

MemberSource

Fall 2011

A newsletter for Aged, Blind or Disabled CareSource members

Changes in Ohio Medicaid Prescription Program

On October 1, 2011, CareSource will begin paying for prescription drugs and some prescription medical supplies at the pharmacy (diabetic supplies, inhaler spacers, peak flow meters, syringes, needles, alcohol wipes, and condoms). This means that you will need to get your prescription drugs at a pharmacy that accepts CareSource.

These changes affect everyone in your family who gets health care through CareSource or any other Ohio Medicaid managed care plan.

You must use the new member identification (ID) card that CareSource will be sending you in September. Your new card lets pharmacies know that CareSource will pay for your prescriptions.

If you have questions about your prescription coverage or problems with your pharmacy, call CareSource Member Services at **1-800-993-0780** (TTY: 1-800-750-0750 or 711). Member Services is open 7 a.m. to 7 p.m., Monday through Friday.



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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**



Open enrollment coming in November

In November, all Ohio Medicaid members have a chance to change their managed health care plan. This is called an “open enrollment” period.

- ▶ **We appreciate you as a member. We hope you will stay with us.**
- ▶ You don't have to do anything if you want to stay with CareSource.

Are you unhappy with our service for any reason? If so, please let us know. Your feedback can help us improve. Just call Member Services at **1-800-993-0780** (TTY: 1-800-750-0750 or 711).

Count the reasons to stay with CareSource

We cover all of the benefits offered by Ohio Medicaid. We also offer benefits like:

- 1.** No co-pays on health care visits
- 2.** Transportation to:
 - Health care visits
 - Medicaid redetermination appointments
- 3.** A large, local network of primary care providers, hospitals and specialists
- 4.** CareSource 24, our 24-hour nurse advice line
- 5.** Case management nurses to help you coordinate your care

We are pleased with the high level of satisfaction that we hear from members like you. Remember that you can help us by sharing your positive CareSource experiences with anyone who is thinking about a plan change. Your satisfaction is our best reference!



Our Member Portal makes it easy

Have you signed up to use the Member Portal on our website? It's an easy way 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** to sign up. It's fast, easy and convenient.

Ohio Benefit Bank is here to help

Do you need help with food, utilities or other needs? The Ohio Benefit Bank can help. You can find help at more than 1,100 locations through Ohio. Help is available where you live, work and pray. It can:

- ▶ Help you enroll your kids in the free and reduced-price lunch program
- ▶ Offer free help filing your income taxes
- ▶ Connect Veterans of the armed services to education and training programs (starting in September)
- ▶ And much more

Just visit www.ohiobenefits.org. You can:

- ▶ Learn more
- ▶ Find a location
- ▶ Apply for help online

Or call 1-800-648-1176.



See your PCP

Are you busy with family, school, work and a host of other things all at once? With all the things we juggle, it's not always easy to remember doctor appointments. And it is important to make them and keep them so you can stay healthy.

Your Primary Care Provider (PCP) is trained to care for most of your health care needs. Even after hours, your provider's office will have a doctor on call who can advise you. Please schedule annual checkups with your PCP. Health screenings can find health problems early and sometimes before symptoms appear.



If you are unable to go to your appointment, please contact your provider. Call the office 24 hours in advance to let them know and reschedule.

Interpreter services can help you connect

Is there a CareSource member in your family who:

- ▶ **Does not speak English as a main language?**
- ▶ **Is vision- or hearing-impaired?**
- ▶ **Has limited reading skills?**

If so, we can help. We offer sign and language interpreters. They can help you communicate with CareSource or your health care provider. You can get help on the phone or in person. We can also give you some printed materials in other languages or formats. Or we can explain them orally, if needed.

Just call Member Services at **1-800-993-0780** (TTY: 1-800-750-0750 or 711) to arrange services. There is no cost to you. We want to make sure you understand your doctor and your health care benefits.



Enhanced program for members with asthma

Did you know that more than 34 million people in the U.S. have been diagnosed with asthma?

If you have asthma, we can help. CareSource now has an enhanced program to help meet your health care needs if you have asthma.

We will reach out to help 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.



Make the most of school sports physicals

Let's face it. Teens are busy. School, friends and sports take up a lot of their time.

Is your teen a CareSource member? If so, be sure to make the most of his or her school sports physical.



Ask your teen's doctor to perform a well-child checkup at the same time. This will save you the time and hassle of going back to the doctor again during the year for another annual exam.

Why stop smoking?

300% — Increased risk of heart disease for smokers (compared to non-smokers)

150% — Increased risk of heart disease for ex-smokers after one year off cigarettes

0% — Increased risk of heart disease for ex-smokers after 15 years off cigarettes

0% — Increased risk of stroke for ex-smokers after 5-15 years off cigarettes

It's never too late to quit. Make today the day you stop smoking for good.

Source: www.quitterswin.com

Living with severe mental illness

Have you been diagnosed with a severe mental illness? If so, you may be at risk to develop other chronic illnesses such as diabetes, hypertension and cardiovascular diseases.

To change this, you can play an active role in your treatment. You can:

- ▶ Get regular physical health checkups.
- ▶ Ask about screenings for conditions such as heart disease, diabetes and high blood pressure.
- ▶ Go to all your scheduled appointments.
- ▶ Tell your doctor if you are not able to take your medicine or follow your treatment plan. Your doctor can help adjust your plan to meet your needs.

Your CareSource case manager can help. He or she will:

- ▶ Explain your benefits for physical and mental health care.
- ▶ Help you coordinate your care between your health care providers.
- ▶ Help you prepare questions for your providers before your appointments.
- ▶ Help you get transportation to your appointments.
- ▶ Talk with your providers to make sure you are getting the services you need.



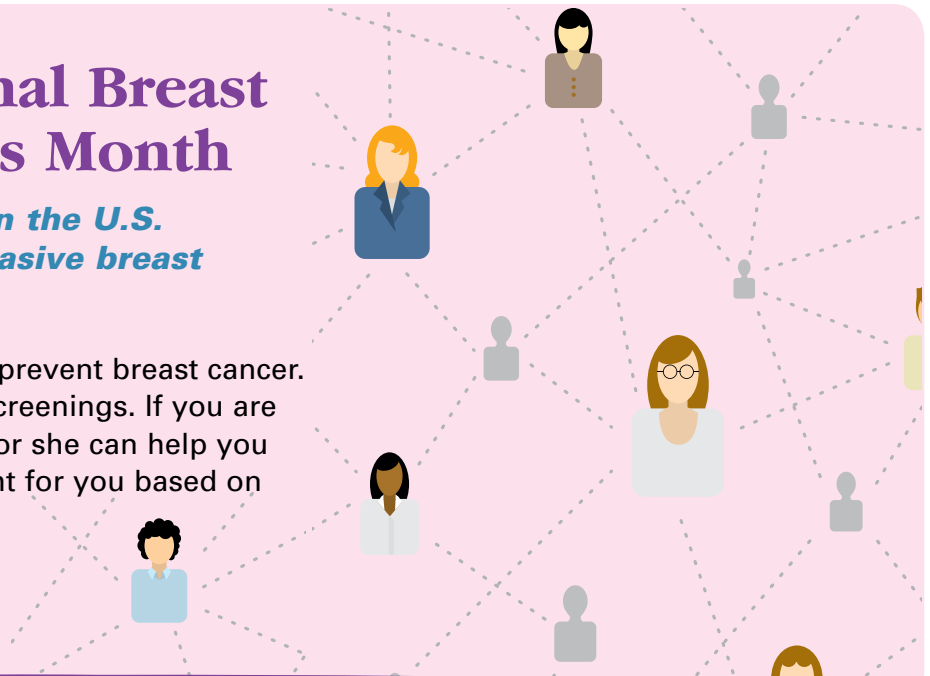
Please contact Member Services at **1-800-993-0780** to learn more.


October is National Breast Cancer Awareness Month

FACT: About 1 in 8 women in the U.S. (12 percent) will develop invasive breast cancer during her lifetime.

Learn what you can do to find and prevent breast cancer. This includes getting appropriate screenings. If you are 40 or older, talk to your doctor. He or she can help you decide when a mammogram is right for you based on your health and family history.

Source: www.breastcancer.org





CareSource offers care guidelines

CareSource has guidelines for you and your doctor about getting appropriate care. These are guidelines for care recommended by experts and endorsed by us.

We have guidelines for many common conditions. We also have guidelines for preventive care by age and gender. They help guide member health screenings and exams regardless of health status.

Guidelines focus on:

► Women's health

- Breast cancer screening
- Cervical cancer screening
- Chlamydia screening
- Prenatal care
- Postpartum care

► Diabetes care

- Retinal eye exam
- HbA1c testing
- LDL-C screening
- Blood pressure monitoring
- Monitoring for nephropathy

► Asthma care

- Use of appropriate asthma medications for people 5-56 years old

► Children's health

- Well-child visits (birth-21 years)
- Lead screening in children
- Immunizations
- Teen well-care visits

Talk to your doctor about making sure you receive the care you need. You can find the guidelines on our website at www.caresource.com. Click on "Providers" for the state you live in. Then click "Member Care," then "Clinical Guidelines."



Help prevent the flu: Get a flu shot

Getting a flu shot is the best way to prevent the flu. This year's flu vaccine will contain the same virus strains as last year's. Even so, experts say that getting a flu vaccine every year offers the best chance to be fully protected. They also recommend a flu shot for everyone older than six months. If you have questions, talk to your primary care provider.

Renewing your Medicaid benefits



Is it time to renew your Medicaid benefits? You need to renew them to keep your CareSource coverage.

You can renew your benefits by phone, fax or e-mail. You don't have to fill out a form or have a face-to-face visit with your caseworker. And you only have to renew them once a year.

Please make sure your caseworker has your current phone number and address. This will help speed up the renewal process. For more information, talk to your caseworker. Or you can call the Medicaid Consumer Hotline at 1-800-324-8680.

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.



Member fraud can be when members:

- ▶ Let other people use their CareSource ID card.
- ▶ Sell prescription drugs to others.

Health care provider examples are doctors who:

- ▶ Provide services or prescribe drugs that are not needed.
- ▶ Bill for services that were not provided.

You can learn more about what types of activities are considered fraud, waste and abuse on our website. Just visit 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.
- ▶ Send an e-mail message to 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.

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 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.

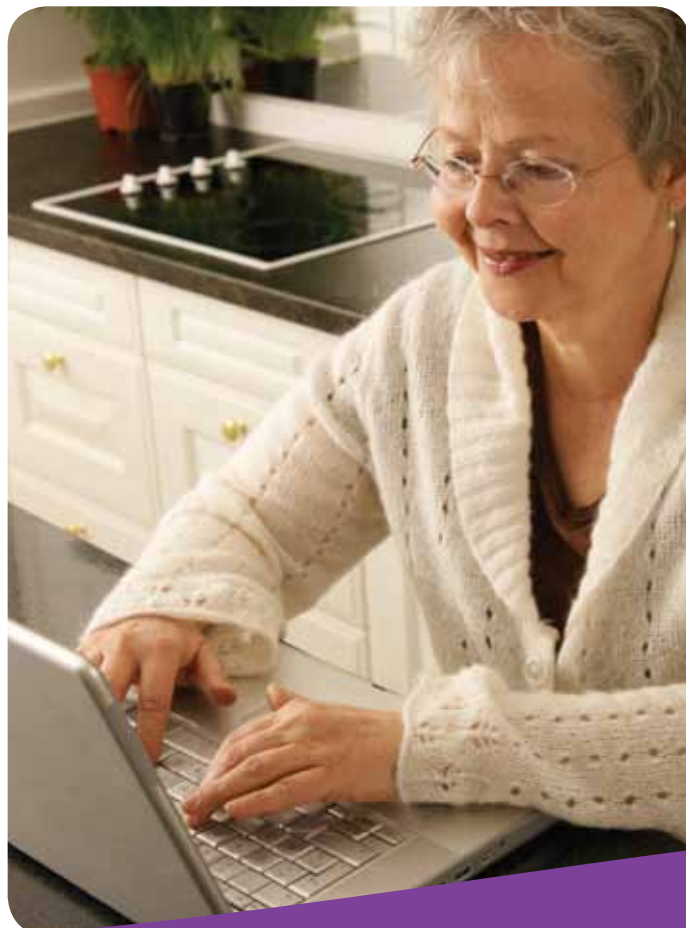
Submit your health questions online

Now you have another easy way to contact CareSource 24, our 24-hour nurse advice line. You can fill out an online form to ask a health or medical question at any time. Then just click "Submit." A registered nurse from CareSource will review your question, search for information and call you within 24 hours.

Please do not use this form if you are experiencing symptoms. If you have symptoms or an urgent medical question, please call CareSource 24 to speak with one of our nurses.

Just visit our website at www.caresource.com to get started. Click on "Members," then "Ohio." Then click on "Aged, Blind or Disabled." Choose "Benefits and Services," then "Nurse Advice Line."

And don't forget – you can still call CareSource 24 for the same great service. Just dial **1-866-206-0554**.



Benefit updates

Pain management services

CareSource wants to make sure our members get the help they need for pain. We also want to make sure it is safe and effective. That's why we have updated our policy on some pain management services.

We have made changes to how many trigger point injections members can get in a year without prior authorization. We also now require providers to get approval from CareSource first for some pain management injections that didn't require it before. These changes started on July 1.

Specialty drugs

Some drugs, called "specialty" drugs, are managed by CareSource, not Ohio Medicaid. Some specialty drugs given in your doctor's office may require prior authorization.

Starting June 15, 2011, your doctor will need to get approval from CareSource first for these specialty drugs. CareSource will work with your doctor to make sure that you get the drugs you need. Your health is always our top priority.

You can find a list of the drugs this affects on our website at www.caresource.com. If you have questions about these updates, please call Member Services at **1-800-993-0780**.



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.

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ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER