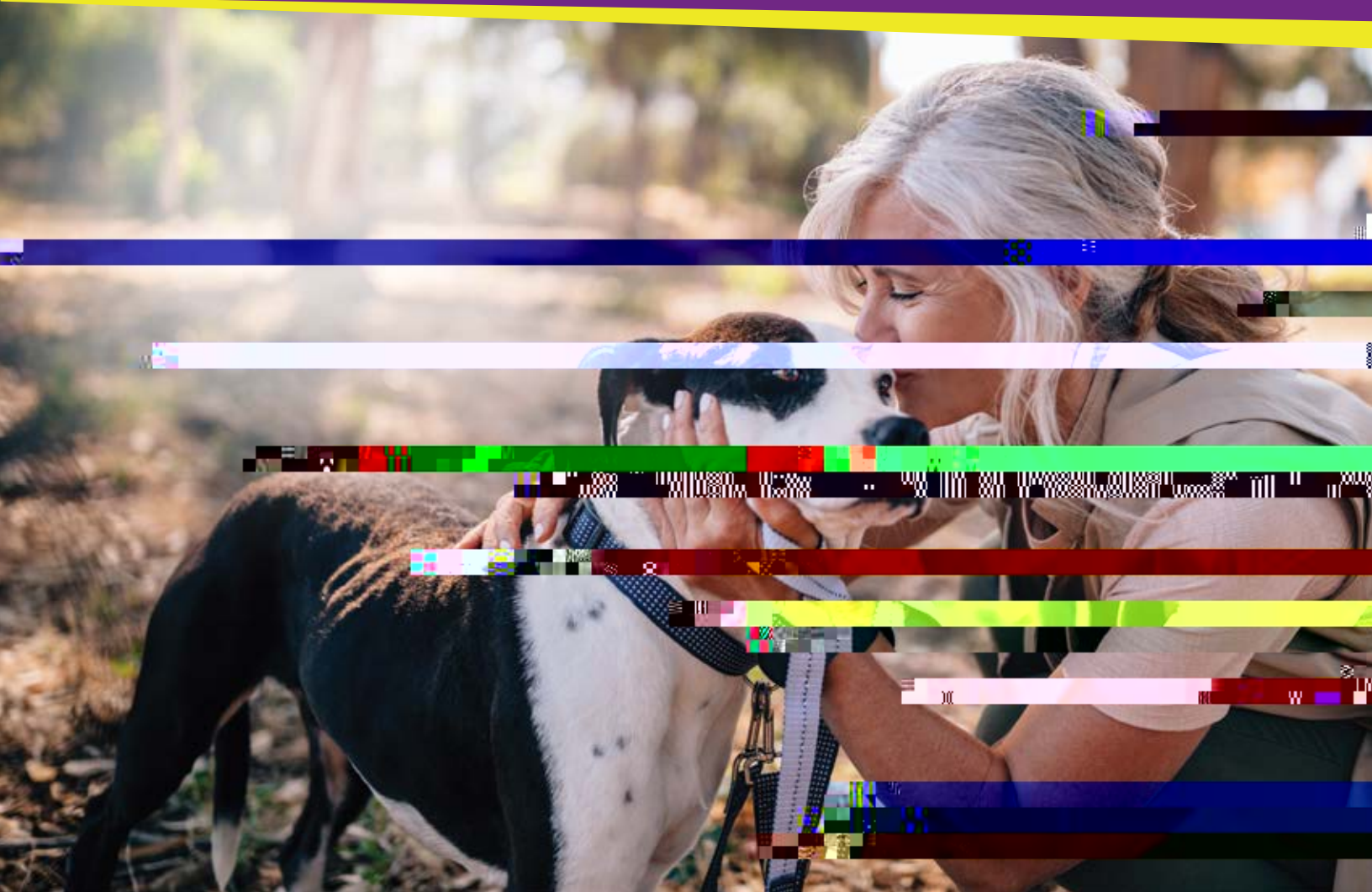




SPRING 2019

# MEMBERSource

A Newsletter for CareSource® Members



# USING YOUR SUPPLEMENTAL BENE

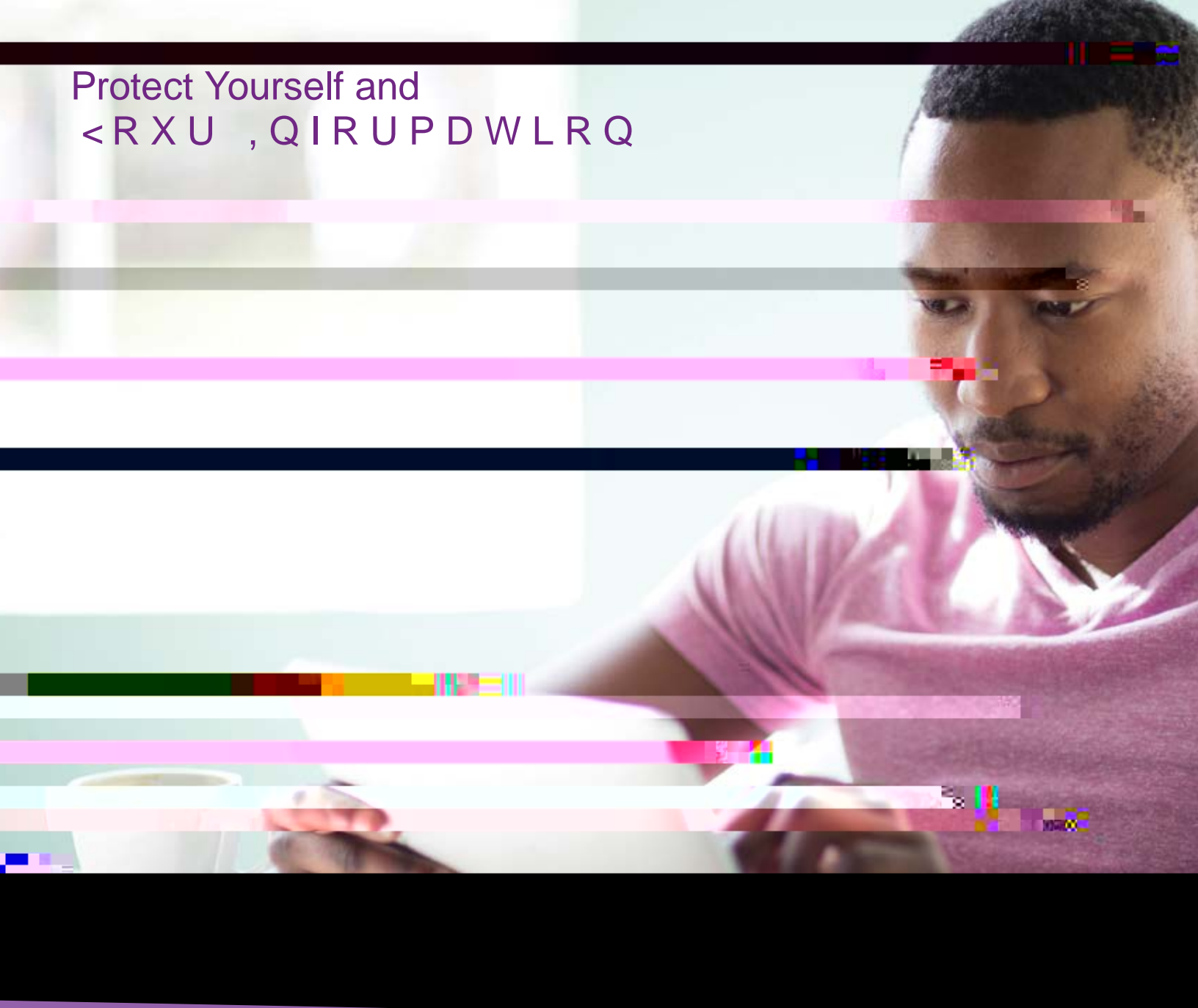
ALL Marketplace plans offer a hearing program through the TruHearing network of providers. This program covers routine hearing exams, and if needed, members can choose from a selection of high quality hearing aids. Visit [TruHearing.com/choice](http://TruHearing.com/choice) or call 1-866-202-2674 for details.

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*Note: Your use of the Active&Fit Connected! tool serves as your consent for American Specialty Health Fitness, -bW'f5G< : ]bYggk'rc' fYVW'j Y ]bZcfa Ufcb'UVci hinc' f'fUWLYX'UWVj ]m'Di fMXUgY'cZU'k YUfUV'Y' fbYgg'XYj ]W'cf'*

For more information, visit [CareSource](#).

Protect Yourself and  
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If you need emergency care, be sure to know

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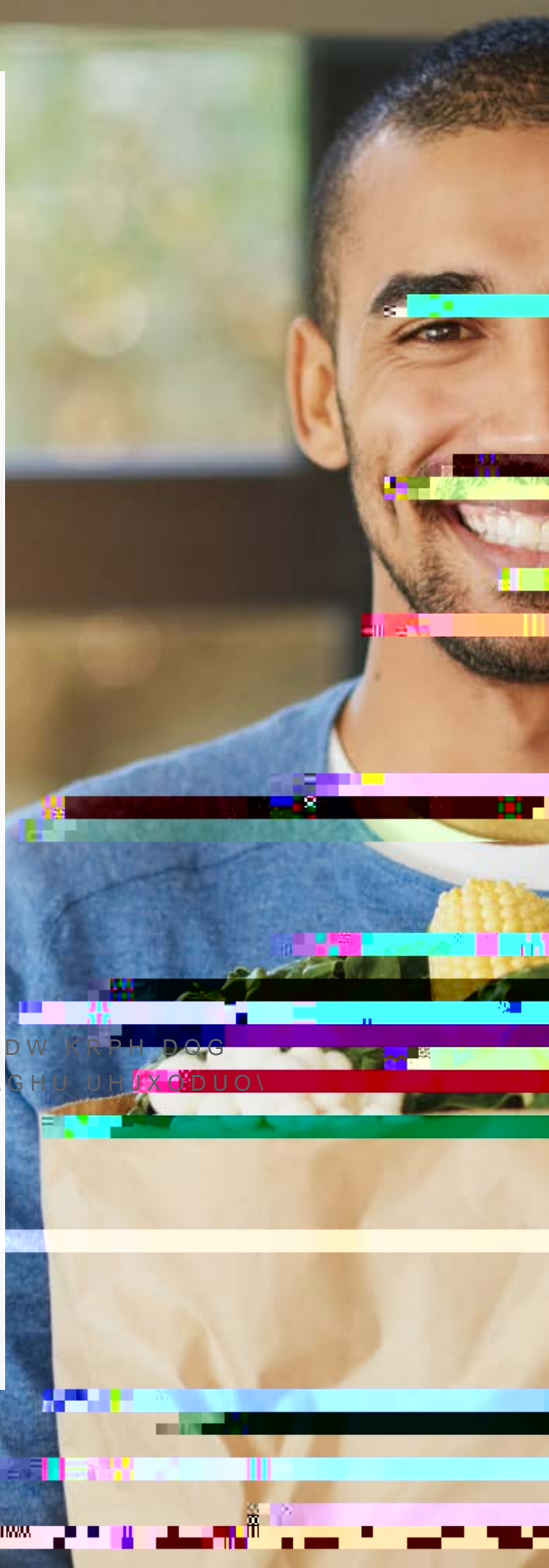
# Simple Lifestyle Changes Can Help Manage Your Blood Pressure

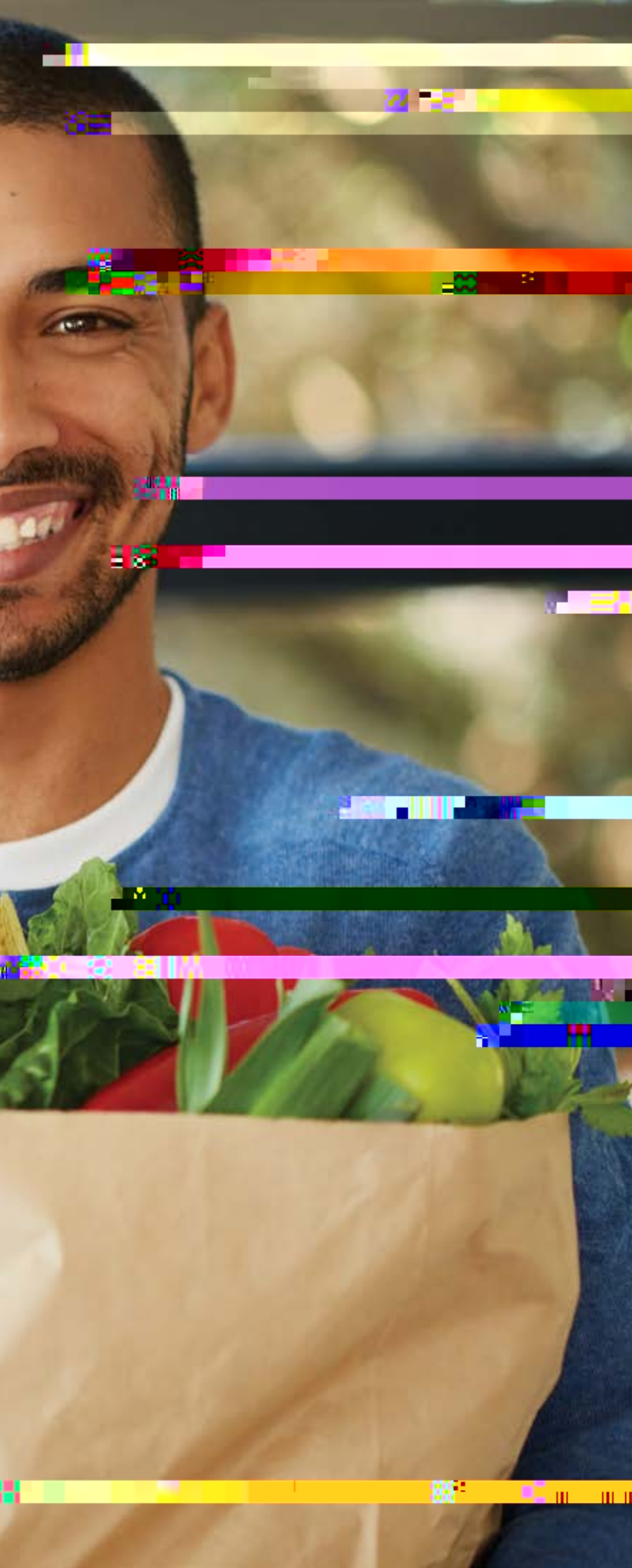
Uncontrolled high blood pressure raises your risk of heart disease and stroke. Your lifestyle plays a vital role in taking care of your blood pressure. Here are some tips:

- Eat a healthy diet.
- Limit sodium (salt) in your diet: 1,500 mg a day or less is ideal for most adults.
- Work out regularly: about 30 minutes most days of the week.
- Lose extra pounds.
- Limit the amount of alcohol you drink: one drink a day for women, or two a day for men.
- Make a plan to quit smoking.
- Lower your stress: make time to relax. Take time each day to sit quietly and breathe deeply.
- Medications: understand each of the medications you take. Take all of your medications exactly as your health care provider says.

- Home checking can help you keep tabs on your blood pressure, make certain your lifestyle changes are working, and alert you and your health care provider to potential health problems. Talk to your health care provider about checking your blood pressure at home.

*Reference: Mayo Clinic*





## Special Enrollment Period

People who have change of life events may qualify for a Special Enrollment Period (SEP). If you or someone you know has had a life changing event and may need health insurance or to change plans, visit [CareSource.com/marketplace](http://CareSource.com/marketplace) or call 1-844-539-1733 (TTY: 1-800-648-6056 or 711) for help.

## Changing to Adult Care

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care provider who focuses on adult care.

Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health care provider for your child by age 18. If needed, Member Services can help with a smooth transition in choosing a new primary care provider for your child. Talking to your child in their early teen years, before they turn 18, will also help make the change easier for them.

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We can still hear

## Non-Formulary and % U D Q G 1 D P H ' U X J V May Cost You More

If you are approved to take a non-formulary, brand name drug when a generic equivalent is available, you will be responsible to pay the difference in cost between the brand name drug and the generic drug. Also, you must pay the applicable copayment or coinsurance for the drug.

The difference in cost between a brand name and a generic drug can be significant. The amount of the difference does not apply to your maximum out of pocket costs. For more information, please refer to your Evidence of Coverage (EOC) on [CareSource.com](http://CareSource.com).

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Log on to: & D U H 6 R X U F H F R P P H P E H U V W  
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Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services if you don't have access to the internet. We can help you.







# Get a Checkup ONCE A YEAR

See your health care provider once a year for a checkup. This visit is important for your health and wellness. Getting checkups when you are not sick gives time to form a trusting bond with your health care provider and to set goals for your health.

Preventing disease before it starts is vital to helping people live longer, healthier lives. Preventive health care includes immunizations and screenings for common chronic and infectious diseases and cancers. Preventive care also includes clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling can help you manage a chronic disease and live a healthier life. Your health care provider can help connect you to counseling and education services and programs.

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- 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, or mental, issues
- Update your written screening schedule from past wellness visits
- Update your list of risk factors and conditions and the care you are getting or that is recommended
- Give health advice and referrals
- Review and update your medications

### To get ready for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can, especially if your address, phone number or other information has changed since your last visit
- Write down any questions or concerns

If you need help contacting your health care provider or would like to find a new one in your area, please call Member Services or use our online provider lookup tool. Go to [CareSource.com](https://www.caresource.com). Hover over Members, then click Find A Doctor under Tools & Resources.



# 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](http://CareSource.com). You will find many helpful items that you can read or print such as:

- Information about our Quality Program, to ensure 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.
- 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.
- A description of the availability of the independent, external appeals process for utilization management decisions by CareSource.
- 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 benefits and medicines you can get. This includes our drug list with any restrictions and preferences; how to use our pharmaceutical management procedures; 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.
- Information about copayments and other charges for which you are responsible.
- How to get services if you travel, and any restrictions on your benefits.
- How you can get our printed information or get help talking with us in another language about how we manage care and services, or about benefits, access to services and other issues.
- How you may submit a claim for covered services, if needed.
- Learn about our health partners, including their board certification, the medical school they went to and where they completed their residency.
- How to choose your primary care doctor and make appointments.

- How to get specialty care, mental health care and hospital services.
- How to 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 to get care and coverage when you are out of CareSource's service area.
- How to tell us if 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 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 Find A Doctor tool 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](https://caresource.com)

FRP PHPEHUV P\FDUHV RXUFH DFFRXQW and click on "Health Assessment & Screenings"

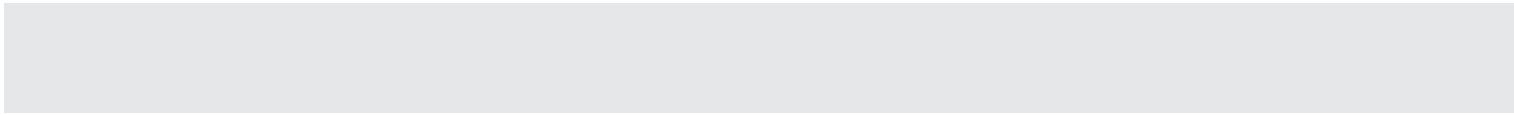
When you complete the HRA, you will get tips that may help you improve your health.

You can also have access to tools that help you better understand what you can do to improve your health.

If you would like more information, or do not have access to the internet,

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For more information, visit [CareSource](#).

