

# Feel Good!

SEPTEMBER 2014

A newsletter for Humana – CareSource® members



## Get active

By exercising for as little as 30 minutes a day, at least three days each week, you can increase health benefits. One benefit could be reducing your risk of heart disease or diabetes. Exercise can also help you to lower or maintain your weight. Every little bit adds up. Here are some ideas to be more active:

- Take the stairs instead of the elevator.
- Take your dog for a walk or go for a bike ride instead of watching TV.
- Play with your kids outside for 30 minutes a day.
- Plan a specific time to be active. Decide that your family will take a walk around the block after dinner, or that you'll walk before you go to work.

### **MOST IMPORTANTLY, HAVE FUN!**

Find whatever activity you like to do, and find ways to add it to your routine. Talk to your doctor about the best exercise program for you. For more tips, go to [www.choosemyplate.gov/physical-activity.html](http://www.choosemyplate.gov/physical-activity.html)

**Humana**®

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# Five tips for having a healthy fall

Take a look at some tips to keep you and your family healthy all year.

- 1. Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We recommend that everyone 6 months and older gets a flu shot. We cover an annual flu shot for members.
- 2. Know where to go.** Flu shots are available in many health care settings. They could be doctors' offices, public health clinics, employee health clinics, departments of health and university health clinics. Sometimes pharmacies and supermarkets offer flu shots too. These are usually quick and convenient ways to see a provider. You can call your primary care provider (PCP) about availability in your area.
- 3. Learn the signs of a cold vs. the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. It can lead to a more complicated illness like pneumonia. Here are some ways to tell the difference:

When you or your child is sick, you should call your PCP. He or she is the doctor that sees you the most. Your PCP will know your health history and can tell you what to do or where to go for care. You can call your PCP's office anytime, 24 hours a day, 7 days a week. If you think your medical problem is so serious that it must be treated right away, call 911 or go to the nearest emergency room (ER). If you are not sure whether you need to go to the ER, call your PCP or the nurse advice line. They can talk to you about your medical problem and give you advice on what you should do.

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

- 4. Get better!** If you do get sick, try to get lots of rest. Drink extra fluids, like water or chicken broth. Antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic or give your child an antibiotic if your or your child's doctor prescribes it. You may want to ask your doctor if an antibiotic is really needed.
- 5. Call if you need help.** You can call our 24-hour nurse advice line any time. The number is **1-866-206-9599** (TTY: 1-800-648-6056 or 711). We can help you learn more about colds and the flu.

**2 Visit us online at [CareSource.com/KY](https://www.caresource.com/KY)**

## *Stay connected in any language*

Is there a Humana – CareSource member in your family who:

- Does not speak English?
- Is hearing or visually impaired?
- Has limited English-speaking ability?

If so, we can help. Humana – CareSource offers sign and language interpreters. They can help members communicate with Humana – CareSource or their health care providers. You can get these services at no cost to you. If you have questions, please call our Member Services Department.



## *Direct access to the care you need*

As a Humana – CareSource member, you can go to any participating provider without contacting your PCP first. Just call the provider directly to make an appointment.

### **Please remember:**

- All female members are allowed to self-refer to a participating:
  - Certified nurse midwife
  - Obstetrician
  - Gynecologist
- If your PCP is not a women’s health specialist, female members may self-refer to a provider for covered preventive care services such as:
  - Prenatal care
  - Breast exams
  - Mammograms
  - Pap tests
- All members have the right to get a second opinion from a qualified provider in our network. If a qualified provider is not able to see you, Humana – CareSource will assist with setting up a visit with a provider not in our network.
- If Humana – CareSource is unable to provide a necessary and covered service in our network, we will cover the service out of network for as long as we are unable to provide the service in network. If you are approved to go out of network, this is your right as a member, and the service will be provided at no cost to you.

To find a participating provider, please see your Provider Directory. You can find it online at **CareSource.com/KY**. Just click on “Find a Doctor/Provider” on the right side of the page.

## Your privacy is our priority

At Humana – CareSource, we respect your right to privacy. We protect any data used to identify you or document your health, your medical care or payment for health care services.

We may only speak to you about your own information or your child's. If you or your child has a legal guardian, we may only speak to the guardian. We must have a copy of the court's assignment of a legal guardian. If someone else has legal custody of your child, we may speak to that person only if we receive a copy of the court paperwork to add to your child's record.

We provide you with a notice of our privacy practices. It explains how, when and why we use or share your information. It also explains your right to see your data and how to get access to it. You can find the notice in your Member Handbook. Or you can look on our website at **CareSource.com/KY**. Go to the "Members" section of the website to get started. Click on "Member Information" and choose "Privacy Practices."



## Vision and dental benefits

Did you know that as a Humana – CareSource member, you get dental services and eye exams at no charge to you?

### DENTAL

#### Under age 21:

Two cleanings every 12 months

#### 21 years of age or older:

One cleaning every 12 months

### VISION

#### All members:

One eye exam every 12 months

#### 20 years of age or younger:

One pair of glasses every 12 months

## ***We offer care guidelines***

Humana – CareSource has guidelines for you and your doctor about getting appropriate care. These are guidelines for care that experts recommend and we endorse.

We have guidelines for many common conditions. We also have guidelines for preventive care by age and gender. Talk to your doctor about the best care for you. You and your doctor should work together to create a treatment plan that is tailored to meet your specific needs.

You can find the guidelines on our website. Just visit **CareSource.com/KY**. Click on “Members,” then click “Health and Wellness,” then “Health Care Links.”



## ***Treating depression***

Depression is a treatable medical illness. It is important to find the treatment that works best for you. One kind of treatment is antidepressant medication. Your doctor will work with you to choose the one that’s right for you. Your doctor will most likely tell you to take the medicine for at least six months. Some people take medicine for much longer. Antidepressants work best when you take them exactly as your doctor prescribes them.

Usually, it takes between four and eight weeks for the medicine to work and for you to feel better. Some people stop taking medicine because they think it is not helping or because they have side effects. Most side effects are mild and most go away after you take the medicine for a few weeks. Quitting antidepressants suddenly can cause withdrawal symptoms. It can also cause depression to return. If you are having a problem with your medicine or are ready to quit taking antidepressants, work with your doctor. He or she can help you slowly reduce the dose over a period of a few weeks.

Remember to keep your appointments and take your medication exactly as your doctor or nurse tells you, even if you are feeling better. Always tell your doctor exactly how you are feeling.



## ***Blood pressure basics***

Blood pressure is how hard your blood pushes against the walls of blood vessels as it flows through your body. Blood pressure normally rises and falls. Blood pressure that stays high all the time is not healthy. If it is not treated, it can cause strokes, heart attacks or even death.

High blood pressure usually has no signs or symptoms. That's why your doctor should check your blood pressure at each visit. If you have high blood pressure, your doctor may give you medicine and help you make diet or exercise changes to control it. Make sure to follow your doctor's advice. It can help you get better.

## ***Beware of free offers***

Is it too good to be true? Offers of free health care services, tests or treatments are often fraud schemes. They are designed to bill Humana – CareSource for treatments you will never receive. Be suspicious of anyone who offers free items or services and then asks for your Social Security number, Medicaid or Humana – CareSource ID number or banking information. Once your information is in the hands of a dishonest person, it is likely it will be used in other fraud scams.

You do not have to accept items sent to you that you or your doctor did not order. Instead, refuse the item and/or return it to the sender. Keep a record of the sender's name and the date you returned the item. Report this information to the Humana – CareSource fraud hotline. The phone number is **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Follow the prompts for reporting fraud. Your report will be kept confidential to the extent permitted by law.

**6 Visit us online at [CareSource.com/KY](https://www.caresource.com/KY)**



## Check in and stay well!

Earlier this year we introduced Gloria. At the beginning of the year, Gloria made a checklist of all of the screenings she needs. She got all of her once-a-year screenings already. Now, she will have her HbA1c test done again. This tests her blood sugar levels. This will be Gloria's second time getting her HbA1c test, so she'll be done for the year.

Gloria's doctor might give her medicine or tips to eat healthy with diabetes. Although it can be hard, Gloria will make sure that she follows her doctor's advice so she stays as healthy as possible. She'll also have her blood pressure checked. She does that at every doctor visit. Have you been keeping up with your screenings? If not, make an appointment to get them before the end of the year.

### DO YOU HAVE DIABETES OR ASTHMA?

Our disease management program is free and can help you take control of your health. You can work one-on-one with a registered nurse to answer your questions and coordinate your care. You can also get information in the mail. And, you can receive automated phone messages. They remind you about health-related appointments and tests. To reach a registered nurse, just call **1-885-743-1242**.

**Feel Good!** is a publication of Humana – CareSource, a managed health care plan serving the Commonwealth of Kentucky.

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*Se usted prefiere esta información en Español, favor de llamar a Humana – CareSource al **1-855-852-7005** (TTY 1-800-648-6056 or 711).*

Visit us online at [CareSource.com/KY](http://CareSource.com/KY) 7



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## HOW TO REACH US

Member Services Department:  
**1-855-852-7005**

TTY: 1-800-648-6056 or 711  
**CareSource.com/KY**

24-Hour Nurse Advice Line:  
**1-866-206-9599**

## *Share your voice*

Join our iConnect® program to share your voice with us. We want to make sure we are listening to you and tailoring our products and services to your needs. Go to **CareSource.com/iConnect** to join the program.

