

MemberSource

Issue 4, Volume 6, Winter 2009

A newsletter for CareSource members

Beat the holiday blues

During the winter, many people become sad instead of happy. This often happens after the holidays. They may miss loved ones. They may be worried about money. They may be stressed with too much to do.

But there are some easy things you can do to help yourself cope with the dark days of winter:

- ▶ Find hobbies you can do inside your house when it's too cold to be outside.
- ▶ Do something nice for others, like helping them shovel snow from their sidewalk.
- ▶ Limit alcoholic drinks. Excessive drinking can make you feel worse.
- ▶ Get more sunlight. Take a walk during the day or sit near a window. This can help brighten your mood.
- ▶ Spend time with supportive and caring people. Make new friends or call someone you have not heard from for awhile.
- ▶ Do something new.



If your sadness persists, talk to your doctor. He or she can help you recognize the signs of depression and get treatment, if needed. Reaching out is the first step.

CareSource expands service area

CareSource has expanded into five new counties in Michigan. On Oct. 1, 2009, we began serving Medicaid consumers in Branch, Emmet, Hillsdale, Otsego and Monroe counties.

We look forward to serving members in these new communities. And we will continue to provide coverage in 26 other counties throughout Michigan. To see our full service area, please visit our website at www.caresource.com.

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How to reach us

Service Center: 1-800-390-7102 (TTY 1-800-649-3777 or 711)
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0488



When you have other insurance

Does someone in your family have health insurance through another company? Maybe you have coverage through your job. Or your kids may be covered through their other parent. If so, please tell us. Just call Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711).

When you have other insurance, there are rules that govern when CareSource should be billed. Since CareSource is a Medicaid program, it is always secondary. This means that your health care providers should bill your other insurance first. If there are remaining costs for a Medicaid-covered service, then they can bill CareSource. We will pay up to the allowable amount for that service as long as the guidelines of both plans are met.

You should always follow the guidelines of your primary insurance. And be sure to show both of your insurance ID cards when you go to the doctor. If you have questions, please let us know. We can help. We want to make sure you understand what to do.



Stating your wishes about your medical care



Do you worry about the medical care you would get if you became too sick to make your wishes known? It may be comforting to know you have a choice. And you can make your choices known with advance directives.

Advance directives are forms you complete in case you become seriously ill. They let your doctors and others know your wishes regarding medical treatment. You sign them while you are still healthy and able to make such decisions. Some forms explain the type of medical care you would want if you weren't able to let others know. Others let you choose someone to carry out your wishes for medical care when you can't act for yourself.

Most doctor's offices and hospitals have advance directive forms. If you haven't thought about these issues, now is a good time to start. You may want to discuss them with your family, too. Advance directives can give you peace of mind knowing your preferences about your medical treatment will be voiced and followed.

Are you at risk for H1N1 virus complications?

The H1N1 virus, or swine flu, is a new flu virus. It is a different virus than the seasonal flu and people are catching it.

So what should you do if you get sick? If you get flu-like symptoms, you should:

- ▶ Stay home
- ▶ Avoid contact with others except to seek medical care, if needed.

Flu symptoms include fever, cough, sore throat, a runny or stuffy nose, chills and fatigue. Most people can recover at home without needing medical care. But some people are at high risk for complications.

They include:

- ▶ Children under 5
- ▶ People 65 and older
- ▶ Pregnant women
- ▶ People with weakened immune systems
- ▶ People who have cancer, asthma, heart disease, diabetes and other diseases and disorders

If you, or your children, are in one of these groups and you get the flu, ask your doctor for advice about getting medical care.

Source: Centers for Disease Control and Prevention, www.cdc.gov.

Get on the PATH to better health



What is PATH?

PATH stands for Personal Action Toward Health. It is a workshop for people with ongoing health conditions, such as:

- ▶ Arthritis
- ▶ Diabetes
- ▶ Heart disease
- ▶ Lung disease
- ▶ Parkinson's disease and many more

This workshop will help you:

- ▶ Learn ways to reduce pain
- ▶ Increase your mobility
- ▶ Maintain your independence
- ▶ Learn to successfully manage your condition which may also help you stop the condition from getting worse

The workshop

The workshop is led by two trained leaders. Many of them have on-going health conditions themselves. Topics covered over the 6-week workshop include:

- ▶ Stress management
- ▶ Medicine use
- ▶ Exercise
- ▶ Coping techniques and more

Workshop sessions meet for 2.5 hours, once a week for 6 weeks. Class sizes are small with 10-15 people per workshop. The workshop is offered at little to no cost. Classes are conveniently located at churches, senior centers, and community centers across Michigan.

How to find out more

Visit www.MIPATH.org to find a workshop near you. Or contact Karen McCloskey at 517-335-1236 or mccloskeyk@michigan.gov.

Has your child been tested for lead?

Lead poisoning is a danger to children. They can get it from paint, dust, tap water, dirt and other sources. Often, there are no signs when children have too much lead. Lead poisoning is very serious and can be deadly.

Simple blood tests are used to find out how much lead is in a child's blood. All children should be tested at age 1 and 2. Children between the ages of 3 and 6 who have not been tested before should also be tested.

Call your child's doctor to have your child tested or visit your local health department. CareSource will pay for the test.



Is it more than just the baby blues?

“I feel sad and anxious. I have trouble eating and sleeping. I just don’t have the energy to get things done. Sometimes I don’t even want to hold my baby. If this is supposed to be the happiest time in my life, why do I feel so bad?”

If this sounds like you or someone you know who just had a baby, you are not alone. As many as 80 percent of women have mood disturbances after childbirth. They feel upset, sad, alone, afraid and guilty for having these feelings.

For most women, the symptoms are mild and go away on their own. This is often referred to as the “baby blues.” It is common and expected. But some women have more serious symptoms and develop postpartum depression. This interferes with their ability to take care of the baby and themselves.

If you feel sad or depressed after pregnancy, talk to your doctor. He or she can help you understand your feelings. You can also discuss the severity of your mood changes. If you have signs of postpartum depression, your doctor can help you choose the best treatment options for you.



We listen to you

Each year, CareSource surveys our members. We ask questions that help us improve our service to you. Your thoughts and ideas are important to us. This year, many of you took the Consumer Assessment of Health Plans and Systems (CAHPS) survey.

This is what you said:

- ▶ You are happy with the care you get from your doctors. You rated it the best in the state.
- ▶ You are happy with the care you get from specialists. You rated it second-best in the state.
- ▶ Your doctors spend time with you.
- ▶ You feel we have improved our overall customer service. Our Member Services staff treats you with courtesy and respect.

Thank you for your responses. In 2010, we will again ask some of our members to tell us what we do well and what we can do better. If you get a CAHPS survey in the mail, please fill it out and return it to us. We appreciate your feedback. You can also call Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711).

Stay safe and well this winter



Brrrrr! The cold days of winter are coming. But there are ways to stay safe and well through the winter months. Follow these tips:

- ▶ **Dress in layers.** This is the best way to stay warm outside. Air gets trapped between the layers and acts as insulation. Wear a hat and gloves, too. Be sure children are dressed properly if they spend time outdoors.
- ▶ **Wash hands often.** This helps prevent colds and flu. Studies show that people who wash their hands frequently have fewer colds than those who don't. It's one of the best ways to get rid of germs that spread infections.
- ▶ **Remove ice and snow from walkways.** Be sure to keep walking paths clear to prevent falls. Wear boots or non-slip shoes to help keep sure footing when you walk.
- ▶ **Choose safe toys.** Toys are popular holiday gifts for children. Only give toys that are appropriate for your child's age. Always read the instructions before giving a toy to your child.



You can help prevent fraud, waste and abuse

CareSource has a program to handle cases of managed care fraud. You can help by reporting suspected fraud to us. Examples include when members let other people use their CareSource ID card or when they sell prescription drugs to others.

Health care providers can also commit fraud. Examples are doctors who provide services or prescribe drugs that are not necessary or doctors who bill for services they didn't provide.

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@caresource.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.com. Your written concern or the form can be sent to us at:
CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

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:
Medicaid Integrity Program Section
Capitol Commons Center Building, 6th Floor
P.O. Box 30479
400 South Pine St.
Lansing, MI 48909-7979

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.



Take control of your health

At CareSource, one of our goals is to help you take the best possible care of your health. That's why we have case and disease management programs. They can help you better manage your health conditions.

Do you have asthma or diabetes? Are you pregnant? Do you have high blood pressure? We can help you with these conditions and more. There is no cost to you. We offer:

- ▶ Education about your condition. We can help you understand your medicines and symptoms.
- ▶ One-on-one help from a nurse or other specialist trained to help with your specific needs and coordinate your care.
- ▶ Help finding local resources for things that affect your family's health like housing, food, or services for children.
- ▶ Support for your doctor's plan of care.
- ▶ Strategies you can use to live a better quality of life.



Please let us know if you have any questions about these services. We are happy to help. Just call **1-800-390-7102** (TTY: 1-800-649-3777 or 711). Ask to speak to a health coach.



MemberSource

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Toll-free phone:
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ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER