

Feel Good!

FALL 2016

A newsletter for Humana – CareSource® members

Stay fit with your family

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 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.
- 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.

Talk to your doctor about the best exercise program for your health needs.

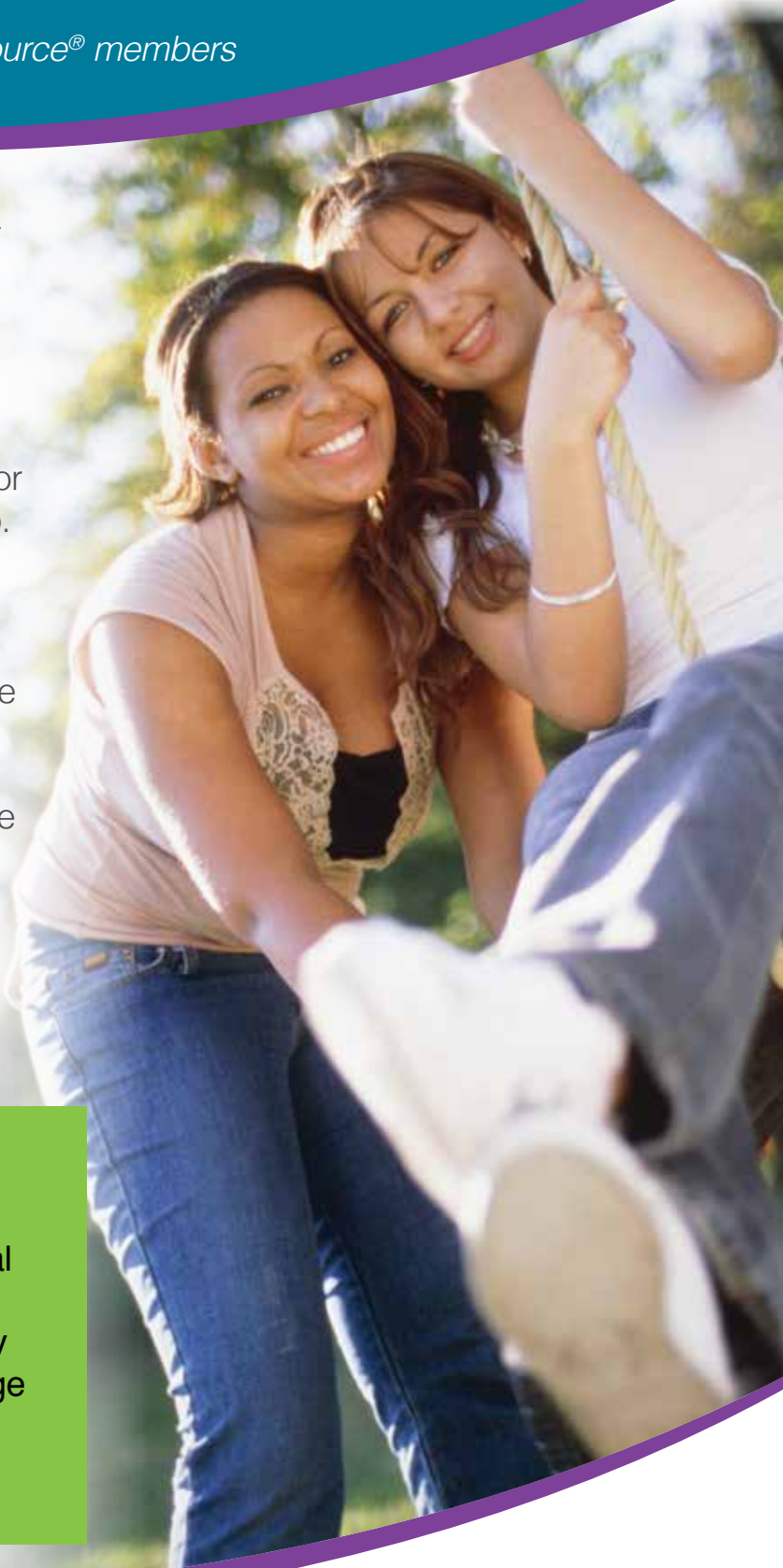
Did you know?

One in three children in the United States is overweight or obese.* September is National Childhood Obesity Awareness Month. Join the thousands of families across the country who are taking steps to get fit. We encourage your family to be active together.

*Source: <http://healthfinder.gov>

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High Blood Pressure

Getting your blood pressure checked regularly is important. Have you had a recent blood pressure check with your health care provider? Here are a few things that can help fight high blood pressure:

- Exercising regularly
- Lowering salt intake
- Staying at a healthy weight

Family history can put you at a higher risk. For more information about high blood pressure, talk with your health care provider.

Why stop smoking?

When you quit smoking, your health starts to get better right away. It's never too late to quit. Make today the day you stop smoking for good.

20 minutes after quitting	Your heart rate and pulse rate drop to a normal level.
12 hours after quitting	The carbon monoxide level in your blood drops to normal.
2 weeks – 3 months after quitting	Your risk of having a heart attack begins to decrease. Your lung function starts to improve.
1 – 9 months after quitting	Your coughing and shortness of breath decrease.
1 year after quitting	Your excess risk of coronary heart disease is half that of a smoker's.

Source: National Cancer Institute, www.cancer.gov

Take Control of your Diabetes

Diabetes screenings let you and your doctor know if you are having complications from your diabetes. These complications can then be prevented or minimized if you receive early treatment.

Ask your doctor.....

Have you had these 5 Essential Diabetes Tests at least once this year?

- **A1c** – This is a blood test that tells you your average blood sugar during the past 3 months. You want to aim for a result of less than 7.
- **kidney screening** – Diabetes is the most common cause of kidney failure. A blood or urine test can show if you need treatment to prevent or slow the development of kidney disease.
- **blood pressure** – High blood pressure increases your risk of heart attack and stroke but also increases kidney and eye damage. You want to aim for a result of less than 140/90.
- **cholesterol** – Cholesterol can cause blood vessel disease that increases your risk of heart disease and stroke. You want to aim for an LDL less than 100, HDL more than 40/men or 50/women, and Triglycerides less than 150
- **eye exam** – Diabetes is the leading cause of vision loss and new cases of blindness among adults. Early treatment before damage has occurred can prevent vision loss and blindness.

Know your results so you can work with your doctor to make a plan to successfully manage your diabetes.

If your A1c is more than 9 or you need help with your diet or managing your diabetes contact your Humana – CareSource Diabetes Educator for personalized assistance, Debra Dixon, **502-551-1219**.

For diabetes-related websites that might be of interest to you:

<https://www.caresource.com/members/kentucky/medicaid/my-health/health-care-links/>



	Date	Result
A1c (less than 7)		
Blood Pressure (less than 140/90)		
Kidney Screening		
LDL (less than 100)		
HDL (greater than 40/M, greater than 50/W)		
Triglycerides (less than 150)		
Eye Exam		





Care for mom and baby

Did you just have a baby? Congratulations! Regular visits to the doctor don't stop after your baby is born. Be sure to keep your appointments and those for your baby. They are all important. Keep these tips in mind:

- Schedule a postpartum (after birth) visit to see your doctor. You should go between three and eight weeks after you deliver. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child visits. This will help to make sure your baby is developing in a healthy way. The doctor may also give required immunizations at these visits. Look in your Member Handbook. It shows how often your child should get a well-child exam.
- Kentucky Medicaid may be able to help you get a ride to your appointments. You can get a list of transportation companies and find out how to contact them. Just call the Kentucky Medicaid transportation phone line at **1-888-941-7433**.

Schedule a well-child visit

Another busy school year is already here. Have you scheduled a well-child visit yet? It's not too late. These exams help to:

- Track a child's growth, development and overall health
- Prevent future illnesses
- Make sure immunizations, screenings, and tests are up to date

School-age children (ages 3-20) need a well-child visit once a year. Babies age 2 and under need them more often. Humana – CareSource covers these exams at no cost to you. Call your child's doctor today to make an appointment.

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



Explanation of benefits statements

Humana – CareSource sends Explanation of Benefits statements to members. The statements go to randomly selected member households. This helps us to monitor for potential fraud, waste and abuse or medical identity theft.

This statement is **not** a bill. Please help us by checking it for these things:

1. Are there any services, supplies or equipment listed that you did not receive?
2. Are there any services that were billed more than once?
3. Are any of the dates of service listed unfamiliar to you?

If you suspect errors or fraud, please let us know. You can report your concerns to us in a variety of ways.



Anonymous options:

- Call **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Choose the menu option for reporting fraud.
- Write us a letter or complete our confidential Fraud, Waste and Abuse Reporting Form. You can find the form at **CareSource.com/KY**. Mail it to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other options:

- Send an email to **fraud@caresource.com**.
- Send a fax to 1-800-418-0248.

If you choose to remain anonymous, 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.

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 “My Health” and choose “Health Care Links.”



Direct access to the care you need

As a Humana – CareSource member, you can go to many types of health partners without contacting your PCP first. Just call the health partner directly to make an appointment.

Please remember:

- All female members are allowed to self-refer to a participating:
 - Certified nurse midwife
 - Obstetrician
 - Gynecologist
- If you are female and your PCP is not a women's health specialist, you may self-refer to one 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 health partner in our network. If a qualified health partner is not able to see you, Humana – CareSource will assist with setting up a visit with a health partner 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.

You can find our online provider directory at <https://findadoctor.CareSource.com>.

Interview with a nurse: Cold weather care

Winter is right around the corner. We chatted with one of our Humana – CareSource nurses to get some tips to keep you and your family healthy during the coldest part of the year.

Q: With flu season coming, what kind of things can we do to stay healthy?

A: Getting a flu shot each year is the best way to prevent the flu. We recommend that everyone 6 months and older get a flu shot. Humana – CareSource members can get an annual flu shot at no charge.

Q: Where can I get a flu shot? How do I find a place that offers flu shots near me?

A: Flu shots are available in many health care settings. They could be doctors' offices, health clinics, or departments of health. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go in your area.



More tips from the nurse

Doctor visits can become more frequent in the colder months. Here are some tips for your next office visit:

- Take your Humana – CareSource ID card. Please show it before you get services.
- Be on time. If you have to cancel, call 24 hours in advance.
- If you bring a child to the visit, bring a book or small toy to help your child pass the time.

Drug list updates

Our searchable drug list is on our website. It can help you find out which drugs are covered. You can access the online search tool here:

<https://www.caresource.com/members/kentucky/medicaid/my-pharmacy/find-my-prescriptions/>

Quarterly changes and updates to the list are online, too. Just go to this link:

<https://www.caresource.com/documents/quarterly-updated-pdl-list/>

If you don't have access to the Internet, please call Member Services.

We will help you.

Enjoy each moment – it may be good for your health

Studies suggest that being mindful has benefits.* Mindfulness involves paying attention in the moment. It happens when you are aware of what you are doing, thinking and feeling. It is a purposeful way of thinking that does not let your mind get distracted. It can:

- Help you manage stress
- Help you cope better with serious illness
- Reduce anxiety and depression

Mindfulness does require practice. You can practice by being aware of your breathing, emotions, eating, and thoughts. You can find free mindfulness recordings online. Topics include mindful awareness of breathing, eating and thoughts, as well as mindful yoga and sitting meditation. Just visit <http://wexnermedical.osu.edu/patient-care/healthcare-services/integrative-complementary-medicine/mindfulness-practices>.

*Reference: <https://newsinhealth.nih.gov/issue/Jan2012/Feature2>



Cold and Flu Season

Cold and flu season is here. These tips can help keep you and your family healthy.

- 1. Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We cover an annual flu shot for members. You should also wash your hands often with soap and water. This can help stop the spread of germs.
- 2. Know where to go.** Flu shots are available in many health care settings: doctors' offices, departments of health, or health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go 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. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask the doctor if an antibiotic is really needed.

Zika Virus: What is it and how do I avoid getting it?

The Zika virus is mostly spread through the bite of an infected mosquito. If you are pregnant or plan on getting pregnant it's important to avoid traveling to the places where Zika virus is spreading. Pregnant women who must travel to one of these areas must talk to their doctor first and strictly follow steps to avoid mosquito bites during the trip.

Increasing scientific proof suggests a link between infection in pregnant women and infants born with birth defects. At this time, there is no vaccine to prevent infection and no specific antiviral treatment for Zika infection.



Some symptoms to look out for are:

- Fever
- Rash
- Joint pain
- Red eyes

Many infected people have no symptoms at all.

Follow these 3 D's for mosquito bite prevention:

- **Dress** – Wear light colored long sleeve shirts and long pants
- **Drain** – Get rid of all standing water where mosquitoes breed such as bird baths, tires, buckets and gutters
- **Defend** – Use an EPA-approved insect repellent at all times for outdoor activities

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

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

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Visit us online at CareSource.com/KY 9

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

Renew your benefits each year

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

- No copays
- Large health partner network
- 24-hour nurse advice line
- Care management for chronic health conditions
- And more

To keep your benefits, you must renew them each year. Renewal is not automatic. Watch your mail. The Kentucky Department of Community Based Services (DCBS) will send you a notice and instructions when it is time to renew.



Tell a friend

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