



## Allergies and asthma bloom in spring

Spring brings flowers and warm sunny days. But spring is often the worst time of the year for people with asthma and allergies. Grass, pollen, mold and dust in the air outside can make symptoms worse. More than 20 million Americans suffer from asthma. An additional 50 million suffer from seasonal allergies. But both are treatable.

If you have asthma, it is important that you know how to take your medicine the correct way. Some people benefit from taking medications that help prevent flare-ups. It is the best way to control your asthma. If you need help, ask your primary care doctor. Schedule an appointment and take all of your medicine with you to the appointment. Your doctor can help you and answer your questions.

### In this issue:

- 2 Take control of your health
- 4 Booster seat law: Know the facts
- 5 7 steps to a healthy pregnancy

### 5 steps to control your allergies and asthma

- 1 Find out what your triggers are.
- 2 Avoid things that cause your allergies and 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.

### How to reach us

Member Services: 1-800-488-0134 (TTY: 1-800-750-0750)  
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0554



# Case management

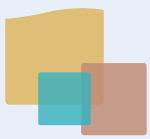
## Helping you take control of your health

At CareSource, one of our goals is to help you take the best possible care of your health. That's why we have case management programs. They can help you better manage your health conditions.

Do you have asthma or diabetes? Are you pregnant? We can help you with these conditions and more. There is no cost to you. We offer:

- ▶ Education about your condition. We can help you understand your medicines and symptoms.
- ▶ One-on-one help from a nurse or other specialist trained to help with your specific needs and coordinate your care.
- ▶ Help finding local resources for things that affect your family's health like housing, food, or services for children.
- ▶ Support for your doctor's plan of care.
- ▶ Strategies you can use to live a better quality of life.

Please call us if you have any questions about these services. We are happy to help. To contact a case manager, call **1-800-488-0134** (TTY: 1-800-750-0750).



## 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 **1-800-488-0134** (TTY: 1-800-750-0750) to ask for it. Follow the menu options to reach Member Services.

## Check us out online

CareSource has a website where you can get a lot of important health information for you and your family. Visit us at [www.caresource-ohio.com](http://www.caresource-ohio.com). You can:

- ▶ Find a provider who participates in your area.
- ▶ Ask questions about your benefits.
- ▶ Fill out a health risk assessment form to help us serve you better.

We are always adding new options to our website so check back often. We want to offer you as many ways to communicate with us as possible. If you don't have a computer, you can use one for free at many local libraries.



## Keep the weight off

Did you know that most people who lose weight on a diet gain it back in a year or less? To keep weight off, you must change your way of eating and living permanently. Continue to eat healthy foods and stay active. Research shows that people who exercise regularly are the most likely to keep their lost weight off.

## Help us prevent fraud or abuse

CareSource has a program to handle cases of managed care fraud. You can help by reporting suspected fraud to us.

To report anything that does not seem right:

- ▶ Call **1-800-488-0134**. (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](mailto:fraud@caresource.com).
- ▶ Write to us. You can fill out our Fraud Reporting Form by going to our website at [www.caresource-ohio.com](http://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

# Regular checkups keep your child healthy

It is important to take your children to the doctor even when they are not sick or hurt. Children should have regular checkups to make sure they are growing and developing normally and to help prevent future illnesses. These checkups are called well-child exams.

Children should have a well-child exam at the following ages:

- ▶ 1 month
- ▶ 2 months
- ▶ 4 months
- ▶ 6 months
- ▶ 9 months
- ▶ 1 year
- ▶ 15 months
- ▶ 18 months
- ▶ 2 years
- ▶ Once a year from ages 3 through 20

Call your child's doctor to make an appointment. Be sure to take your child's shot records with you. Ask your doctor about a blood lead test if your child is 1, 2 or 3 years old.

## Booster seat law: Know the facts

Did you know that:

- ▶ Ohio will soon enact a booster seat law. The law is for children ages 4 through 7 and shorter than 4 feet, 9 inches. The law says they must be in a federally approved booster seat while riding in a car.
- ▶ More than 400 children ages 4 through 8 are killed in traffic crashes each year across the country. About 70,000 more are hurt.
- ▶ Research shows that booster seats make car rides safer for kids. They reduce the risk of serious-injury crashes by 59 percent for children ages 4 through 7 when compared to using only a seat belt.

Source: Ohio Booster Seat Coalition

## Has your child been tested for lead?

Lead poisoning is a danger to children. They can get it from paint, dust, tap water, dirt and other sources. Often, there are no signs when children have too much lead. Lead poisoning is very serious and can be deadly.

Simple blood tests are used to find out how much lead is in a child's blood. All children should be tested at age 1 and 2. Children between the ages of 3 and 6 who have not been tested before should also be tested.

Call your child's doctor today to have your child tested or visit your local health department. CareSource will pay for the test.



# 7 steps to a healthy pregnancy

- 1** Choose a provider like an obstetrician, primary care provider, nurse practitioner or nurse midwife as soon as you think you are pregnant. If you need help finding a provider, call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750).
- 2** Go to all your prenatal care appointments.
- 3** Take the prenatal vitamins that your physician gives you. You and your baby need vitamins to stay healthy during your pregnancy.
- 4** Say no to alcohol, drugs and smoking. All of these can hurt your baby and cause low birth weight and learning disabilities.
- 5** Eat healthy. Eat balanced meals that include grains, fruits, vegetables, milk and milk products like cheese, and meat and protein foods.
- 6** Get lots of rest. During the first part of your pregnancy, you may feel extra tired.
- 7** Exercise. Light to moderate exercise during pregnancy is good for both you and your baby. Exercise makes you more comfortable, happier, and helps you recover more quickly after your baby is born. Try exercises like walking, swimming or yoga. Always check with your doctor before starting any exercise program.



## Tax tips to help you save money

Tax time is here. And there are several tax credits and benefits you may not know about. They may help you save time and money. Here are a few.

- ▶ **The Earned Income Tax Credit** – Did your family earn \$42,000 or less last year? Then you may be eligible for the EITC. The credit amount varies. It depends on your marital status, income and number of children.
- ▶ **Child or Dependent Care Credit** – Do you pay someone to come to your home and care for your child or spouse? If so, you may be able to earn this credit.
- ▶ **Free tax help** – You may also qualify for free help to file your tax return. No fees are involved. Call the Ohio Benefit Bank at **1-800-648-1176** to find a location near you. The OBB offers free help for those who made up to \$56,000 last year. The VITA program through the IRS offers help to those who earned \$42,000 or less. To find the closest VITA site, call 1-800-829-1040.



P.O. Box 8738  
Dayton, OH 45401-8738

---

NONPROFIT ORG.  
U.S. POSTAGE  
**PAID**  
DAYTON, OH  
PERMIT NO. 1436

---



## Quit smoking for good

Spring is a time for new beginnings. And there is no better time to stop smoking once and for all. If you need help, use the Ohio Tobacco Quit Line. It's free. Just call **1-800-QUIT-NOW** (1-800-784-8669). Why wait? Call today.

## 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 2009, 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 **1-800-488-0134** (TTY: 1-800-750-0750).



## MemberSource

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

Toll-free phone:  
**1-800-488-0134**

P.O. Box 8738  
Dayton, OH 45401-8738



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