

# MemberSource

Winter 2011

A newsletter for CareSource members

## Teens need checkups, too

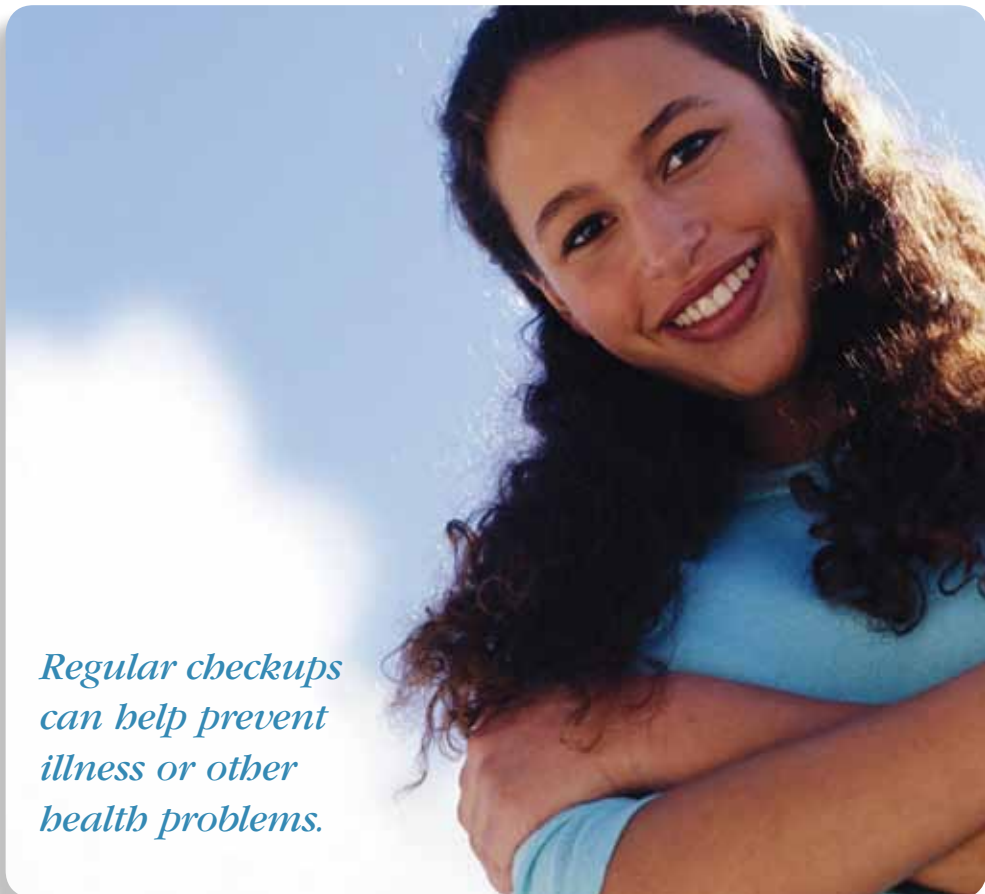
Teens, take charge! Your health is in your hands. Annual checkups aren't just for kids. Your body is growing and changing. You still need to get a physical exam every year until you are 21 years old.

The exam can help make sure you are in good health. Your doctor can clear you to play sports and answer any questions you may have about your health, safety or things going on at home or in school. You may need a shot to prevent an infection or disease. Regular checkups can help prevent illness or other health problems.

### Schedule a well-child exam today

All children and teens need to see the doctor even when they are not sick or hurt. The chart below shows how many checkups to have. Parents should make sure children receive these regular exams.

AGE	NUMBER OF WELL-CHILD EXAMS
1 month – 2 years	9 at specific ages
3 – 20 years	Once per year



*Regular checkups can help prevent illness or other health problems.*

### In this issue:

- 6** ABCs of postpartum care
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### How to reach us

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





## We can help you manage your health



CareSource has registered nurses, social workers and other outreach workers on staff. They can work with you one-on-one to help coordinate your health care needs. They can help you:

- ▶ Better manage your health conditions such as:
  - Asthma
  - Diabetes
  - High blood pressure
- ▶ Help you understand your medicines and symptoms.
- ▶ Find local resources to help you with other issues that affect your health like food and housing.
- ▶ Support your doctor's plan of care.
- ▶ Live a better quality of life.

To contact a case manager, call **1-800-390-7102**.

## Holiday schedule

Our Member Services Department is open Monday through Friday from 8:30 a.m. to 5:30 p.m. except on these holidays:

- ▶ **New Year's Day**
- ▶ **Memorial Day**
- ▶ **Independence Day**
- ▶ **Labor Day**
- ▶ **Thanksgiving Day**
- ▶ **The day after Thanksgiving**
- ▶ **The day before Christmas**
- ▶ **Christmas Day**

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

## Do you have other insurance?

Does someone in your family have health insurance other than CareSource? 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**. You should also:

- ▶ Show both of your insurance ID cards when you go to the doctor or pharmacy.
- ▶ Let CareSource and your county caseworker know right away if your other insurance changes.

When you have other insurance, there are rules that govern when CareSource should be billed. If you need more details about this, you can:

- 1.** Look in your Member Handbook
- 2.** Visit our website at **[www.caresource.com](http://www.caresource.com)**
- 3.** Call Member Services at the number above





## Did you know?

CareSource is a Medicaid health plan. We are here to help you get the health care you need. Here are some quick facts you may not know about us.

- ▶ Each year, CareSource members are asked to take part in a survey. We use the results to improve our service.
- ▶ On average, less than 1 percent of our members leave CareSource unless they have to. This shows that most members tend to stay on CareSource when they have a choice. When members lose their eligibility for certain types of Medicaid, they can no longer be on CareSource either.
- ▶ CareSource has a contract with the Michigan Department of Community Health (MDCH). This allows us to provide services to you.
- ▶ We pay health care providers based on current Medicaid payment rates. We do not reward them for denying services. Your health is always our top concern.

You can get more details about any of this on request. Just call us at **1-800-390-7102** (TTY: 1-800-649-3777 or 711) to ask for it. Follow the menu options to reach Member Services.

## Your privacy, our priority

At CareSource, we respect your right to privacy. We use a thorough system of safeguards to keep your personal information safe. We protect any data used to identify you or document your health, your medical care or payment for health care services.

We provide you with a notice of privacy practices. It explains how, when and why we use or share your information. It also explains your right to access your data and how. You can find the notice in your Member Handbook. You can also call Member Services to get it. Or you can look on our website at **[www.caresource.com](http://www.caresource.com)**.

## Need a ride? We can help



CareSource offers:

- ▶ Rides to medically necessary health care visits when they are covered by CareSource.
- ▶ Same-day rides for hospital discharges.

Transportation services are provided for our members by TMS.

It's easy to schedule a ride. Just call Member Services at **1-800-390-7102**. Select the menu option for members. Then choose transportation. Please call at least five days ahead of your doctor's visit to set up a ride.



## Help us stop prescription fraud in Michigan

Prescription drugs are often the subject of fraud, waste and abuse. When a person engages in fraudulent actions in relation to a prescription of any type, this is referred to as prescription fraud. Below are some examples:

- ▶ Using another party's identity to obtain a medication.
- ▶ Obtaining a doctor's prescription pad and forging a prescription.
- ▶ Altering the prescription.
- ▶ Selling prescriptions to another individual.

CareSource does its part in cutting down on prescription fraud, waste and abuse through its Special Investigation Unit. Our unit works closely with members, providers, and law enforcement when prescription fraud is found. Member safety is our priority. You can learn more about other types of fraud, waste and abuse activities on our website. Just visit [www.caresource.com](http://www.caresource.com).

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 email message to [fraud@caresource.com](mailto:fraud@caresource.com).
- ▶ Write to us: You can fill out our Fraud, Waste and Abuse Reporting Form. It is on our website at [www.caresource.com](http://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:

- ▶ 1-866-428-0005
- ▶ Or write to:  
Michigan Department of Community Health (MDCH)  
Medicaid Integrity Program Section  
Capitol Commons Center Building, 6th Floor  
P. O. Box 30479  
400 South Pine Street  
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.

# Good communication = A healthy you!



It can be hard to understand what your health care provider is telling you. You can make it easier by asking three easy questions. This is called **Ask Me 3™**:

- 1.** What is my main problem?
- 2.** What do I need to do?
- 3.** Why is it important for me to do this?

**Ask Me 3™** is a National Patient Safety Foundation (NPSF) education program. It was created to help you talk with your health care providers.

## Here are more tips:

- ✓ Tell your doctor “I don’t understand.” (This may be uncomfortable. But, it is very important.)
- ✓ Repeat the doctor’s instructions back to him/her.
- ✓ Ask him/her to write the instructions down for you.
- ✓ Take a list of all of your medications with you to each doctor visit. Or, you can put all of your medicines in a bag and take them with you.

You can also call CareSource 24, our 24-hour nurse advice line, at **1-866-206-0488** anytime you need your questions answered.



# The ABCs of postpartum care

New moms are tired and busy taking care of a new baby. But they need to focus on their own health, too.

Did you just have a baby? If so, be sure to follow these tips:

**A. Ask for help.** Friends and family who want to help may not know what to do. Don't wait for them to offer. Ask them to do specific things like laundry, cooking a meal, or watching the baby for awhile so you can get out of the house.

**B. Be good to yourself.** Schedule a follow-up visit with your OB provider. You should have your postpartum (after birth) checkup **3-6 weeks after delivery** unless your doctor tells you otherwise. This visit helps ensure you are healing normally. You can also ask your doctor any questions you might have. This includes concerns about recovery, diet, exercise, birth control or depression.

**C. Create a support team.** Taking care of a baby is not easy. Make sure you have a network of people you can count on to help out. It will help take the pressure off of you so you can enjoy being a mother.



## Know your BMI number

Body Mass Index (BMI) is a number your doctor measures from your height and weight. Your doctor can use your BMI reading to tell if you are overweight. BMI can help your doctor decide if you are at risk for other health problems such as heart disease or stroke.

The chart below shows adult BMI ranges. Talk to your doctor about your BMI reading and what you can do to manage it.

Adult BMI	Weight Status
Below 18.5	Underweight
18.5 - 24.9	Normal
25.0 - 29.9	Overweight

## Control your diabetes

Do you have diabetes? If so, you are not alone. Nearly 18 million people in the U.S. have been diagnosed with it.

If you have diabetes:

- ▶ Get an eye exam every year. CareSource covers a yearly exam if you have been diagnosed with diabetes.
- ▶ Get your cholesterol (LDL-C) checked at least once a year.
- ▶ Get a hemoglobin A1C test at least twice a year. This is a test that checks your blood sugar control.
- ▶ Get your blood pressure checked each time you go to the doctor.

Talk to your doctor about these important tests. They can help prevent complications.



## Prevent colds and flu

It's that time of year again. Shorter days. Cooler weather. And colds and flu.



As people spend more time with others indoors, germs can pass easily from person to person. You can lower your family's chance of getting sick this winter with a flu shot and frequent hand washing.

To learn more about colds and flu call CareSource 24, our 24-hour nurse advice line. Just call **1-866-206-0488** any day of the week. You can talk to a nurse who can answer any of your health questions.

## Checkups can improve your health

Please schedule adult annual checkups with your Primary Care Provider (PCP) even when you feel well. Routine health screenings can find health problems early and sometimes before symptoms appear.

Call your PCP today. You'll be glad you did.



## MemberSource

is a publication of CareSource, a non-profit, public-sector managed health care plan serving counties throughout Michigan.

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