

Fall/Winter 2015

MemberSource

A newsletter for CareSource® members



Start the new year on a healthy note

Make 2016 your healthiest year yet.

The new year is a great time to take stock of your health and commit to taking care of yourself. Keep these tips in mind:

- Just as well-care exams are important for children, teens and adults should also get a preventive health exam each year. Take action! Call your primary care provider (PCP) today to set up a visit.
- Do you have a chronic health condition like asthma or diabetes? You may need routine screenings or meds to keep your condition under control. Make an appointment to talk to your PCP about all of the health care visits you will need through the year.

You need to see your doctor even when you are not sick or hurt. Preventive care can help keep you healthy. Your preventive care needs depend on your age, gender and health status. Your doctor can help you decide on the best care for you.

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When you call our nurse advice line

A few minutes is all it takes to get help when you are sick or hurt. CareSource24® is our nurse advice line. Nurses can help you make informed decisions about your health care.

You can call **1-866-206-0554** (toll free) 24 hours a day, 7 days a week. **Here is what you can expect:**

- 1.** When you call, you will talk to a registered nurse. The nurse will ask the reason for your call and verify the member's eligibility.
- 2.** Next, the nurse will ask you a series of questions to find out how severe the symptoms are. This helps rule out serious possibilities. Nurses may also ask you about medical conditions or prescription drugs. All of these questions help the nurse figure out the next steps. They allow the nurse to provide the best advice possible.
- 3.** Nurses do not diagnose symptoms. Depending on the situation, you may be advised about appropriate home treatments. You may be advised to see your doctor. If needed, the nurse may direct you to an urgent care center or an emergency room.



Keep asthma in check

Do you take a daily asthma controller medicine? It is one of the best ways to keep your asthma in check.

Follow these guidelines:

- Take it as often as prescribed, not more or less – even when you don't have symptoms.
- Be sure to fill your prescriptions on time so you don't run out of medicine.
- Ask your doctor any questions you have about your medicine or asthma.

If you want more information, CareSource can help. We can also help you understand your medications and get your prescriptions filled. Just call us at **1-800-993-6902**.

Do you have diabetes or asthma?

Our disease management program is available at no cost to you. It can help you take control of your health. We can help answer your questions and coordinate your care. You can also get information in the mail.

We give you tools you can use to manage your health, lead a healthy lifestyle, and reach your health care goals. To reach a registered nurse, just call **1-888-882-3614**.

Take control of diabetes

Diabetes affects about nine percent of the U.S. population. It is the seventh leading cause of death in our country.* But if you have diabetes, you have the power to manage it.

Take these steps to help manage your diabetes

- Schedule an appointment with your doctor today.
- Ask your doctor what tests are important to manage your diabetes.
- Ask your doctor what your test results mean.
- Ask your health care team what steps you can take to manage your diabetes and reach your goals.
- Write down the date and time of your next visit.

Here are some of the tests you should get

Test	How often
Special diabetes eye exam	Every year
Urine or blood test to check your kidneys	Every year
Cholesterol and triglyceride test	Every year
A1C test that your doctor uses to see how your blood sugar is being managed over time	At least twice a year (may be checked more often if it is over 7)
Complete foot exam to check bare feet for injury or infection	Every year (self-exam once a day)
Dental exam to check teeth and gums	Every year
Flu shot	Every year
Pneumonia shot	At least once
Blood pressure, weight and foot check	At each doctor visit

Other healthy habits

- Eat well
- Be active
- Take your medicine
- Cope with stress
- Stop smoking

Ask your doctor about other screenings you may need. If you have questions, call our 24-hour nurse advice line. A nurse will help you.

*Source: www.cdc.gov

Holiday schedule

Our Member Services Department is open Monday through Friday from 7 a.m. to 7 p.m. Eastern Standard Time (EST), except on these holidays:

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



The link between mental and physical health

Mental and physical health care go hand in hand.

Both are needed for your overall wellness. Studies have shown that people with a severe mental illness are two to three times more likely to suffer from chronic physical conditions.* They include diabetes, heart disease and high blood pressure.

One of the best ways to make sure you get the care you need is to see your primary care provider (PCP) for annual checkups. Your PCP can help you coordinate the different types of care you receive. He or she can provide preventive care to help you stay as healthy as possible.

When you go, be prepared. Know your family medical history and risks. Let your PCP know about all the medicines you take. Include updates about the mental health care or social services you receive from other sources.

**Source: www.ncbi.nlm.nih.gov/pmc/articles/PMC3048500*

Prevent pneumonia and flu

Pneumonia is an infection of the lungs. It is usually caused by a virus or bacteria. You are more likely to get pneumonia if you:

- Are older than 65 years of age or younger than 5
- Have an underlying medical condition, like diabetes or asthma
- Smoke cigarettes

Pneumonia can often be prevented and can usually be treated. Keeping your hands clean is one of the best ways to prevent the spread of infection and illness.

Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. Check with your doctor to see if you should receive a pneumonia vaccine, too. CareSource covers these vaccines*.

**Quadrivalent flu vaccines are not covered.*

Pharmacy focuses on member needs

The AMC Ohio Pharmacy is in CareSource's health partner network. It is part of AIDS Resource Center (ARC) Ohio, addressing the needs of those living with HIV/AIDS. Services include:

- Pharmacists who specialize in chronic care and HIV care
- Two locations – one in Columbus and one in Dayton
- Home delivery and shipping in discreet packaging to patients anywhere in Ohio

ARC Ohio patients are receiving treatment and demonstrating outcomes that are well above the national average. All proceeds are reinvested in HIV/AIDS services in Ohio. For more information, go to www.arcoho.org.

Medication safety

It's important to take your medicine the way you are supposed to. **Here are some things you can do to stay safe:**

- Only take medicines prescribed for you by your doctor.
- Never take bigger or more frequent doses of your medicines.
- Don't share or sell your prescriptions.
- Keep all medicines in a safe place. Make sure only people who take or give them can reach them.
- Follow directions on the bottle's label and directions from your doctor and pharmacist. Be sure to read any warning labels.
- Turn on a light when you give or take medicines at night. This will help you know you have the correct amount of the right medicine.
- Monitor your kids' medicines to make sure they're taking them safely, too.

If you have any questions, call your doctor or our nurse advice line. They can help.



Find our drug formulary online

Our online drug formulary can help you find out if a medication is covered. The online formulary contains information about prior authorizations, quantity limits and step-therapy protocols and therapeutic interchanges for most drug classes.

Typically, our drug formulary includes more than one drug for treating a condition. These different possibilities are called alternative drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally not approve requests for an exception.

We have a process that allows the member or the member's representative to ask for an exception. Reasons to do this may include intolerance or allergies to drugs, or inadequate or inappropriate response to drugs listed on the drug formulary. The member or member's representative must initiate the request by calling Member Services. We then reach out to the prescriber to obtain the appropriate documentation.

We have convenient search tools available online. You can find our formulary on our website, too. You can also find quarterly changes and updates. Just go to: [CareSource.com/members/ohio/ohio-medicaid](https://www.caresource.com/members/ohio/ohio-medicaid). Click on "Benefits and Services," then "Pharmacy." You can call the Member Services Department at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to ask about or receive, a copy of our PDL, updated PDL lists, and drugs that need prior authorization.

Help us prevent fraud

Preventing Medicaid fraud is everyone's responsibility. You can help. Here are some tips.

- Protect your CareSource ID card. Treat it as you would your credit card or social security card.
- Ask your doctor questions. You have a right to know everything about your medical care.
- Be wary of a doctor who tells you that a service or item isn't usually covered, but they "know how to bill it" to get paid.
- Let us know right away if someone offers you money in exchange for:
 - Your member ID number
 - Home health services
 - Don't ask your doctor for a service you don't need.

You can report your concerns to us in a variety of ways.

Anonymous options:

- Call **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Choose the menu option for fraud.
- Write us a letter or complete our Fraud, Waste and Abuse Reporting Form. You can find the form at **CareSource.com**. Send it to:
CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other options:

- Email us at **fraud@caresource.com**.
- Send a fax to 1-800-418-0248.

If you choose not to tell us your name, we will not be able to call you back. So please leave as many details as possible. This includes names and phone numbers. Your report will be kept confidential to the extent permitted by law.

Health clinic accepts CareSource

Walgreens Healthcare Clinics now accept CareSource. Members can visit the clinics at select Walgreens locations in Ohio. You can see a board-certified family nurse practitioner for:

- Preventive care, immunizations and health screenings
- Everyday illnesses
- Minor injuries
- And more

For a full list of services or to find a location near you, call 1-855-WALGREENS (1-855-925-4733).



Vision Benefit Update

In the last newsletter, we told you about an update to our vision benefit. That update contained some incorrect information. Here is the correct information about your vision benefit:

CareSource will no longer cover the cost of upgraded frames or progressive lenses. We cover standard frames and lenses in the following ways:

- If you are 21 – 59 years old: 1 complete frame and 1 pair of lenses every two years
- If you are 20 years old or younger & 60 years old or older: 1 complete frame and 1 pair of lenses every year.

Please ask your eye care provider to show you which frames and lenses CareSource will cover with no cost to you.

Do you have other health insurance?

Do you, or does someone in your family, have health insurance in addition to CareSource? If so, please tell us. Just call our Member Services Department. When you have other insurance, there are rules about when CareSource should be billed. You can find out more in your Member Handbook or on our website at CareSource.com.

Open enrollment begins November 1

Open enrollment is a time period when you can sign up for or change a Medicaid health plan. You will get a notice from the Ohio Department of Medicaid about your options. From November 1 to December 11, you can decide to stay with CareSource as your managed care plan. Why should you?

Being a CareSource member has lots of advantages. They include:

- No copays
- Large health partner network
- 24-hour nurse advice line
- Transportation to approved health care visits and Medicaid redetermination appointments
- Care management for chronic health conditions
- And more



TELL A FRIEND

Do you know someone who could use our services? Let your friends and family know about us.

MemberSource is a publication of CareSource, a non-profit managed health care plan serving all regions of Ohio.

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HOW TO REACH US

Member Services Department:
1-800-488-0134
(TTY: 1-800-750-0750 OR 711)

CareSource24®, 24-Hour Nurse
Advice Line: **1-866-206-0554**

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Health Care with Heart

Mobile apps for better health

Keeping track of your health information is not always easy. Try out these tools and take control of your health.

Microsoft HealthVault

HealthVault allows you to keep track of all your health information in one place. You can also share the information with family members or your doctor. HealthVault can help you feel better prepared for doctor visits and emergencies. Try this free tool today. To get started, go to www.healthvault.com.

Medisafe

This phone app can help you stay on track with your medications. Just enter the name of your medicine and the dose you take. Then, set up reminders to help you keep track of when to take it. You can also get electronic refill reminders. To download the free app, go to your phone's app store. Search for "Medisafe Medication Reminder and Pill Organizer."

