

SPRING 2018

MEMBERSource

A Newsletter for CareSource Members

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WE WANT TO HEAR FROM YOU

CareSource is dedicated to gathering feedback from members like you. We gather your feedback through member surveys for the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) each spring and Member Advisory Council meetings through the year.

Below are comments received from our members:

- Customer Service treats members with courtesy and respect
- Doctors listen carefully and communicate well
- We provide easy access to urgent and routine care, tests, and treatment

Below are areas we are working to improve:

- Easy access to materials that help members understand benefits and educate on how to improve overall health
- Overall coordination of care, so that all of a member's doctors are communicating with each other
- Our advisory councils told us that members were confused about where to go for various care needs. To reduce confusion, council members helped design a magnet. It contains helpful tips. You can get one from your Care Manager

Your input is key. If you have a chance to be a part of surveys or advisory councils, please try to participate. We'd love to hear how we can make your experience better. Thank you for being a CareSource member.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



KEEPING YOUR HEART HEALTHY



February is American Heart Month.

Here are some things you can do to keep your heart healthy:

- Have your blood pressure checked regularly. Many people who have high blood pressure don't know it.
- Get a cholesterol check. High cholesterol gives you a greater risk of heart disease and stroke.
- Quit smoking. If you smoke, quit. It's a big step you can take toward having a healthy heart.

The American Heart Association recommends just 40 minutes of moderate to vigorous aerobic exercise 3-4 times a week. Even brisk walking will do.

Here are some reasons why physical activity is proven to improve both mental and physical health.

- Physical activity boosts mental wellness
- Physical activity increases immunity
- Physical activity reduces risk factors
- Physical activity prolongs your optimal health

See for yourself. Once you get over the inertia and find creative ways to fit physical activity into your life, we think you'll agree that the effort to get moving is worth it!

MEN'S HEALTH

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Here are some tips:

- **Eat healthy foods.** Include a variety of fruits and vegetables each day.
- **Stay fit.** Regular exercise has many benefits.
- **Don't smoke.** If you do smoke, talk to your health care provider about how to quit. Urge other men in your life to quit, too.
- **Reduce stress.** Learn the best ways for you to recognize and manage it.
- **Get an annual health checkup.** Know your family health history and talk to your health care provider about it.
- **Know the signs of a heart attack.** Major signs include:
 - Pain or discomfort in the jaw, neck, back, arms or shoulder
 - Feeling weak or light-headed
 - Chest pain or discomfort
 - Shortness of breath
- **Prostate cancer screening.** Talk to your health care provider about the right decision for you.





OPIOID UPDATE

Ohio now requires all Medicaid health plans to place limits on opioid prescriptions. All long-acting opioid pain drugs require prior authorization (PA). Your doctor will submit a PA to show this prescription is medically necessary. Our team will review this PA before the drug is given to you. Some examples of long-acting opioids are: Fentanyl, Methadone Hydrochloride, Morphine Sulfate and Oxycodone Hydrochloride.

Limits for short-acting opioid pain drugs are:

- 60 Morphine Equivalent Dose* (MED) per day per prescription – MED is a conversion of opioids to an equivalent dose of morphine. This is done to compare doses and evaluate risk.
- 7-day supply per prescription
- 14-day supply total in a 45-day period
- Some examples of short-acting opioids are: Morphine Sulfate, Hydrocodone and Oxycodone.

Why are these limits being put into place?

This program has been put into place to help fight opioid addiction and to ensure the right medicine is prescribed to our members to help ease pain and to lessen the chance of addiction.

What does this mean for you?

Is your prescribed dose higher than these limits? If so, your pharmacist may have to change the quantity or ask your provider to send a PA request to us. The request will tell us why the drug must be used as prescribed. Members with conditions like cancer or sickle cell disease are not subject to these limits.

What can you do?

Talk to your provider at your next visit. Remind him or her about the limits. They are shown on the Preferred Drug List on **CareSource.com**.

USE OUR EASY FIND A DOCTOR TOOL

Need to find a doctor, hospital, pharmacy or other health care provider? Just use our easy online tool. It's fast and convenient. Our tool is updated daily with the most recent information. Visit our website to get started. Some features are shown here.

SEARCH	Search by doctor name or facility. You can also search by specialty or location.
FILTERS	Filters allow you to narrow your results and find what you need quickly.
LOCATION	When 'Location Services' are enabled, our tool can auto-suggest options near you.
SORT	Sort your results. List them by name, distance or relevancy.



THANK YOU FOR BEING A CARESOURCE MEMBER.

We want to remind you that you can find the most up-to-date information about your benefits and services on our website at **CareSource.com**. You will find many helpful items that you can read or print such as:

- Information about our Quality Program to make sure you get good care and service.
- Information about our Care Management Program and how you or your caregiver may self-refer to the program.
- Information about our Disease Management Programs and how you may get help.
- Information about how to contact staff if you have questions about how we manage care and services and the toll-free number to call.
- How you can reach us using TTY services if you have problems with hearing.
- CareSource's policy prohibiting financial incentives for utilization management decision makers.
- CareSource's statement about your rights and responsibilities.
- Information about benefits and services that you get or that are not included in your coverage.
- Information about our pharmacy and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmacies; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and CareSource's processes for generic substitution, therapeutic interchange, and step-therapy.
- How to get services if you travel and any restrictions on your benefits.
- Information about how you can get our materials or get help to talk with us in another language about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may send a claim for covered services, if needed.



- How you can get information about our health partners including if they have board certification, the medical school they went to and where they completed their residency.
- How you can choose your primary care doctor and make appointments.
- How you can get specialty care, mental health care and hospital services.
- How you can get care after your doctor's normal office hours.
- How to get emergency care, including when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of CareSource's service area.
- How you can tell us you are unhappy with CareSource.
- How you can appeal a decision that affects your coverage, benefits or your relationship with CareSource in a negative way.
- How CareSource decides how and when to add new technology as a covered benefit.
- Our notice of privacy practices and confidentiality policies including what a "routine consent" is and how it allows CareSource to use and disclose information about you; how CareSource uses authorizations and your right to approve the release of personal health information not covered by the "routine consent;" how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; CareSource's commitment to protect your privacy in all settings and CareSource's policy on sharing personal health information with plan sponsors and employers.

There is other information about CareSource and our services on the website that is useful to know. Our provider directory lists doctors, hospitals and urgent care centers that you can choose from to meet your needs. You can search for a physician by specific characteristics such as office location, gender or specialty.

You can also take a Health Risk Assessment (HRA) on our website. Go to **CareSource.com**. Just click on "Health Risk Assessment" under Quick Links. When you complete the HRA, you will get tips that may help you improve your health. You can also find tools to help you better understand what you can do to improve your health.

If you would like more information, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

Thank you,

CareSource



ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

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 1-800-488-0134 (TTY: 1-800-750-0750 or 711)。

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة

اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-488-0134

(رقم هاتف الصم والبكم: 711 أو 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 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

FRENCH

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-488-0134 (ATS : 1-800-750-0750 or 711).

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

CUSHITE/OROMO

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-488-0134 (TTY: 1-800-750-0750 or 711). 번으로 전화해 주십시오.

ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

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。1-800-488-0134 (TTY: 1-800-750-0750 or 711) 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 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

UKRAINIAN

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-800-488-0134 (телетайп: 1-800-750-0750 or 711).

ROMANIAN

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-488-0134 (TTY: 1-800-750-0750 or 711).

NEPALI

ध्यान दनुहोस्: तपाईंले नेपाली बोलुनुहुन्छ भने तपाईंको नमिति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-800-488-0134 (1-800-750-0750 टटिवाइ: 711)।

SOMALI

DIGTOONI: Haddii aad ku hadasho Af Soomaali, adeegyada caawimada luqada, oo lacag la'aan ah, ayaa laguu heli karaa adiga. Wac 1-800-488-0134 (TTY: 1-800-750-0750 or 711).



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 call 1-800-488-0134 (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
1-800-488-0134 (TTY: 1-800-750-0750 or 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>.



MANAGING DIABETES

Do you have diabetes? Screening and early treatment can prevent or minimize complications. Follow these steps:

1. Schedule a visit with your health care provider.
2. Ask your health care provider what tests you need to help manage your diabetes. Get these important tests:
 - Blood pressure check at every visit.
 - Hemoglobin A1C test at least twice a year. This measures your average blood glucose level for the past two or three months.
 - Urine and blood test to check kidney function at least once a year.
 - Blood lipids (fats) test at least once a year. This includes total cholesterol, LDL (“bad”) cholesterol, HDL (“good”) cholesterol, and triglycerides.
 - Foot check at each visit and a thorough foot exam at least once a year.
 - Dilated eye exam each year with an eye care professional.
3. Know your results. Discuss them with your doctor.
4. Ask your doctor what you can do to manage your diabetes. This may include:
 - Changes to your diet
 - Exercise
 - Medication
5. Write down the date and time of your next visit.

You should also get a dental checkup twice a year, an annual flu shot, and a pneumonia shot.

DRUG LIST UPDATES

Reminder: our list of approved drugs and their tiers can change monthly. Visit **CareSource.com** and go to **Find My Prescriptions** under the **Quick Links** menu. You can also call the Member Services phone number on your ID card.

Take your medicine

Need help remembering when to take your medicine? Use one of these easy tips.

Take your medicine at the same time each day. You are more likely to form a habit of it.

Write yourself a note. Post it in a place where you will see it every day, like on the refrigerator or your bathroom mirror.

Set an alarm. You can set daily reminders on your cell phone.

Use a medication log. Write down the date, time, medicine name and dose each time you take it.



GET A CHECKUP ONCE A YEAR

Be sure to see your health care provider once a year for a checkup. This visit is important for your health and wellness. Checkups when you are not sick allows time to form a trusting relationship with your health care provider and set goals for your health.

Preventing disease before it starts is critical to helping people live longer, healthier lives. Preventive health care services include immunizations, screenings for common chronic and infectious diseases and cancers. Preventive services also include clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling is also a preventive step to support healthy living and self-management of chronic disease.

During this visit, your health care provider will:

- Update the health-risk assessment you completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your list of current medical providers and suppliers
- Screen for cognitive issues
- Update your written screening schedule from previous wellness visits
- Update your list of risk factors and conditions and the care you are receiving or that is recommended
- Provide health advice and referrals, to health education or preventive counseling services or programs

Preparing for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can
- Write down any questions or concerns

If you need help accessing your health care provider or would like to find a new one in your area, please contact Member Services.

DRUG AND ALCOHOL SCREENINGS CAN PREVENT FUTURE PROBLEMS

When you visit your doctor, he or she may ask you about your drug and alcohol use. This is a type of screening. It helps your doctor find any conditions related to drug or alcohol use that have not yet been diagnosed. The screening can help:

- Find patterns of unhealthy use
- Refer you to treatment, if needed
- Provide a brief intervention
- Prevent future problems

For more details, go to:

www.integration.samhsa.gov/clinical-practice/screening-tools#drugs

SEE YOUR VISION BENEFIT CLEARLY!

You can get eye checkups and eyeglasses with your vision benefit from CareSource. We cover eye exams every year. We cover eyeglasses every year or every two years. It depends on your age.

If you're:

- 20 years old or younger: 1 pair* of eyeglasses each year.
- 21-59: 1 pair of eyeglasses once every 2 years.
- 60 and older: 1 pair of eyeglasses each year.

**Children may receive a replacement pair of glasses if necessary.*



NEW TIMEFRAMES TO FILE A COMPLAINT OR AN APPEAL		
	Before January 1, 2018	January 1, 2018 and after
How long do I have to appeal a decision CareSource made?	90 calendar days	60 calendar days
When will I receive a state hearing form?	You received a hearing form when CareSource made a decision on your request for service.	You will only receive a state hearing form if we do not change our decision as part of your appeal.
When can I request a state hearing?	Hearings had to be requested within 90 days of the date on the state hearing form we sent you.	You must first follow our appeal process before you can request a state hearing. If you have an unfavorable appeal, you will also receive a state hearing form. You have 120 days from the mailing date of the form to request a hearing.
When can I report a complaint (also known as a grievance) to CareSource?	You had 90 days from the date you identified the issue causing the dissatisfaction to report the grievance to CareSource.	You can file a grievance at any time.

If you need help to file a complaint (grievance) or appeal with us, please call Member Services.

REVIEW YOUR CARE PLAN OR SERVICE PLAN ONLINE!

You can now make comments on your care plan through the CareSource member portal, My CareSource. Your feedback will go right to your Care Manager. You can note if you “agree” or “disagree.” If you have waiver services you can also review and comment on your service plan. We are always looking for ways to make it easier for you to stay in touch with your Care Manager. If you don’t already have a personal account with My CareSource, it’s easy to sign up! Just go to **MyCareSource.com** to get started.



New to our plan?

If you're new to CareSource and already have health care visits scheduled, please let us know right away. In some situations we may allow you to receive care from a provider that is not in the CareSource network. We know how important it is for you to get the care you need. If you do not call us to tell us about services already approved or scheduled, the claim may not be paid. Some examples might be:

- Scheduled surgery
- Third trimester pregnancy care
- Chemotherapy or radiation treatments

See your member handbook for more information. Call **1-800-488-0134** (TTY: 711) today or as soon as possible. We will help transition your care to CareSource.



PREVENT FRAUD WITH THE FOUR Rs

CareSource has a program to handle cases of health care fraud, waste and abuse. You are our first line of defense! You can help protect yourself and your loved ones. Just use the four Rs:

1. **Record** – Record dates of doctor's appointments, tests, and services you receive on a calendar. Save receipts and statements from providers. This will help you keep track of services you have received.
2. **Review** – Review your Explanation of Benefits statements. Compare them with the dates on your calendar. If you find things you don't have a record of, it's possible you may have been billed for services you did not receive.
3. **Report** – If you suspect fraud or abuse, call us at 1-800-488-0134 (TTY: 711). Follow the prompts to report fraud. We will review your report to be sure everything's okay.
4. **Remember** – Protect your CareSource member ID card. Only show it to your doctor or other health care provider. Never give your card to someone in exchange for a special offer. Never let another person use your card.



CALL US

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

JUST DIAL 1-800-488-0134 (TTY: 1-800-750-0750 OR 711).



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

HOW TO REACH US

Member Services Dept:
1-800-488-0134
(TTY: 1-800-750-0750 OR 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-0554

JOIN US

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 [Twitter.com/CareSource](https://twitter.com/CareSource)

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

Non-Profit
US Postage
PAID
CareSource

**IT'S NEVER TOO LATE
TO GET A FLU SHOT!**

**Flu
Shots**

**ALL DAY
EVERY DAY!**

Given by a licensed
healthcare professional

WELLNESS TIPS

It's cold and flu season. Are you ready? These tips can help you stay well.

- ✓ **Get a flu shot.** Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. It's the best way to prevent the flu.
- ✓ **Wash your hands.** It helps to stop the spread of germs.
- ✓ **See your doctor.** If you haven't had an annual checkup, call your doctor today. Regular exams can help find problems early when they are easier to treat.
- ✓ **Call our 24-hour nurse hotline.** Our nurses can answer your questions. They can help you figure out if you need to seek medical attention. You'll get simple and helpful advice. Just give us a call. The number is located on your member ID card.