

MemberSource

Summer 2011

A newsletter for Aged, Blind or Disabled CareSource members

Improved *Find a Doctor* tool now on our website

We have updated our *Find a Doctor* tool. Now it is easier than ever to find a health care provider who participates with CareSource. And you can use it any time, day or night.

Get details like:

- ▶ Provider's address and phone number
- ▶ If the provider is accepting new patients
- ▶ Provider's specialty type
- ▶ Maps and driving directions to provider locations
- ▶ And more

If you need a provider who speaks another language, you can find that too.

Just go to www.caresource.com.

- ▶ First click on Members
- ▶ Next choose Ohio Aged, Blind or Disabled
- ▶ Then click on the *Find a Doctor* link under "Quick Links"

There's never been a quicker or easier way to search our most current list of providers. We verify our data and update it as often as possible, but you should always check with the provider to confirm it. Or, you can call Member Services at **1-800-993-0780** (TTY for the hearing impaired: 1-800-750-0750 or 711).



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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**





Avoid the risks of pain control narcotics

If your doctor has given you strong pain killers like Vicodin, Oxycontin or other narcotics, be sure to follow instructions for them. These drugs are most effective for control of short-term pain. Taking more tablets than prescribed and for longer periods than needed can lead to unwanted side effects. Long-term use can make you become dependent on them.

Never give these powerful medicines to others. And be sure to prevent others from gaining access to them. This will help reduce the risk of overdose and even death. You should be careful using strong pain killers with Tylenol. Even too much Tylenol can be harmful.

Other pain medicines may be just as effective without the risks of narcotic drugs. Or you could try alternatives to drugs. They include:

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

Talk to your doctor about alternatives.



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 Ohio Department of Job and Family Services (ODJFS). 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 **1-800-993-0780** (TTY: 1-800-750-0750 or 711) to ask for it. Follow the menu options to reach Member Services.

Visit us online

The Member Portal on our website makes it easy for you to stay in touch with CareSource.

You can:

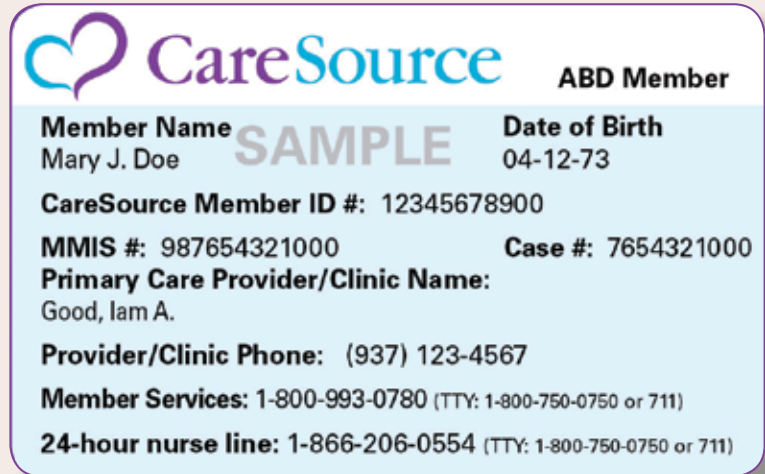
- ▶ Check your eligibility
- ▶ Change your Primary Care Provider
- ▶ Request a new member ID card
- ▶ And more

And you can use it at any time. Just go to our website at www.caresource.com and sign up for the Member Portal. It's fast, easy and convenient.

Show your CareSource ID card

Each member of your family who has joined CareSource has a CareSource ID card. Be sure to show your card each time you go to the doctor, hospital, urgent care center and pharmacy.

You should also have your ID card ready when you call Member Services. We will need the member ID number listed on your card. This will help us serve you faster.



4 ways to report suspected fraud, waste or abuse

CareSource has a program to handle cases of managed care fraud.



To report anything that does not seem right:

- 1. 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.
- 2. Fax** us at 1-800-418-0248.
- 3. E-mail** a message to fraud@caresource.com.
- 4. 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 learn more about what types of activities are fraud, waste and abuse on our website. Just visit www.caresource.com.

Got questions? We can help



Do you have a question or concern about CareSource? Let us know. We want to help. Here are three easy ways to contact us:

- 1. By phone** – Call us at **1-800-993-0780** (TTY for the hearing impaired: 1-800-750-0750 or 711), Monday – Friday, 7 a.m. – 7 p.m., except on holidays.
- 2. By e-mail** – You can send an e-mail at any time through our website. Just visit www.caresource.com.
- 3. Visit us** – Our headquarters is located at 230 N. Main Street in Dayton, Ohio.

Looking at what's new

We look at new health care services not covered by the Ohio Medicaid fee-for-service program. 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.

CareSource may decide that a new development will be a covered benefit. This includes newly developed:

- ▶ Health care services
- ▶ Medical devices
- ▶ Therapies
- ▶ Treatment options

Coverage is based on:

- ▶ Updated Medicaid and Medicare rules
- ▶ External technology assessment guidelines
- ▶ Food and Drug Administration (FDA) approval
- ▶ Medical literature recommendations

If we have a new covered benefit, we will let you know through:

- ▶ The Member Handbook
- ▶ A letter or newsletter
- ▶ Our website

CareSource's new transportation vendor

CareSource has a new transportation vendor. On April 1, 2011, TMS started providing transportation services for CareSource members in Ohio.

It's easy to arrange for a ride. Just 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 still gives all members 30 one-way trips per member per calendar year to health care, redetermination and WIC visits. We also offer same-day rides for hospital discharges. Members will need to use the same process to ask for this service.





Focus on quality

Our members are always our top concern. That's why CareSource has a Quality Improvement (QI) program. It links knowledge, structure, and processes together. We use it to assess and improve the quality of care and service you get from CareSource. Our QI program keeps track of and evaluates:

- ▶ The quality of member care
- ▶ How appropriate care is
- ▶ Outcomes of care



CareSource uses the Healthcare Effectiveness Data and Information Set (HEDIS®) project each year as one way to evaluate these aspects of care.

The National Committee for Quality Assurance (NCQA) developed and maintains HEDIS®. It allows for consistent assessment of specific aspects of performance. It helps us measure how well we do in both clinical and non-clinical areas. It also provides a basis for our efforts to improve care and service. Examples are:

- ▶ Member satisfaction
- ▶ Preventive care
- ▶ Programs to help keep you healthy for people with asthma and diabetes
- ▶ Ensuring your information stays private
- ▶ Making sure your doctors are qualified

Overall, CareSource improved on 25 of 46 (54 percent) selected HEDIS® measures from 2009 to 2010. CareSource met or exceeded the 75th percentile national Medicaid health maintenance organization (HMO) score for three measures. This means that CareSource performed the same as or better than 75 percent of Medicaid health plans in the country in those areas.

You can find out more about our QI program. You can also see how CareSource compares to the NCQA percentiles. Just visit our website at www.caresource.com.

Celebrating women's health

May 9, 2011, was National Women's Checkup Day. Women across the country were encouraged to receive or schedule a preventive health checkup. Did you? If not, call your doctor today!



What can a CareSource case manager do for you?



More than you might think!

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 **1-800-993-6902**.



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

P.O. Box 8738
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ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER