

MemberSource

Fall 2009

A newsletter for CareSource members

Check out our new website

CareSource wants to make it easy for you to get the information you need about your health and benefits. That's why we have updated our website. Now it is easier and faster than ever before to find what you are looking for online. We also have a new web address at www.caresource.com.

Our updated website still includes important health care information just for you such as:

- ▶ Benefit details – what's covered and what isn't
- ▶ Doctors and pharmacies that participate in your area
- ▶ Medications that need prior approval
- ▶ A way to send us your own questions through the Web
- ▶ Health tips and much more

It's all at your fingertips. Visit www.caresource.com today.



See if you qualify for extra help

The Governor's office and community groups across the state have formed a partnership. It is called the Ohio Benefit Bank. It helps Ohioans access work support benefits. This includes tax credits and public services.

You can find out if you qualify. You can also find where you may be able to get help in your community. Just go to the website at www.governor.ohio.gov/Default.aspx?alias=www.governor.ohio.gov/obb.

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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



Program helps members after they leave the hospital

Being admitted to a hospital can be scary and stressful. Sometimes it is hard to remember what the doctors and nurses tell you to do when you are ready to go home. That's why CareSource has a Bridge-to-Home™ program to help you.

CareSource wants to make sure that you have the things you need when you get home from the hospital. Our Bridge-to-Home nurses and social workers will call or visit you while you are still in the hospital. They can help you:

- ▶ Understand your doctor's discharge plan
- ▶ Make any needed follow-up appointments
- ▶ Get any prescribed medicines you will need at home
- ▶ Coordinate other medical services, if needed

They will also call you once you are home to answer any questions you might have. If you are admitted to a hospital, you can contact CareSource about this program. Just call **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Ask to speak to a case manager.



Include well-child exams on your Back-to-School list

Your child's Back-to-School list should include more than just pencils and paper. It is also a good time to schedule a checkup with your child's doctor. Children should have regular checkups to make sure they are growing and developing normally. 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

Well-child exams can help make sure your child is healthy and ready to learn. If your child is due for a well-child visit, call to schedule an appointment today. Be sure to take your child's shot records with you. Immunizations are an important part of these exams, especially for babies and young children entering school for the first time.

If you need help with transportation to the visit or finding a doctor, CareSource can help. Just call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

Diabetes checklists

Do you have diabetes? You are not alone. Nearly 18 million people in the United States have been diagnosed with it.

Diabetes is caused when the body cannot properly convert food to energy. This results in a build up of sugar in the blood. It can lead to serious health problems if it is not controlled. There are many things you can do to prevent complications. Use these checklists to help you.

If you have diabetes:

- ▶ See your doctor as often as he or she tells you.
- ▶ Get a hemoglobin A1c test when your doctor says you need one. This is the test that checks your blood sugar levels.
- ▶ Get an eye exam every year. CareSource will cover the yearly exam if you have been diagnosed with diabetes.
- ▶ Get your cholesterol checked at least once a year.
- ▶ Get your blood pressure checked each time you go to the doctor.
- ▶ Ask your doctor to do a simple blood test to make sure your kidneys are working at their best.

Other things you can do to live better with diabetes:

- ▶ Follow your doctor's advice and take any medicine prescribed for you.
- ▶ Follow your meal plan.
- ▶ Exercise regularly.
- ▶ Take care of your feet. They can be affected by poor blood flow or nerve damage that diabetes may cause. Your doctor should check them at each visit.

If you don't have diabetes, being overweight or having a family history of diabetes can put you at risk for developing it. At your next checkup, ask your doctor about diabetes and ask if you should have your blood sugar tested.



Give a baby present to yourself!



Schedule a follow-up visit to your doctor after your baby is born

Did you just have a baby? If so, chances are your life has been turned upside down! With all the demands of caring for a little one, don't forget about yourself. Taking care of you is just as important as taking care of the baby.

Postpartum is the period of time following the birth of a baby. It is the time your body changes back to a non-pregnant state. Be sure to schedule a follow-up visit with your OB doctor. Your doctor will tell you when you should be seen. It is usually within a few weeks after delivery. This visit helps make sure you are recovering normally. If not, your doctor can help you with any problems.

Always follow your OB doctor's advice. Adjusting to your baby's around-the-clock eating and sleeping schedule takes a lot of time and energy. Don't try to do too much too fast. If you have friends or relatives who can help you, ask them for support.

And remember, CareSource has a 24-hour nurse advice line. You can talk to a nurse about any health or medical questions you might have. Just call **1-866-206-0554**.

4 WAYS

to stay well in cold and flu season

As cold weather approaches, adults and children may get a cold or the flu. A cold is caused by a virus and clears up by itself in one to two weeks. (Antibiotics will not help treat a cold.) The flu is more serious and can lead to more serious illnesses like pneumonia. What may seem like a cold might be the flu. Here is how to tell the difference:



Swine flu vaccine coming soon

You have probably heard a lot about the swine flu (H1N1 virus). A vaccine is being produced. It will start being available later this year. This vaccine is to be used in addition to the regular flu shot.

No one knows how severe the H1N1 virus will become. But, if the virus is widespread, experts recommend that certain groups of people get the vaccine before others. Pregnant women and children are some of the people most likely to have a severe flu or related complications. So they would be among the first to be vaccinated. Others include health care workers and young adults through age 24.

CareSource is working to stay informed of H1N1 virus developments and treatment options. You can learn more at the Centers for Disease Control and Prevention website at www.cdc.gov.

Cold Symptom	Flu Symptom
Low or no fever	High fever
Sometimes a headache	Headache is common
Stuffy, runny nose	Sometimes a stuffy nose
Sneezing	Sometimes sneezing
Mild, hacking cough	Cough that might get worse
Slight aches and pains	Often severe aches and pains
Mild fatigue	Fatigue that doesn't go away
Sore throat	Sometimes a sore throat
Normal energy level	Exhaustion

There are several things you can do to keep from getting a cold or the flu:

- 1. Get a flu shot.** CareSource covers flu shots for you or your child at no cost to you. Many people worry that a flu shot will give them the flu. Because the vaccine does not have a live germ, it cannot cause the flu. Ask your doctor if a flu shot is right for you.
- 2. Cover your mouth when you sneeze or cough.** Teach your children to do the same. Cold and flu germs spread through the air.
- 3. Wash your hands often.** Cold and flu germs can live on doorknobs, telephones and other everyday items.
- 4. Eat healthy foods and get plenty of rest.** Healthy habits help your body fight off germs.

You can call CareSource 24, our 24-hour nurse advice line, 24 hours a day, 7 days a week to talk to a nurse who can answer your health questions. Just call **1-866-206-0554**.



Professional treatment can help bipolar disorder

Do you know someone with bipolar disorder? This is a condition that can cause a person's mood to shift from extreme highs (mania) to extreme lows (depression).

Signs of mania include:

- ▶ Poor judgment
- ▶ Rapid speech
- ▶ Racing thoughts
- ▶ Risky behavior

Signs of depression include:

- ▶ Thoughts of death or suicide
- ▶ Extreme sadness
- ▶ Withdrawal from activities the person used to enjoy

Nearly everyone who suffers from bipolar disorder can be treated successfully with professional help. What can you do to help someone you care about?

- ▶ Point the person toward treatment. Make them aware of unusual episodes of high or low moods that do not go away on their own.
- ▶ Offer your support. It often takes time to figure out what types of treatment are best for each patient.
- ▶ Encourage them to take any medicine prescribed by their doctor even when they feel well. The doctor can tell them what side effects to expect.

We can help you learn more about this disorder. We can also help find treatment programs and resources in your area. Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Ask to speak to someone about bipolar disorder.



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

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Help with winter heating bills

Do you need help paying your heating bills? If so, there is a state program that can help you. It is called the Home Energy Assistance Program (HEAP).

If you are eligible, you can get financial assistance. You must fill out a form and apply for help first. To learn more, contact the Ohio Department of Development at 1-800-282-0880. Or you can contact your local Community Action Agency.

Our Member Portal makes it easy for you!

CareSource is always looking for ways to make it easier for you to get the health care you need. On our new Member Portal, you can:

- ▶ Change your Primary Care Provider
- ▶ Check your eligibility
- ▶ Update your address to make the most of all of your CareSource benefits

You can use our Member Portal anytime that you want – 24 hours a day, 7 days a week! Just go to www.caresource.com.



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

OH-MCFC-207