PCP) about your next steps.

# Not Motivated to Exercise?

## Here's Three Simple Steps to Get in the Groove

*—and maybe even look forward to your workouts!*

We all know how exercise is so important. It can help ward off chronic disease, keep your muscles and bones strong, boost happiness, and even help you stay social. But if you still struggle to lace up your sneakers on most days, you're not alone.

Your goal is to get at least 150 minutes of moderate-intensity aerobic activity each week. You can break it up into shorter sessions, and do activities you enjoy. If that seems like a lofty target and you feel your fitness motivation slipping, follow these steps to get back on track—and eventually make exercise a habit:



### Step #1:

#### Change the Way You Set Goals (Hint: Smaller Is Better)

Setting goals that are too big can actually hinder your fitness motivation. Your goals should be realistic, manageable, and incremental which will build confidence little by little. As your confidence grows and you start to enjoy the work you're doing, motivation goes up!



### Step #2:

#### Find an Activity You Truly Enjoy

You've heard this before, but it's worth repeating. Enjoyment is a huge predictor in whether or not you'll continue exercising. Exercise should feel rewarding and should stem from wanting to improve yourself. Break from your comfort zone and try something new, it might be just what you are looking for.



### Step #3:

#### Hold Yourself Accountable—or Find Someone Who Will

Working out with another person can actually be extremely healthy and helpful. Another option: Join a fitness class, ideally with people your own age like the many classes offered by SilverSneakers.

**Ready to get your groove back?** Call SilverSneakers 1-877-427-4788 (TTY: 711) or visit [SilverSneakers.com](https://www.silversneakers.com) for more information.

Source: [www.silversneakers.com/blog/qa-not-motivated-to-work-out-do-this/](https://www.silversneakers.com/blog/qa-not-motivated-to-work-out-do-this/)





Need Help Getting to a Provider?

## We Can Help!

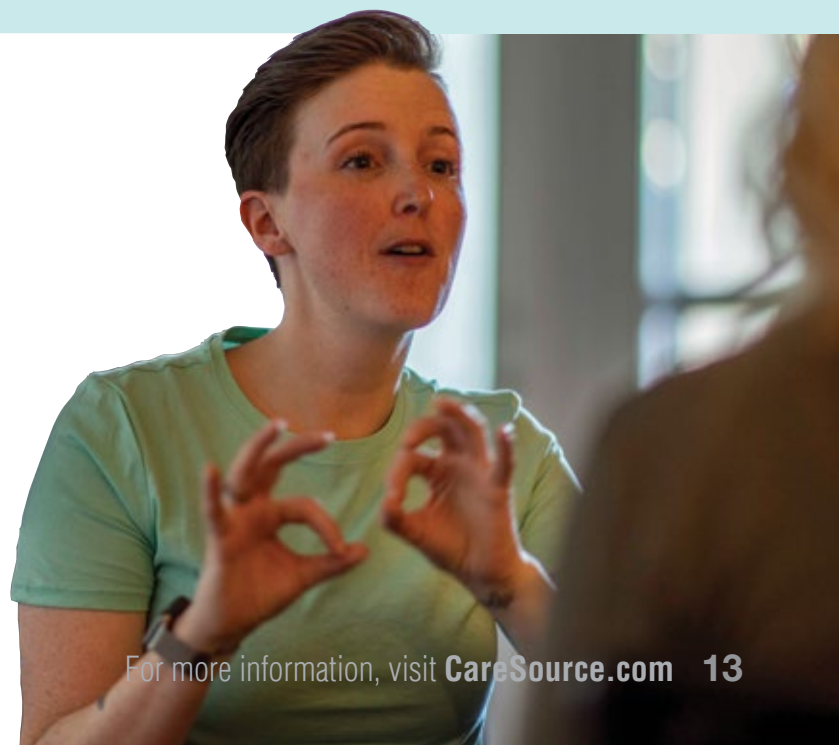
### We offer rides to:

- Any doctor visit or behavioral health appointment
- The local Women, Infants and Children (WIC) office
- Service redetermination (renewal) appointments with the state
- CareSource sponsored events

Call us at **1-855-475-3163** (TTY: 1-800-750-0750 or 711) to arrange a ride at least two business days (48 hours) in advance before your appointment. Same-day urgent care trips are also available. Tell Katie you are a member and then say 'transportation'. This will get your call to transportation for scheduling. Remember, if you have an emergency, call 911 or go to the nearest ER.

## Interpreter Services

If you need help using your CareSource benefits, we are here for you. CareSource offers sign and language interpreters free for CareSource covered doctor visits. Our interpreters can also help over the phone. Call five (5) business days before your provider visit to request a sign language interpreter or four (4) business days before your visit for other languages. Call **1-855-475-3163** (TTY: 1-800-750-0750 or 711) to have an interpreter at your next health care visit.





## 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 helfft 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:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-475-3163 (टिपिआइ: 1-800-750-0750)।

## SOMALI

**DIGTOONI:** Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa lagu 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**



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