

MemberSource

Winter 2011

A newsletter for Aged, Blind or Disabled CareSource members

Be heart smart: Keep your cholesterol in check

High blood cholesterol is one of the main risk factors for heart disease. When your cholesterol is too high, it builds up in your arteries and they become narrow. Blood flow to the heart is slowed down or blocked. This can cause a heart attack or even death.

Factors that can affect your cholesterol levels are age, gender, family history, diet and weight. Often there are no symptoms when you have high cholesterol. That is why it is important to know your cholesterol numbers and take steps to keep them within a healthy range. You can:

- ▶ Eat a diet low in saturated fat.
- ▶ Maintain a healthy weight.
- ▶ Exercise. Ask your doctor first about the best physical activity program for you.

A healthy diet and weight are especially important if you already have a heart condition. You should also control other factors such as high blood pressure and smoking.

Talk to your doctor to learn more. Or visit the National Heart, Lung and Blood Institute website at www.nhlbi.nih.gov. Look under Health Information for the Public.



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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



Your pharmacy benefit



Did you know that CareSource now pays for your pharmacy prescription benefits? On October 1, we began paying for prescription drugs and some prescription medical supplies at the pharmacy. Now you can get your prescription filled at any pharmacy that accepts CareSource. Need a pharmacy close to home? Just go to www.caresource.com and use our easy *Find a Pharmacy* tool.

Questions? We're here to help you. 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.

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.

Do you have other insurance?

Does someone in your family have health insurance other than CareSource? Maybe you have coverage through your job. Or your kids may be covered through their other parent. If so, please tell us. Just call Member Services at **1-800-993-0780**. You should also:

- ▶ Show both of your insurance ID cards when you go to the doctor or pharmacy.
- ▶ Let CareSource and your county caseworker know right away if your other insurance changes.

When you have other insurance, there are rules that govern when CareSource should be billed. If you need more details about this, you can:

- 1.** Look in your Member Handbook
- 2.** Visit our website at www.caresource.com
- 3.** Call Member Services at the number above





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.

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

Need a ride? We can help

CareSource offers rides to health care, redetermination and WIC (Women, Infants and Children) visits. You can get up to 30 one-way trips per member per calendar year. We also offer same-day rides for hospital discharges. Transportation services are provided for our members by TMS.

It's easy to schedule a ride. Just call Member Services at **1-800-993-0780**. Select the menu option for members. Then choose transportation.



Help us stop prescription fraud in Ohio

Prescription drugs are often the subject of fraud, waste and abuse. When a person engages in fraudulent actions in relation to a prescription of any type, this is referred to as prescription fraud. Below are some examples:

- ▶ Using another party's identity to obtain a medication.
- ▶ Obtaining a doctor's prescription pad and forging a prescription.
- ▶ Altering the prescription.
- ▶ Selling prescriptions to another individual.

CareSource does its part in cutting down on prescription fraud, waste and abuse through its Special Investigation Unit. Our unit works closely with members, providers, and law enforcement when prescription fraud is found. Member safety is our priority. You can learn more about other types of fraud, waste and abuse activities 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 email 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.

Holiday schedule

Our Member Services Department is open Monday through Friday from 7 a.m. to 7 p.m. except on these holidays:

- | | |
|--------------------|------------------------------|
| ▶ New Year's Day | ▶ Thanksgiving Day |
| ▶ Memorial Day | ▶ The day after Thanksgiving |
| ▶ Independence Day | ▶ The day before Christmas |
| ▶ Labor Day | ▶ Christmas Day |

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

Good communications = A healthy you!



It can be hard to understand what your health care provider is telling you. You can make it easier by asking three easy questions. This is called **Ask Me 3™**:

- 1.** What is my main problem?
- 2.** What do I need to do?
- 3.** Why is it important for me to do this?

Ask Me 3™ is a National Patient Safety Foundation (NPSF) education program. It was created to help you talk with your health care providers.

Here are more tips:

- ✓ Tell your doctor “I don’t understand.” (This may be uncomfortable. But, it is very important.)
- ✓ Repeat the doctor’s instructions back to him/her.
- ✓ Ask him/her to write the instructions down for you.
- ✓ Take a list of all of your medications with you to each doctor visit. Or, you can put all of your medicines in a bag and take them with you.

You can also call CareSource 24, our 24-hour nurse advice line, at **1-866-206-0554** anytime you need your questions answered.





A freckle? A mole? A melanoma?

If you are one of those people with dozens of moles or freckles all over you, it's easy to shrug them off. Don't. You are more at risk than most people for melanoma – a form of skin cancer.

Whether you have one spot or 100, check each and every one for:

- A.** Asymmetry (an odd shape)
- B.** Borders that are uneven
- C.** Colors that vary
- D.** Diameter (width) bigger than a pencil eraser
- E.** Evolving (changing in any way over time)

If you notice something unusual, talk to your doctor right away.

Source: www.melanomafoundation.org



Know your BMI 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 such as heart disease or stroke.

The chart below shows adult BMI ranges. Talk to your doctor about your BMI reading and what you can do to manage it.

Adult BMI	Weight Status
Below 18.5	Underweight
18.5 – 24.9	Normal
25.0 – 29.9	Overweight

Control your diabetes

Do you have diabetes? If so, you are not alone. Nearly 18 million people in the U.S. have been diagnosed with it.

If you have diabetes:

- ▶ Get an eye exam every year. CareSource covers a yearly exam if you have been diagnosed with diabetes.
- ▶ Get your cholesterol (LDL-C) checked at least once a year.
- ▶ Get a hemoglobin A1c test at least twice a year. This is a test that checks your blood sugar control.
- ▶ Get your blood pressure checked each time you go to the doctor.

Talk to your doctor about these important tests. They can help prevent complications.

We can help you manage your health

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**.

Focus on high-risk members

Over the next few months, CareSource will be improving our case management services for high-risk members. This includes those who are most likely to develop severe complications or have a condition that would get much worse without help.

Under the new structure, our staff will:

- ▶ Develop a focused, community-based program for members with the highest need for case management services.
- ▶ Schedule face-to-face meetings with our most at-risk members to help ensure their needs are being met.

We will continue to provide quality case management for members who are not considered to be at highest risk and will continue to serve all of our members with care and compassion.

Get smart about your asthma medications

Asthma can be scary and dangerous if it is not controlled. And knowing how to use your asthma medications can be confusing. Your Primary Care Provider (PCP) can help you learn how to use your medication the correct way. If you need help, make an appointment with your PCP. Remember to take all of your medications with you to the appointment.

5 ways to live better with asthma

Follow these steps to help control your asthma:

- 1.** Find out what your triggers are.
- 2.** Avoid things that cause your asthma attacks.
- 3.** Pay attention to how you feel.
- 4.** Take your medicine.
- 5.** Ask your doctor if you need to be on a daily medicine to prevent flare-ups.





Prevent colds and flu



It's that time of year again.
Shorter days. Cooler weather.
And colds and flu.

As people spend more time with others indoors, germs can pass easily from person to person. You can lower your family's chance of getting sick this winter with a flu shot and frequent hand washing.

To learn more about colds and flu call CareSource 24, our 24-hour

nurse advice line. Just call **1-866-206-0554** any day of the week. You can talk to a nurse who can answer any of your health questions.

Checkups can improve your health

Please schedule adult annual checkups with your Primary Care Provider (PCP) even when you feel well. Routine health screenings can find health problems early and sometimes before symptoms appear.

Call your PCP today. You'll be glad you did.



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