

MemberSource

Summer 2010

A newsletter for Covered Families and Children members

Keep your CareSource benefits: Renew by phone

Is it time to renew your Medicaid benefits? If so, we have good news! It is easier than ever to renew them. Remember, 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 an application or have a face-to-face visit with your caseworker. And you only have to renew your benefits once a year.

Here are some tips to help you.

- ▶ **Make sure your caseworker has your current phone number and address.** This will help speed up the renewal process.
- ▶ **Read your mail.** You will get a letter from your caseworker. It will tell you when it is time to renew your benefits. Mark it on the calendar.
- ▶ **Make time to talk to your caseworker on the phone.** The letter you get will give you the date and time when your caseworker will call you.
- ▶ **Send an e-mail.** If you can't talk to your caseworker by phone, you can send an e-mail. Just include in your message the information that needs to be verified.

For more information call 1-800-324-8680 or talk to your county caseworker.



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How to reach us

Member Services: 1-800-488-0134 (TTY: 1-800-750-0750 or 711)
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0554





Do you know an uninsured child?

Ohio is trying to connect kids to health care coverage. Many are eligible for Medicaid but have not enrolled. Uninsured children miss more school and are more likely to go without basic medical care or prescribed medicine.

Do you know a child who does not have health insurance? If so, talk to their parent or guardian. Tell them to contact one of the following:

- ▶ The Medicaid Consumer Hotline at 1-800-324-8680.
- ▶ The Ohio Benefit Bank at 1-800-648-1176.
- ▶ Their local county Department of Job and Family Services.

Ohio Medicaid now pays for your prescriptions

As you know, Ohio Medicaid now pays for your prescriptions instead of CareSource. Some drugs require your doctor to get prior authorization from Ohio Medicaid. Your doctor needs to do this before you can get the drugs. This requirement began on May 1.

If you take one of the affected drugs, you should have received a letter from Ohio Medicaid. The letter let you know what you and your doctor should do so you can keep getting the drug or an alternative. If you have questions, please call the Ohio Medicaid Consumer Hotline at 1-800-324-8680 (TTY: 1-800-292-3572).

New program offers extra help



CareSource has a new program called Care Transitions. It is for members who may need extra help because of age or illness or because the medicine you take or care you get is difficult to understand or keep track of. You may also have trouble:

- ▶ **Arranging transportation.**
- ▶ **Getting medications.**
- ▶ **Finding community resources.**
- ▶ **Scheduling an appointment with your primary care provider.**

This could cause you to visit the emergency room (ER) or hospital when you don't have to. We want to help you avoid that. We can help you understand your health needs and care plan. Even if you do end up visiting the ER or hospital, we can help you plan for your discharge and follow-up care.

Our team can also help you:

- ▶ **Schedule ongoing medical appointments.**
- ▶ **Arrange home care visits.**
- ▶ **Manage your medicines.**



Health Care Home Pilot Program

At CareSource, we believe that the heart of your care is your personal relationship with your doctor and your health care team. We call it your Health Care Home.

The Health Care Home Pilot Program is a partnership with you, your doctor and CareSource.

What does Health Care Home mean for you?

- ▶ **A stronger relationship with your personal health care provider.**

Your doctor knows you and your medical history, and works with you to take charge of your health care, whether you're well or managing a chronic illness such as asthma or diabetes.

- ▶ **Personalized care for you and your family.**

Your Health Care Home medical team will know you and your family. They can help you manage your total health care.

- ▶ **Help finding a medical expert if you need one.**

For example, if you need to see a specialist, your Health Care Home can help you get an appointment.

- ▶ **Tracking of your health care.**

Your Health Care Team will have all of your health care information in one place. This is called coordination of care. If you go to the hospital or to a specialist, your team will communicate with them, making sure that you have the right care when you need it.



Beat the heat

Many of us need help staying cool in the summer. If you qualify, a special Summer Crisis Program can help.

Who is it for?

- ▶ **Low-income Ohioans of any age with certain medical conditions. Your doctor must document your need for help.**
- ▶ **Low-income households with a member who is at least 60 years old.**

What are the benefits?

A one-time payment of \$100 to be used for one of the following:

- ▶ **Electric bill payment**
- ▶ **Air conditioning unit**
- ▶ **Fan**

You can apply for help in July and August. Call your local community action agency for more details or to sign up.

Where to go for care

When you get sick or hurt, how do you decide where to go for care? If you're not sure, call your primary care provider. Or you can call our 24-hour nurse advice line, CareSource 24. Just dial **1-866-206-0554**.

Did you know?

Last year, many CareSource members who were planning on going to the Emergency Room (ER) called our nurse advice line for help in making that decision. When they called, more than 18,000 members found out their symptoms could be handled without going to the ER. Call CareSource 24 at **1-866-206-0554**.

New rules for protecting your identity

Soon a new regulation will require some providers and facilities to verify your identity before you can obtain services. You need to be prepared to prove your identity by showing a picture ID and your CareSource ID card when you go for both medical and dental care.

Also, remember to protect your identity by not allowing others to use your name or CareSource ID to obtain care.

You can report healthcare fraud, waste or abuse, including identity theft, by contacting us:

- ▶ Call **1-800-488-0134** (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 send us a letter or fill out our Fraud, Waste and Abuse Reporting Form on our website at **www.caresource.com**. Your written concern can be sent to us at:

CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

When you call or write, **you do not need to give your name**. If you choose to be anonymous, please be sure to report as much information about the situation as possible since we will not be able to contact you. Your report will be kept confidential to the extent permitted by law.

Get the lead out

It's a fact: Too much lead can make your child sick. Kids can get lead poisoning by eating or chewing on paint, dirt or toys that have lead in them.

Signs of lead poisoning are not always easy to see. That's why children should have a simple blood lead level test at age 1 and 2. Children between the ages of 3 and 6 who have not been tested before should also be tested. CareSource will pay for the test. Ask your child's doctor if your child is due for a lead test.



Women's health: A Pap test can save your life

25%

Percentage of women in the U.S. age 18 and older who have not had a Pap test in the last three years.

3,900

Number of women in the U.S. who die each year from cervical cancer.

Did you know that a Pap test can help detect cervical cancer early, when it is most treatable? This simple screening is covered by CareSource at no cost to you. Talk to your doctor today about getting a Pap test.

Source: www.cdc.gov

Prenatal care is important

Are you going to have a baby?

Start prenatal (before birth) care as soon as you think you are pregnant. Keep all of your appointments. Your doctor can spot health problems and treat them if you make regular visits. Early and ongoing prenatal care is one of the best things you can do for you and your baby.



TEEN CORNER:

Get tested for STDs

Half of sexually active young people will get a sexually transmitted disease (STD) by age 25. And most of them won't know it because they won't have symptoms. STDs are caused by having unprotected sex with an infected person. What can you do about it? Take control of your sex life:

- ▶ **Prevent it.** Use a condom if you have sex. Limit the number of sexual partners you have. Talk about it with your partner before you decide to have sex.
- ▶ **Get tested.** If you have had sex without a condom, you could have an STD. The only way to know for sure is to get tested. For some of the most common STDs like chlamydia and gonorrhea, a simple urine test is all that is needed.
- ▶ **Get informed.** Know the facts about STDs. Log on to www.GYTnow.org to learn more.

Source: www.GYTnow.org

Keeping children healthy at every age

Children need to see their doctor often for well-child checkups. These exams help track their growth, development and overall health. They also help prevent future illnesses. The chart below shows the ages at which they should get a well-child exam.

Under age 1


- At birth
- 3-5 days old
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months

Ages 1-2

- 1 year
- 15 months
- 18 months
- 2 years
- 30 months

Ages 3-20

- Once a year



Will health care reform affect you?

As a CareSource member, you may be wondering how the new Health Care Reform Law will affect you or your family. The short answer is – it won't affect you right now. You can still use your CareSource Member ID card just as you do today.

Many of the new changes will not take place until 2014. One of the biggest changes will be the expansion of Medicaid care to millions of new members. This is good news because it will allow adults who don't have children and many uninsured parents who don't qualify for Medicaid today to be eligible for Medicaid coverage. Starting in 2014, if your household income is below 133 percent of the Federal Poverty Level (\$29,326 for a family of four), you will be eligible for Medicaid coverage. For more information about Health Care Reform, visit our blog at www.ourhealthcaresource.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.

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ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER