

# MemberSource

Spring 2011

A newsletter for Aged, Blind or Disabled CareSource members

## CareSource changes transportation vendor

Effective April 1, 2011, Provide-a-Ride will no longer provide transportation services to CareSource members. CareSource will instead be using TMS for statewide transportation services.

**To schedule transportation on or after April 1, 2011, call CareSource Member Services at 1-800-993-0780 (TTY: 1-800-750-0750 or 711). Select the menu option for "member," then "transportation."**

CareSource will still give all members 30 one-way trips per calendar year to health care, redetermination and WIC visits. An added service with the new transportation vendor is same-day rides for hospital discharges. Members will need to use the same process to request this service.

CareSource may require prior authorization for trips more than 30 miles one way. TMS will request authorization from CareSource for you.

Members can continue to use Provide-a-Ride until March 31, 2011. If you have appointments scheduled with Provide-a-Ride on or after April 1, 2011, you will need to call CareSource to reschedule those appointments.



## Managing pain

Did you know that there may be effective treatments for pain besides pain medicines and pain management procedures?

### You can try:

- ▶ Physical therapy
- ▶ Heat or cold treatments
- ▶ And others

Ask your doctor how you can best manage your pain. CareSource requires prior authorization for some pain management procedures.

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## How to reach us

Member Services: **1-800-993-0780** (TTY: 1-800-750-0750 or 711)  
CareSource 24, 24-Hour Nurse Advice Line: **1-866-206-0554**



## 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. Last year, many of you took the Consumer Assessment of Health Plans and Systems (CAHPS) survey.

### This is what you said:

- ▶ You can get care when you need it
- ▶ You get care quickly
- ▶ Doctors spend time with you
- ▶ Our Member Services staff treats you with respect



Thank you for your responses.

In 2011, 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. You can tell us your ideas through the survey. You can also call Member Services at **1-800-993-0780**.

## 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 CareSource Member Handbook. You can also call Member Services to get it. Or you can look on our website at **www.caresource.com**.

## You have rights

As a member of CareSource, you have certain rights. You also have responsibilities. We want to make sure you know what they are. It will help you get the care you need.

### You have a right:

- ▶ To get information about CareSource, our services, our providers, and your rights and responsibilities
- ▶ To be treated with respect and with regard for your dignity and privacy
- ▶ To take part in choices about your health care with your providers
- ▶ To discuss information on any appropriate or medically necessary treatment options for your condition. This can be done regardless of cost or benefit coverage.
- ▶ To be able to file an appeal or a complaint about CareSource or the care you receive
- ▶ To tell us your ideas about our member rights and responsibilities policy

### You also have these responsibilities:

- ▶ Provide the information that CareSource and your providers need in order to care for you
- ▶ Understand as much as you can about your health issues. Take part in reaching goals that you and your provider agree upon.
- ▶ Follow the advice and instructions for care you have agreed upon with your providers
- ▶ Use only participating or approved providers

### These are just a few of your rights and responsibilities. For a complete list, you can:

- ▶ Look in your Member Handbook
- ▶ Call Member Services at **1-800-993-0780**
- ▶ Visit our website at **www.caresource.com**



## Where to seek care

Where you go to get health care can be confusing. It depends on what you need care for. Here are some tips.

### See your PCP for routine care

Your primary care provider (PCP) can handle most of your health care needs. See your PCP for preventive care. Regular checkups can help you stay well. This includes:

- ▶ Yearly checkups for adults
- ▶ Women's health screenings
- ▶ And more

Your PCP's name and phone number are on your member ID card. Just call to make an appointment.

### Specialty care

Sometimes you have special problems. You may have a broken bone or heart disease. You may need to go to a provider who has special training. This provider is called a specialist.

To see some types of specialists, you need a referral from your PCP. This means that your PCP will recommend or request these services for you before you can get them.

Some services also require approval from CareSource before you can get the services, such as a scheduled surgery. This is called prior authorization. Your provider will take care of getting the approval for you. You can find out how to get a referral or prior authorization and which services you need them for in your Member Handbook. Or you can find it on our website at



[www.caresource.com](http://www.caresource.com). You can also call Member Services for help.

### Our website includes more details about:

- ▶ How to get primary care services including points of access
- ▶ How to get behavioral health and hospital services
- ▶ How to get care outside of the CareSource service area
- ▶ How to get care after normal business hours
- ▶ Any benefit restrictions on care you get outside of our service area or from a provider that does not participate with CareSource
- ▶ And much more

### Emergency care

Emergency care is for a medical problem that you think is so serious that it must be treated right away by a doctor. We cover care for emergencies both in and out of our service area.

You do not have to contact CareSource for an okay before you get emergency services. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting.

A list of conditions commonly treated at an ER can be found in your Member Handbook. Or you can look on our website at [www.caresource.com](http://www.caresource.com).

## Enhanced asthma and diabetes programs coming soon

CareSource will soon have enhanced programs. They will help you meet your health care needs if you have asthma or diabetes.

### Starting in the spring of 2011, we will reach out to you with:

- ▶ Information and resources to help you better manage your health

- ▶ Information about care options for you to talk about with your doctor
- ▶ A dedicated nurse to help you reach your health care goals and improve your health

## 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 providers CareSource members can go to for care. If you are looking for a specialist, first ask your primary care doctor to suggest one for you.

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 it any time to search our most current list of providers. And our website includes simple instructions to help you find exactly what you need.



Just visit [www.caresource.com](http://www.caresource.com). Go to the Members section of the website to get started.

### Our directory includes data such as:

- ▶ Provider address, phone number and office hours
- ▶ Providers who are accepting new patients
- ▶ Languages spoken by the provider
- ▶ Board certifications (this is available in the printed copy only)
- ▶ Hospital information
- ▶ And more

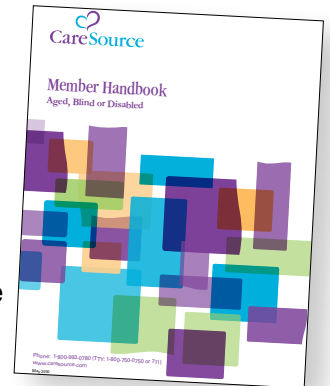
We verify our directory data and update it as often as possible, but you should always check with the provider to confirm it.

You can also get a printed list of CareSource providers by calling Member Services at **1-800-993-0780**. And if you want to know more, we can help. You might want to know where a provider went to medical school, if they completed a residency, or other professional qualifications. If so, just call Member Services. We want you to have the data you need to make informed choices about your providers.

## Benefit basics

Understanding your health care benefits can be confusing. That's why

we give all new members a **Member Handbook**. It explains what your benefits are and how to get them.



It includes:

- ▶ Covered services
- ▶ Services that are not covered
- ▶ What services require a referral from your doctor
- ▶ What services need a prior authorization from CareSource
- ▶ How you can contact us with questions about prior authorization or utilization management
- ▶ Any limits on benefits
- ▶ Any copays or costs you may be responsible for
- ▶ How to get a current list of covered drugs
- ▶ Things you may need to do as a CareSource member.

This includes:

- Contact us
- Get a new ID card, if needed
- Let us know if you have other insurance
- Know your member rights and responsibilities

Please read it carefully. It will answer many of your questions about benefits.

# Members should know

Below are some important notices. Knowing them will help you get the most from your CareSource benefits. If you need more details about them, 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 1-800-993-0780

## We are here for you

If you ever need help, please let us know. You can call, e-mail or visit us to ask questions or raise concerns. We want to make sure your concerns are taken care of and your questions are answered.

## We can help you connect in any language

Is there a CareSource member in your family who:

- ▶ Does not speak English?
- ▶ Is vision- or hearing-impaired?
- ▶ Has limited reading skills?

If so, we can help. We offer sign and language interpreters. You can get help over the phone or in person. We can also provide some printed materials in other languages or formats. Or we can explain materials orally, if needed.

Just call Member Services to arrange services. There is no cost to you.

## Let us know if you have a complaint

We hope you are happy with CareSource and our service. If you are not happy with us or a provider, please let us know. This includes if you do not agree with a decision we have made, also called an appeal. We want to help you resolve the issue.

There are several ways you can file a complaint or appeal. To find out more, please use one of the three ways listed at the top of this article.



## If you get a bill

CareSource pays for medically necessary Medicaid-covered services. They are available at no charge to you. You should not be billed for these services unless you have agreed in advance and in writing to pay for specific care. If you receive a bill, please call us.

## Looking at what's new

We look at new health care services not covered by Ohio Medicaid. Then we decide if they will be a covered CareSource benefit. We do this to make sure you have the best possible care options that are proven safe and effective.

Your Member Handbook describes the types of new services we consider. It also tells what our decisions are based on.

## Care guidelines

CareSource can give you and your doctor information about care for many common conditions such as asthma and diabetes. These are guidelines for care recommended by experts and endorsed by us. We also have guidelines for preventive care by age and gender. You can access them on our website at [www.caresource.com](http://www.caresource.com).

## Keep your winning smile – See a dentist

Good dental care is an important part of your health. You should visit your dentist for a routine dental exam every six months. These exams help catch problems early. Then you can get treatment to correct them before they get worse.

Ohio Medicaid covers one dental exam every year. But CareSource members can get two dental exams a year. You can find a participating dentist in your Provider Directory. Or you can use our Find a Doctor tool on our website at [www.caresource.com](http://www.caresource.com).



## Diabetes: Know your numbers

Do you have diabetes? If so, your doctor can help you manage it. Your doctor will also give you important tests to make sure your diabetes is under control.

The following chart shows some of the tests you may get and the levels you should try to achieve to help prevent further problems. Ask your doctor to discuss your numbers with you.

Test	Goal
Hemoglobin A1C Blood Test	7 or lower
Blood Pressure	Below 130/80
LDL Cholesterol	Less than 100
HDL Cholesterol	Over 40 for men Over 50 for women
Triglycerides	Less than 150

## We're at your fingertips

Our Member Portal makes it easy for you to stay in touch with CareSource. You can:

- ▶ Check your eligibility
- ▶ Change your Primary Care Provider (PCP)
- ▶ Request a new member ID card
- ▶ Update your address and phone number. Be sure to call your County Department of Job and Family Services with updates.
- ▶ And more

And you can use it any hour of the day or night, 7 days a week. Just go to our website at [www.caresource.com](http://www.caresource.com) and sign up for the Member Portal. It's fast, easy and convenient.

## Use the ER wisely

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 are thinking about going to an emergency room, remember:

- ▶ Treatment at an ER is not given on a first-come, first-serve basis
- ▶ You may have to wait a long time to be seen
- ▶ The ER is not the place to have minor illnesses or injuries checked
- ▶ Your primary care doctor is trained to care for most of your health care needs

Ask yourself, "Is it safe to wait and schedule a visit with my doctor instead?"

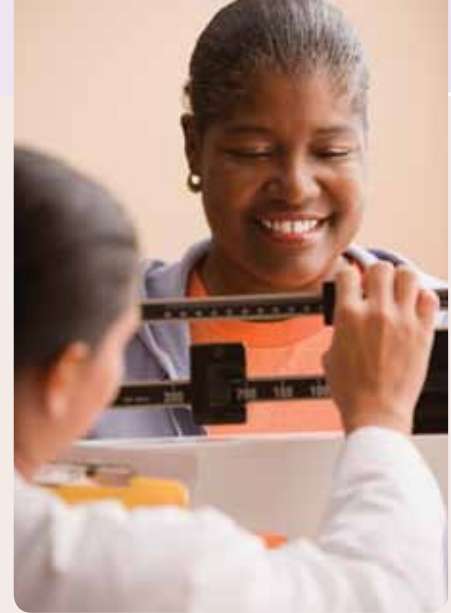
If you don't know what to do, call your primary care provider (PCP). You can call your doctor's office with questions at any time. Your doctor can help you decide where to go. Or you can call CareSource 24, our 24-hour nurse advice line. Just dial **1-866-206-0554**. A registered nurse can talk to you about your health issues and give you advice on what you should do.



## Timely care is a top priority

At CareSource, we know how important it is to see a health care provider in a timely fashion. That’s why we expect participating providers to see CareSource patients within certain time frames.

Below are the time frames for different levels of care. If you have trouble getting in to see a provider on time, please call our Member Services Department for help.



### Primary Care Providers (PCPs)

Patients with. . .	Should be seen. . .
Emergency needs	Immediately upon presentation
Persistent symptoms	No later than the end of the following working day after initial contact with the PCP site
Routine care needs	Within 6 weeks

### Non-PCP Specialists

Patients with. . .	Should be seen. . .
Emergency needs	Immediately upon presentation
Persistent symptoms*	No later than 30 days after initial contact with the specialist site
Routine care needs (stable condition)	Within 12 weeks

Some high-demand specialists (such as dentists and skin doctors) should see patients with routine care needs within 16 weeks.

*\*A member should be seen as quickly as the member’s condition warrants based on severity of symptoms.*

## Use antibiotics correctly

Antibiotics are drugs that fight infections from bacteria. Antibiotics cannot kill viruses. This means it can kill the germs that cause strep throat and pneumonia. Antibiotics cannot kill germs that cause a cold or the flu.

It is important to use antibiotics only for germs it can kill. If you use antibiotics a lot, you may become resistant. This means that the bacteria in your body changes so medicine can’t kill it. If you are resistant, it will take longer to get well.

### Here are some tips:

- ▶ Ask your doctor if an antibiotic will help you get better
- ▶ Do not take an antibiotic for a cold or the flu
- ▶ Find out what else you can do to feel better
- ▶ You will probably feel better before you are done taking your antibiotic. But the germs will not be gone. Be sure to take all of your medicine.
- ▶ Do not take an old antibiotic
- ▶ Do not take an antibiotic that was prescribed for someone else

## What you can do to 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.

Member fraud can be when members let other people use their CareSource ID card or when they sell prescription drugs to others. Health care provider examples are doctors who provide services or prescribe drugs that are not necessary or who bill for services that were not provided. You can learn more about what types of activities are fraud, waste and abuse on our website. Just visit [www.caresource.com](http://www.caresource.com).

### To report anything that does not seem right:



**CALL 1-800-993-0780** (TTY: 1-800-750-0750 or 711). Choose the menu option for members. Then select the option for reporting fraud.



**FAX us at 1-800-418-0248.**



**E-MAIL** a message to [fraud@caresource.com](mailto:fraud@caresource.com).



**WRITE** to us. You can fill out our Fraud, Waste and Abuse Reporting Form found on our website or send a letter to us at:  
CareSource  
Attn: Special Investigations Unit  
P. O. Box 1940  
Dayton, OH 45401-1940

You can report information without leaving your name. If you choose to be anonymous, leave as many details as possible as we will not be able to contact you. Your message will be kept confidential to the extent permitted by law.



## 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:  
1-800-993-0780

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**ACCREDITED**  
HEALTH PLAN (for Medicaid)  
HEALTH CALL CENTER