

# MemberSource

Summer 2009

A newsletter for aged, blind or disabled CareSource members

## Home safety room by room

Studies show that more than one third of adults 65 and older fall each year in the United States. Many accidents take place in the home. You can do a lot to keep your house safe and prevent falls and injuries.

Look around. Is your home as safe as it could be? Follow these tips to make every room as secure as possible for you and your family.

- ▶ **In the bathroom** – Non-slip mats and support bars can help prevent slips and falls. Bars should be securely anchored to the wall.
- ▶ **In the kitchen** – Do you have arthritis or limited hand movement? You can get easy-grip attachments for many common utensils and appliances.
- ▶ **In the bedroom** – Keep clutter out of walking paths. Use night-lights in rooms and hallways to help you see when it is dark.
- ▶ **On the floors** – Remove electrical cords and area rugs from pathways so they do not pose a tripping hazard. Secure rugs to the floor with non-stick backing or tape. Remove rugs that are not attached to the floor.
- ▶ **On the stairs** – Always use handrails when climbing stairs. Use a backpack to carry items so you can hold onto the railing. Put non-skid adhesive strips on stairs without carpet.
- ▶ **Doorways** – If you use a cane, walker or wheelchair, take care when going through doorways to ensure a clear distance.
- ▶ **Outside** – Keep the path to your door well lit.

Help with home modifications and repair is available for low-income older Ohioans who qualify. Contact your local Area Agency on Aging for more details about what is available where you live.



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## How to reach us

Member Services: 1-800-993-0780 (TTY: 1-800-750-0750)  
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0554



# 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 **1-800-993-0780**. (TTY: 1-800-750-0750). Choose the menu option for members. Then select the option for reporting fraud.
- ▶ Send an e-mail message to **fraud@caresource.com**.
- ▶ Write to us. You can fill out our Fraud Reporting Form by going to our website at **www.caresource-ohio.com**. Your written concern or the form can be sent to us at:  
CareSource  
Attn: Fraud and Abuse  
P.O. Box 1940  
Dayton, OH 45401-1940



## Stay cool this summer

Are you aware that you may be eligible for additional financial assistance for utilities to help you stay cool this summer? The Summer Crisis program provides summer cooling assistance for low-income elderly households (age 60+) and for Ohioans with qualifying medical conditions (under age 60, must have a physician's statement). The 2009 program will run from July 1 to August 31.

Please contact your local community action agency for additional information. You can find your community action agency phone number on our website. Visit **www.caresource-ohio.com** and click on Community Resources. Or you can call Member Services at **1-800-993-0780** (TTY: 1-800-750-0750).

# What is BMI?

## Know your 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.

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

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. Be sure to ask your doctor to track your BMI in your medical records. Your doctor uses it 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



## 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



## 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. Or visit your local library and borrow some new music. Relax to a rhythm that helps you feel good.



## Emergency room or urgent care?

### Where to go

When you get sick or hurt, how do you decide where to go for care? Sometimes it is hard to know what to do.

If you're not sure, call your primary care provider. You can call your doctor's office with questions 24 hours a day, 7 days a week. Your doctor can help you decide where to go. Or you can call our 24-hour nurse advice line. Just dial **1-866-206-0554** (TTY: 1-800-750-0750).

You can also use the following tips to help you decide where to go.

Go to an emergency room if your issue is life threatening or serious, like:

- ▶ Miscarriage/pregnancy with vaginal bleeding
- ▶ Severe chest pain
- ▶ Loss of consciousness
- ▶ Uncontrolled bleeding

Patients with the most serious conditions are seen first in an emergency room.

Go to an urgent care center if:

- ▶ Your doctor's office is closed
- ▶ Your injury or illness needs care quickly

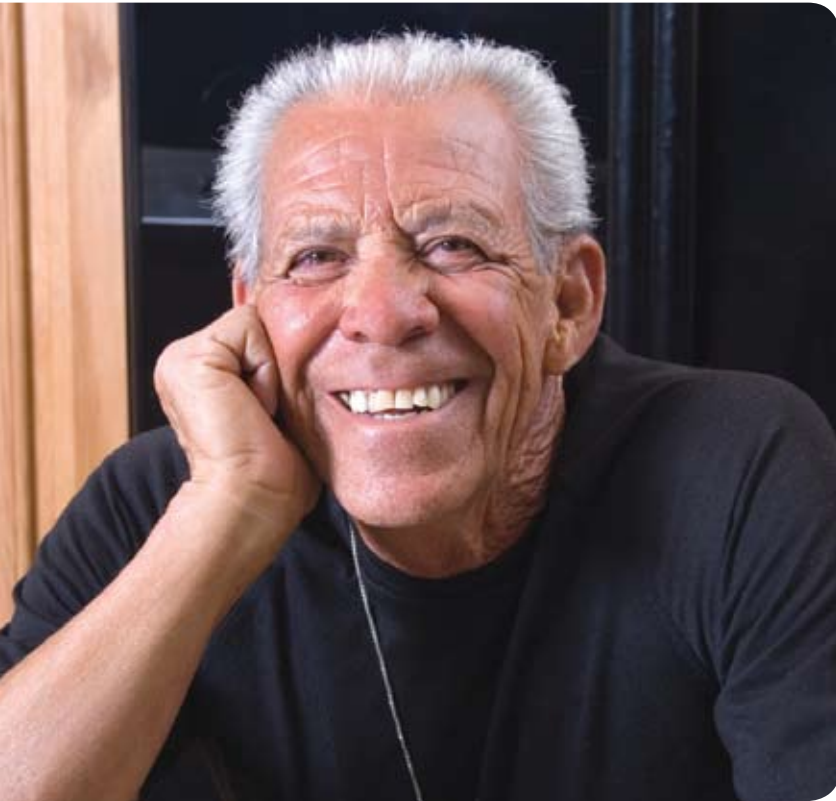
Your primary care provider will see you for most of your other care and routine visits.

## Health and safety first

Your health and safety are very important to us. Too much radiation from certain medical tests could be unhealthy for you. Starting July 1, your doctor will need to get approval from CareSource for certain medical tests. These tests include CT, MRI and PET scans. Be sure you tell your doctor about CT scans and other X-rays you have had in the past.

# CareSource offers help with chronic health problems

Do you have diabetes or asthma? Do you have high blood pressure or heart disease? If so, please call CareSource and let us know. There is a lot we can do to help you.



- ▶ We have a 24-hour nurse advice line. You can call us with any health or medical questions you might have. Call **1-866-206-0554**.
- ▶ 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. We cover up to 30 one-way trips per member per 12-month period.
- ▶ We have case managers and other staff who can help you coordinate your care, if needed. We can also help you find local resources to assist you. This includes things like housing or services for the aged or disabled.

Please call us if you have any questions about these services. We are happy to help. To contact a case manager, call **1-800-993-0780** (TTY: 1-800-750-0750).

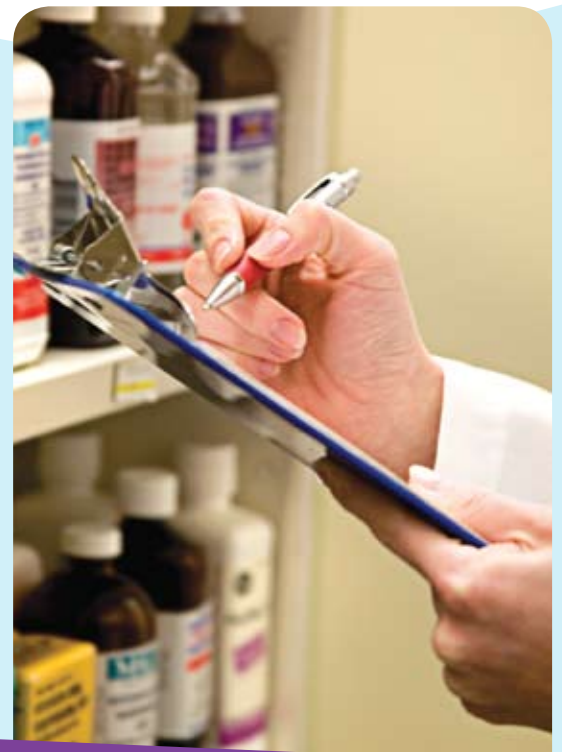


## What is a preferred drug list?

A Preferred Drug List (PDL) is a list of drugs CareSource prefers that doctors prescribe. We update our drug list every year to make sure you can get the drugs you need.

You can see our most recent drug list on our website at **[www.caresource-ohio.com](http://www.caresource-ohio.com)**. CareSource covers the same prescription drugs as fee-for-service Medicaid. But, in some cases, we may require prior approval.

Remember to fill your prescriptions at a CareSource network pharmacy. Your health and safety are our top concern.



## Website feature: Find a doctor online



Do you need to find a health care provider who participates with CareSource? You can search for one on our website. Our online directory is a list of doctors and other health care providers. These are the doctors CareSource members can go to for care.



Our Find a Doctor feature is easy to use. It allows you to search the list for a doctor who is close to where you live. You can also narrow your search by the type of doctor you need. You can use our Find a Doctor feature any time to search

our most current list of doctors. And our website includes simple instructions to help you find exactly what you need.

Just visit [www.caresource-ohio.com](http://www.caresource-ohio.com). Go to the Members section of the website to get started. If you need help or have questions, please call **1-800-993-0780** (TTY: 1-800-750-0750). We want to make sure you have the tools you need to get the most from your CareSource benefits.



## MemberSource

is a publication of CareSource, a nonprofit, public-sector managed health care plan serving Northwest, West Central, Southeast, East Central, Central and Northeast Central regions of Ohio.

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