

MemberSource

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A newsletter for CareSource members

The ABCs of talking with your child's doctor

Children from birth through age 20 need well-child visits. A well-child visit is a great time to talk to the doctor about your child's development. This includes what your child is able to say or do as he or she grows. Talking with the doctor about any concerns you have is important. Be ready to talk about anything that worries you. If you need to, make a list of some of the things your child is or is not doing. Make sure to include concerns about how your child is eating, growing (height and weight), developing and sleeping.

Keep in mind these ABCs of talking with your child's doctor:

- A** Ask questions. Write your questions down before your visit and take them with you.
- B** Be prepared to answer questions.
- C** Contribute to the discussion. Stop and ask the doctor to repeat anything you don't understand. Ask for printed materials if you need to.

Children of all ages, even babies, show signs of how well they are growing. Some are able to do things sooner or later than other children of the same age. The doctor will ask you questions about your child. These questions will help the doctor understand how your child is growing.

If your child is due for a well-child visit, call to schedule an appointment today. If you need help with transportation to the visit or finding a doctor, call Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711).

Source: www.firstsigns.org



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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**



What is BMI?

Know your number

Body Mass Index (BMI) is a number your doctor determines using your height and weight. Your doctor can use your BMI reading to tell if you are overweight. BMI can help you and your doctor know if you are at risk for other health problems.

Whether you are a child or an adult, a high BMI level puts you at greater risk for the following conditions:

- ▶ Diabetes
- ▶ Heart disease
- ▶ High blood pressure
- ▶ High cholesterol
- ▶ Stroke
- ▶ Sleep apnea
- ▶ Asthma
- ▶ For women: Abnormal periods, may not be able to get pregnant

Your doctor should also check your child's height and weight to see if your child is growing in a healthy range.

At your next regular checkup, your doctor will gather information about your diet, exercise level, family history, other health screenings you may have had, and your BMI reading. Your doctor uses this to help determine how healthy you are. You can be healthier by:

- ▶ Getting regular exercise
- ▶ Eating more fruits and vegetables
- ▶ Drinking more water instead of soda or other sugary drinks

Take care of yourself



It's so easy to forget about your own health when you're busy taking care of everyone else. Take some time for yourself. Ask your doctor if you should have a breast, Pap, or Chlamydia screening.

BMI ranges

The chart below shows adult BMI ranges. Talk to your doctor about your BMI reading.

BMI	Weight Status
Below 18.5	Underweight
18.5 – 24.9	Normal
25.0 – 29.9	Overweight
30.0 and above	Obese



What can you do to avoid or prevent Health Care Fraud?



Health Care fraud is in many forms. It can happen with Medical Identity Theft. This is when someone else uses your name without you knowing it to get medical services or goods. They could send in a false insurance claim to CareSource for payment. This changes your medical record information and could affect medical treatment for you.

You can help stop Medical Identity Theft by doing the following:

- ▶ Protect your CareSource ID card like you would a credit card.
- ▶ Stay informed about the health care service you receive. Keep records of when you or your family see the doctor.

And if you suspect any fraudulent activity, contact us immediately by:

- ▶ Calling **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, Waste and Abuse Reporting Form by going to our website at **www.caresource-michigan.com**. Look for the fraud link under the Members tab. 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
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.



4 tips to keep the lead away

Do you know why it is important to have your child's blood tested for lead? If your child has too much lead, it can seriously affect your child's health. It can cause learning or behavioral problems. In high amounts, it can be deadly.

Lead is found in the paint of many older homes. It can also be found in some tap water, toys with lead-based paint, or dirt. Small children can swallow or inhale lead if they touch, eat or chew on lead-based materials.

You can help prevent your child from coming into contact with possible sources of lead. Follow these four simple steps:

- 1 Keep your child away from dust.** Wet-mop your floors often. And be sure to wet-wipe window sills and other dusty areas.
- 2 Leave your shoes at the door.** This is an easy way to make sure that dirt and dust do not get tracked onto your floors or carpet.
- 3 Make sure children wash their hands before eating.** This will help keep your child from swallowing any dirt or dust particles.
- 4 Check your child's toys for chipped or damaged areas.** You can find out about toy recalls online at www.cpsc.gov. Or you can call the U.S. Consumer Product Safety Commission at 1-800-638-2772.

A simple blood test is 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 get a blood lead level test.

Call your child's doctor today to have your child tested. This test is free for CareSource members. You can also call Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711) for help in getting an appointment.

Source: www.sesameworkshop.org





Pregnant? We can help



If you are pregnant, please call CareSource right away and let us know. There is a lot we can do to help you have a healthy and happy baby.

- ▶ We have a 24-hour nurse advice line. You can call us with any health or medical questions you might have 24 hours a day, seven days a week. **Call 1-866-206-0488.**
- ▶ We can help you find a doctor.
- ▶ We can help you get to the doctor. If you do not have a way to get to your medical appointments, CareSource can help with transportation or mileage. If you meet the requirements for transportation, you may have up to 20 round-trip rides without prior approval.
- ▶ We have Health Coaches who can help you with any concerns you might have about your pregnancy, delivery and care of your baby.
- ▶ We offer \$10 gift cards as part of our Babies First program when you keep your doctor appointments during your pregnancy. This program is also for your follow-up visit after delivery, and your baby's well-child visits.

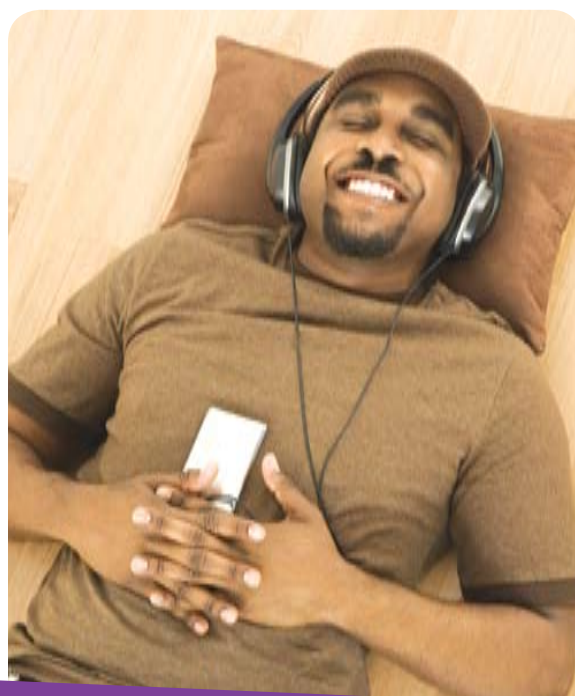
For more details, just call Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711).

Tune out stress with music

You don't have to check into a spa to relax. For stress relief, try a little music.

Did you know music has been used in medicine for years? And research shows that music can benefit your health. Studies show that listening to music you enjoy can reduce stress, blood pressure and depression. It is important to relieve stress. It can have a big impact on your health.

Music can also help you sleep better and reduce the amount of medicine you might need when in pain. So turn on your favorite tunes. You can even dance to them! Or visit your local library and borrow some new music. Relax to a rhythm that helps you feel good.



Preferred drug list changes

A Preferred Drug List (PDL) is a list of drugs CareSource prefers that doctors prescribe. Some of these drugs may require prior approval. You may have to be a certain age to receive them.

For 2009, we've added new drugs to our list. Also, some drugs that needed prior approval last year no longer need it.

We update our drug list every year to make sure you can get the drugs you need. Your health and safety are our top concern.

Remember, CareSource covers the same prescription drugs as fee-for-service Medicaid. But, in some cases, we may require prior approval.

CareSource usually covers the drugs as long as:

- ▶ The drug is medically necessary
- ▶ The prescription is filled at a CareSource network pharmacy
- ▶ Other plan rules are followed

Everyday actions you can take to stay healthy

- ▶ Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- ▶ Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners are also effective.
- ▶ Avoid touching your eyes, nose or mouth. Germs spread that way.
- ▶ **Try to avoid close contact with sick people.**
- ▶ If you get sick, stay home from work or school and stay away from other people to keep from infecting them.



MemberSource

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