

MEMBER SOURCE

Issue 2 • Volume 5
summer 2008

talk to
your doctor

your primary
care provider

Medicare
Advantage Plan

know your
asthma triggers

New name, same great benefits


As you may know, we recently changed our name to CareSource. The only thing that changed is our name. You will still get the same great benefits and services you have always received.

Some of our benefits include:

- ▶ **CareSource 24 – Our 24-hour nurse advice line.** You can call any time with health or medical questions.
- ▶ **Babies First.** Pregnant members and new moms can earn up to \$110 in gift cards to a local store.
- ▶ **Call it Quits.** We have a free program to help you stop smoking.
- ▶ **Transportation.** We offer free rides to doctor visits.
- ▶ **Case management.** We help you manage asthma, diabetes, congestive heart failure, obesity and more.
- ▶ **No co-payments.** We cover all health care costs, even for prescriptions covered by CareSource.
- ▶ **Health information.** We send you news about ways to stay healthy.

We want to make sure you get the most from your CareSource benefits. You can find copies of our health information at

www.caresource-michigan.com.


Please call Member Services at **1-800-390-7102** (TTY 1-800-649-3777 or 711) if you did not receive your new CareSource Member ID card. 




Talk to your doctor

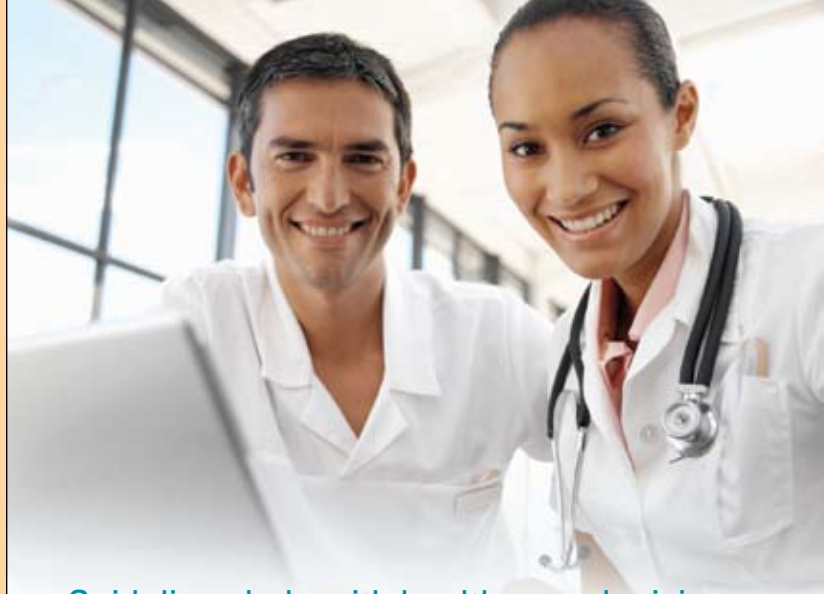
You and your doctor are a team. When you visit your doctor, it is important to ask questions and tell the doctor details about your illness or any concerns that you may have.

Talk with your doctor and be an active member of your health care team. Here are six tips to help you:

- 1 Write down your questions. List the most important questions first in case your doctor doesn't have time to answer them all.
- 2 Write down your symptoms. Don't be afraid to share personal information. This helps your doctor decide how best to care for you.
- 3 Bring a list of all of the medicines that you are taking, including over-the-counter drugs like aspirin or herbal supplements. It helps the doctor if you bring the actual medicines with you.
- 4 Tell your doctor about any allergies or reactions you have had to any medicine.
- 5 Ask questions about how to take your medicine if your doctor gives you a prescription. Write down the answers.
- 6 Ask how you can reach your doctor if you need help. 

DID YOU **KNOW**

CareSource has a Pharmacy Benefit Manager to handle your medicine needs. We are changing our Pharmacy Benefit Manager soon. We will be sending you a new Member ID card. The card will have directions on how to use it to get your medicine. 



Guidelines help with health care decisions


CareSource has clinical practice guidelines to help you and your doctors make decisions about the best care for you.

The guidelines are based on national standards. Local health care providers, who are part of our quality improvement team, review the guidelines. We have guidelines for many conditions. They include:

- High blood pressure
- Diabetes
- Asthma
- Heart failure
- Tobacco use
- Pregnancy care
- Obesity
- And much more

You can see all of our guidelines on our website.

Just visit www.caresource-michigan.com.


Go to the Members section of the website. Click on Member Materials. Then click on Clinical Guidelines. Our guidelines are just one of the many ways we serve as a partner in your health care. 

Your Primary Care Provider

Your Primary Care Provider (PCP) is your doctor. Your PCP works with you to help you get the health care you need. He or she will do your check-ups and shots and treat you for most of your routine health care needs.

Your PCP's name and telephone number are printed on your CareSource ID card. If you are going to a different PCP, you need to let us know.

We will send you a new ID card. You can tell us by calling Member Services at **1-800-390-7102** (TTY 1-800-649-3777 or 711).

Any services you receive from a non-participating provider will require prior authorization. 



We have a new Medicare Advantage plan



We have a new Medicare Advantage Special Needs Health Plan. It is called Community Choice Advantage. People eligible for both Medicaid and Medicare Part A and Part B can sign up. The plan also has Medicare prescription drug coverage and many more benefits.

Community Choice Advantage is in these counties:

- Alpena
- Genesee
- Kalamazoo
- Saginaw
- St. Joseph
- Van Buren

This plan will help you get the most out of your health care coverage.

For more details, call 1-877-725-4581 (TTY: 1-800-649-3777 or 711).

Or visit the website at www.communitychoiceadvantage.com.

Know your asthma triggers

Take this short quiz. Which of the following can cause people to have asthma attacks?

- Tobacco smoke
- Dust
- Cockroaches
- Dust mites
- Pollen
- Mold
- Exercise
- Flu
- Sulfites in food (such as beer, shrimp and processed potatoes)
- Cold air


If you answered "all of the above," you are right. Any of these might cause asthma attacks. They are called triggers.

If you have asthma, your doctor can help you find out what causes your asthma and how to control it.

Everyone is different. Avoiding your asthma triggers will help keep your asthma under control.

We can help

Asthma can be scary and dangerous if it is not controlled. And it can be confusing to know what to do. If you have questions, please contact us.

To speak with someone about your asthma, call **1-800-390-7102** (TTY: 1-800-649-3777 or 711). Press the option for **members**. Then press the option for **case management**. We can help you understand asthma and live better with it. We're here to help you stay healthy. 

MEMBER SOURCE

CareSource

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ACCREDITED
HEALTH PLAN
HEALTH CALL CENTER

MI-M-116

Fraud, Waste, and Abuse

CareSource has a program to handle cases of managed care fraud. Fraud can be committed by providers or members.

To report anything that does not seem right:

- Call **1-800-390-7102** (TTY: 1-800-649-3777 or 711). Choose the menu option for **members**. Then select the option for reporting **Fraud**.
- Send an e-mail message to **fraud@csmg-online.com**
- Fax us at: 1-800-418-0248
- Write to us. You can fill out our Fraud Reporting Form by going to our website at **www.caresource-michigan.com** and looking for the fraud link under the **Members** tab. Your written concern or the form can be sent to us at:


CareSource

Attn: Fraud, Waste, and Abuse
One S. Main St.
Dayton, OH 45402



You can also report fraud, waste and abuse directly to the Michigan Department of Community Health (MDCH) at:

1. **1-866-428-0005**
2. Or write to:
Program Investigations Section
Capitol Commons Center
Building
400 South Pine, 6th Floor
Lansing, MI 48909

When you call or write, you do not need to give your name. If you choose to be anonymous, please be sure to report as much information about the situation as possible since we will not be able to contact you. Your report will be kept **confidential** to the extent permitted by law. 

Call Us

CareSource values your opinion. We want to be your first call when you need help with your health care. We also want to know what we are doing well and what we can do better. Call Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711). We can help you solve a problem, answer your health care questions, and make sure you are getting the service you need from your health care providers. 

