

2018

# Feel Good!

A Newsletter for Humana – CareSource® Members



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Visit us online at [CareSource.com/KY](https://www.CareSource.com/KY) 1

## NEW to your plan?

If you're new to Humana – CareSource and already have health care visits scheduled, please let us know right away. In some situations we may allow you to receive care from a provider that is not in the Humana – CareSource network. We know how important it is for you to get the care you need. If you do not call us to tell us about services already scheduled, the claim may not be paid.

Some examples might be:

- Scheduled surgery
- Third trimester Pregnancy care
- Chemotherapy or radiation treatments

See your member handbook for more information. Call the Member Services number on your ID card today or as soon as possible. We will help transition your care to Humana – CareSource.

**Humana**®

**CareSource**®

# Use Our Easy Online Tool to FIND A DOCTOR

Need to find a doctor, hospital, pharmacy or other health care provider? Use our easy online tool. It's fast and convenient. This search tool is updated daily with the most recent information. Visit our website to get started. Some features are shown here.

<b>Search</b>	Search by doctor name or facility. You can also search by specialty or location.
<b>Filters</b>	Filters allow you to narrow your results and find what you need quickly.
<b>Location</b>	When 'Location Services' are enabled, Find a Doctor can suggest options near you.
<b>Sort</b>	Sort your results. List them by name, distance or relevancy.

## CALL US

If you don't have Internet access, don't worry.  
We can still help you. Call Member Services with  
your questions. Just dial **1-855-852-7005**  
(TTY for the hearing impaired: 1-800-648-6056 or 711).



## Drug and Alcohol Screenings can Prevent Future Problems

When you visit your doctor, he or she may ask you about your drug and alcohol use. This is a type of screening. It helps your doctor find any conditions related to drug or alcohol use that have not yet been diagnosed. The screening can help:

- Find patterns of unhealthy use
- Provide a brief intervention
- Refer you to treatment, if needed
- Prevent future problems

For more details, go to:

**[integration.samhsa.gov/clinical-practice/screening-tools#drugs](https://integration.samhsa.gov/clinical-practice/screening-tools#drugs)**



## Take **Your Medicine**

Need help remembering when to take your medicine? Use one of these easy tips:

- ✓ **Take your medicine at the same time each day.** You are more likely to form a habit of it.
- ✓ **Write yourself a note.** Post it in a place where you will see it every day, like on the refrigerator or your bathroom mirror.
- ✓ **Set an alarm.** You can set daily reminders on your cell phone.
- ✓ **Use a medication log.** Write down the date, time, medicine name and dose each time you take it.

### ✓ **Drug List Updates**

Reminder: our list of approved drugs and their tiers can change monthly.

Visit **[caresource.com/members/kentucky/medicaid/my-pharmacy/preferred-drug-list/](https://caresource.com/members/kentucky/medicaid/my-pharmacy/preferred-drug-list/)**

You can also call the Member Services phone number on your ID card.

## Get a Checkup Once a Year

Be sure to see your health care provider once a year for a checkup. This visit is important for your health and wellness. Checkups when you are not sick allows time to form a trusting relationship with your health care provider and set goals for your health.

Preventing disease before it starts is critical to helping people live longer, healthier lives. Preventive health care services include immunizations, screenings for common chronic and infectious diseases and cancers. Preventive services also include clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling is also a preventive step to support healthy living and self-management of chronic disease.

### During this visit, your health care provider will:

- Update the health-risk assessment you completed
- Update your medical and family history
- Check your weight and blood pressure
- Update your list of current medical providers and suppliers
- Screen for cognitive issues
- Update your written screening schedule from previous wellness visits
- Update your list of risk factors and conditions and the care you are receiving or that is recommended
- Provide health advice and referrals, to health education or preventive counseling services or programs

### Preparing for your Checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can
- Write down any questions or concerns

If you need help accessing your health care provider or would like to find a new one in your area, please contact Member Services.





## Prevent Fraud With the Four R's



Humana – CareSource has a program to handle cases of health care fraud, waste and abuse. You are our first line of defense! You can help protect yourself and your loved ones. Just use the four Rs:

- 1. Record** – Record dates of doctor's appointments, tests, and services you receive on a calendar. Save receipts and statements from providers. This will help you keep track of services you have received.
- 2. Review** – Review your Explanation of Benefits statements. Compare them with the dates on your calendar. If you find things you don't have a record of, it's possible you may have been billed for services you did not receive.
- 3. Report** – If you suspect fraud or abuse, call us at **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Follow the prompts to report fraud. We will review your report to be sure everything's okay.
- 4. Remember** – Protect your Humana – CareSource ID card. Only show it to your doctor or other health care provider. Never give your card to someone in exchange for a special offer. Never let another person use your card.

# Managing Diabetes

Do you have diabetes? Screening and early treatment can prevent or minimize complications. Follow these steps:

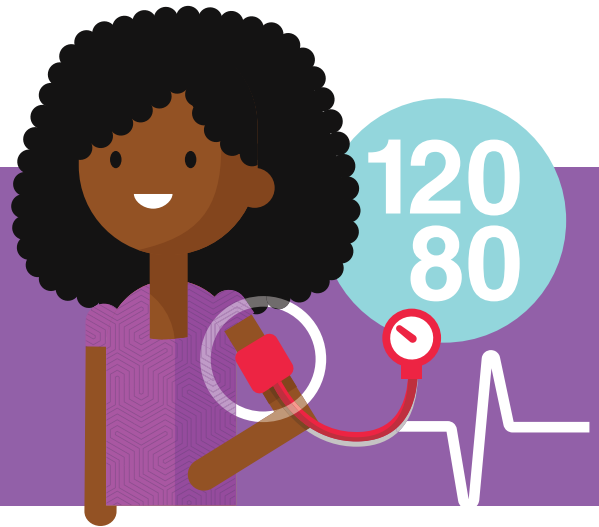


1

**Schedule a visit with your health care provider.**

2

**Ask your health care provider what tests you need to help manage your diabetes. Get these important tests:**



- Blood pressure check at every visit.
- Hemoglobin A1C test at least twice a year. This measures your average blood glucose level for the past two or three months.
- Urine and blood test to check kidney function at least once a year.
- Blood lipids (fats) test at least once a year. This includes total cholesterol, LDL (“bad”) cholesterol, HDL (“good”) cholesterol, and triglycerides.
- Foot check at each visit and a thorough foot exam at least once a year.
- Dilated eye exam each year with an eye care professional.

3

**Know your results. Discuss them with your doctor.**



4

**Ask your doctor what you can do to manage your diabetes. This may include:**



- Changes to your diet
- Exercise
- Medication

5

**Write down the date and time of your next visit.**

You should also get a dental checkup twice a year, an annual flu shot, and a pneumonia shot.

## We Want to Hear From You



Humana – CareSource is committed to gathering feedback from members like you. We use surveys like the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). This is just one of the ways we take time to listen to our members. You help us become a better health plan.

### Here are some of the positive things we've heard from members:

- Customer service treats members with courtesy and respect.
- Doctors listen carefully to members and respect what members have to say.
- Members are happy with their coordination of care.
- Getting needed care, test, or treatment is easy.

### Here are areas where we still have room to improve:

- Access to information and help from customer service.
- More information to help members understand the cost of their plan and prescriptions.
- Self-service tools.

Thank you for being a Humana – CareSource member. If you get the chance to take one of our surveys, we'd love to hear from you. Your feedback is important to us. It helps us improve.

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

Visit us online at [CareSource.com/KY](https://www.caresource.com/KY) 7





Humana – CareSource  
P.O. Box 221529  
Louisville, KY 40252-1529

Non-Profit  
US Postage  
PAID  
CareSource

## HOW TO REACH US

Member Services Dept:

**1-855-852-7005**

(TTY: 1-800-648-6056 or 711)

24-Hour Nurse Advice Line:

**1-866-206-9599**

## Wellness Tips

These tips can help you stay well.

- **Get a flu shot.** Experts recommend that everyone older than 6 months of age should get a flu vaccine each year. It's the best way to prevent the flu.
- **Wash your hands.** It helps to stop the spread of germs.
- **See your doctor.** If you haven't had an annual checkup, call your doctor today. Regular exams can help find problems early when they are easier to treat.
- **Call our 24-hour Nurse Advice Line.** Our nurses can answer your questions. They can help you figure out if you need to seek medical attention. You'll get simple and helpful advice. Just give us a call. The number is located on your member ID card.

**It's never too late to get a flu shot!**







Thank you for being a Humana – CareSource member. We want to remind you that you can find the most up-to-date information about your benefits and services on our website at [CareSource.com/KY](https://www.caresource.com/KY). You will find many helpful items that you can read or print such as:

- Information about Humana – CareSource’s Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about Humana – CareSource’s Case Management Program and how you or your caregiver may self-refer to the Program.
- Information about Humana – CareSource’s Disease Management Programs and how you may self-refer to the Programs.
- Information about how to contact staff if you have questions about how we manage care and services (UM) and the toll-free number to call to contact staff.
- The availability of TDD/TTY services.
- Humana – CareSource’s policy prohibiting rewards to health partners or employees for not providing services to you.
- Humana – CareSource’s member rights and responsibilities statement.
- Information about benefits and services included in, and excluded from, coverage.
- Information about our pharmacy benefits and coverage of drugs including copayments; Humana – CareSource’s drug list along with restrictions and preferences; how to use our pharmaceutical management procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and Humana – CareSource’s

processes for generic substitution, therapeutic interchange, and step-therapy.

- Information about copayments and other charges for which you are responsible.
- Information about restrictions on benefits that apply to services obtained outside Humana – CareSource’s system or service area.
- Information about how you may obtain language assistance to talk with us about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may submit a claim for covered services, if applicable.
- Information about how you may obtain information about network practitioners and the professional qualifications of primary care and specialty care practitioners, including medical school attended, residency completed, and board certification status.
- How you may obtain primary care services, including how to choose and access a primary care practitioner.
- How you may obtain specialty care and behavioral health services and hospital services.
- How you may obtain care after normal office hours.
- How you may obtain emergency care, including Humana – CareSource’s policy on when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of Humana – CareSource’s service area.
- How you may voice a complaint.
- How you may appeal a decision that adversely affects coverage, benefits or your relationship with Humana – CareSource.
- How Humana – CareSource evaluates new technology for inclusion as a covered benefit.
- Humana – CareSource’s notice of privacy practices and confidentiality policies including what a “routine consent” is and how it allows Humana – CareSource to use and disclose information about you; how Humana – CareSource uses authorizations and your right to approve the release of personal health information not covered by the “routine consent;” how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; Humana – CareSource’s commitment to protect your

privacy in all settings and Humana – CareSource’s policy on sharing personal health information with plan sponsors and employers.

There is other information about Humana – CareSource and our services on the website that is useful to know.

Our Physician and Hospital Directories allow you to select a physician or hospital that best meets your needs. You can search for a physician by specific characteristics such as gender or language spoken. You can search for a hospital by location and name.

You can manage your health on our website. A personal health assessment is available for you to use. This helps you assess your current health and determine risks. It also allows you to track your progress in improving behaviors and lets you know when to obtain preventive services.

Our website also contains information and interesting tools to help you better understand what you can do to improve your health.

The most recent information about Humana – CareSource, our services and coverage of drugs is always available on our website. If you would like more information, call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711).

Thank you,

Humana – CareSource



If you, or someone you're helping, have questions about Humana – CareSource, you have the right to get help and information in your language at no cost. Please call the member services number on your member ID card.

## ARABIC

إذا كان لديك، أو لدى أي شخص تساعد، أية استفسارات بخصوص Humana – CareSource، فيحق لك الحصول على مساعدة ومعلومات مجاناً وباللغة التي تتحدث بها. للتحدث إلى أحد المترجمين الفوريين، رجي الاتصال على رقم خدمة الأعضاء الموجود على بطاقة تعريف العضو الخاصة بك.

## AMHARIC

እርስዎ፣ ወይም እርስዎ የሚያግዙት ግለሰብ፣ ስለ Humana – CareSource ጥያቄ ካላችሁ፣ ያለ ምንም ከፍተኛ በቋንቋዎ እርዳታና መረጃ የማግኘት መብት አላችሁ። ከአስተርጓሚ ጋር እባክዎን በመታወቂያ ካርዱ ላይ ባለው የአገልግሎቶች ቁጥር ይደውሉ።

## BURMESE

Humana – CareSource အကြောင်း သင် သိမဟုတ် သင်အကူအညီပေးနေသူ တစ်စုံတစ်ယောက်က မေးမြန်းလာပါက သင်ပြောဆိုသော ဘာသာစကားဖြင့် အကူအညီနှင့် အချက်အလက်များအား အခမဲ့ ရယူနိုင်ရန် အခွင့်အရေးရှိပါသည်။ ဘာသာပြန်တစ်ဦးအား ရွေးချယ်၍ ပြော သင်္ကြန် အသံဖြင့် ငြိကြက်ပေါ်ရှိ အသံဖြင့် ငြိ ဝက်ဇ ငြိငြိမူဝက်ဂ်ဝန်ကိသို့ သို့မဟုတ် ဓမ္မိနီ။

## CHINESE

如果您或者您在帮助的人对 Humana – CareSource 存有疑问，您有权免费获得以您的语言提供的帮助和信息。如果您需要与一位翻译交谈，请拨打您的会员 ID 卡上的会员服务电话号码。

## CUSHITE – OROMO

Isin yookan namni biraa isin deeggartan Humana – CareSource irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, Maaloo lakkoofsa bilbilaa isa waraqaa eenyummaa keessan irra jiruun tajaajila miseensaatiif bilbilaa.

## DUTCH

Als u, of iemand die u helpt, vragen heeft over Humana – CareSource, hebt u het recht om kosteloos hulp en informatie te ontvangen in uw taal. Als u wilt spreken met een tolk. Bel naar het nummer voor ledendiensten op uw lidkaart.

## FRENCH (CANADA)

Des questions au sujet de Humana – CareSource? Vous ou la personne que vous aidez avez le droit d'obtenir gratuitement du soutien et de l'information dans votre langue. Pour parler à un interprète. Veuillez communiquer avec les services aux membres au numéro indiqué sur votre carte de membre.

## GERMAN

Wenn Sie, oder jemand dem Sie helfen, eine Frage zu Humana – CareSource haben, haben Sie das Recht, kostenfrei in Ihrer eigenen Sprache Hilfe und Information zu bekommen. Um mit einem Dolmetscher zu sprechen, Bitte rufen Sie die Mitglieder- Servicenummer auf Ihrer Mitglieder-ID-Karte an.

## GUJARATI

જો તમે અથવા તમે કોઈને મદદ કરી રહ્યાં તમે [થી] કોઈને Humana – CareSource વિશે પ્રશ્નો હોય તો તમને મદદ અને મહત્વની માહિતી મેળવવાનો અધિકાર છે. તે ખર્ચ વિના તમને [થી] મદદ કરી શકે છે. [થી] વપરાશ [થી] કરી મદદ, કૃપા કરીને તમારા સભ્ય આઈડી કાર્ડ પર સભ્ય સેવા માટે ના નંબર પર ફોન કરો.

## HINDI

यदि आपके, या आप जिसकी मदद कर रहे हैं उसके Humana – CareSource के बारे में कोई सवाल हैं तो आपके पास बगैर किसी लागत के अपनी भाषा में सहायता और जानकारी प्राप्त करने का अधिकार है। एक दुभाषिए से बात करने के लिए कॉल करें, कृपया अपने सदस्य आईडी कार्ड पर दिये सदस्य सेवा नंबर पर कॉल करें।

## ITALIAN

Se Lei, o qualcuno che Lei sta aiutando, ha domande su Humana – CareSource, ha il diritto di avere supporto e informazioni nella propria lingua senza alcun costo. Per parlare con un interprete. Chiamare il numero dei servizi ai soci riportato sulla tessera di iscrizione.

## JAPANESE

ご本人様、または身の回りの方で、Humana – CareSource に関するご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます (無償)。通訳をご利用の場合は、お持ちの会員IDカードにある、会員サービスの電話番号までお問い合わせ下さい。

## KOREAN

귀하 본인이나 귀하께서 돕고 계신 분이 Humana – CareSource에 대해 궁금한 점이 있으시면, 원하는 언어로 별도 비용 없이 도움을 받으실 수 있습니다. 통역사가 필요하시면 다음 번호로 전화해 귀하의 회원 ID 카드에 적힌 회원 서비스 팀 번호로 전화하십시오.

## PENNSYLVANIA DUTCH

Wann du hoscht en Froog, odder ebber, wu du helpscht, hot en Froog baut Humana – CareSource, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griegie, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, Bel alstublieft met het Ledenservice nummer op uw lid ID -kaart.

## RUSSIAN

Если у Вас или у кого-то, кому Вы помогаете, есть вопросы относительно Humana – CareSource, Вы имеете право бесплатно получить помощь и информацию на Вашем языке. Для разговора с переводчиком. Пожалуйста, позвоните по телефону отдела обслуживания клиентов, указанному на вашей идентификационной карточке клиента.

## SPANISH

Si usted o alguien a quien ayuda tienen preguntas sobre Humana – CareSource, tiene derecho a recibir esta información y ayuda en su propio idioma sin costo. Para hablar con un intérprete. Por favor, llame al número de Servicios para Afiliados que figura en su tarjeta de identificación.

## UKRAINIAN

Якщо у вас, чи в особи, котрій ви допомагаєте, виникнуть запитання щодо Humana – CareSource, ви маєте право безкоштовно отримати допомогу та інформацію вашою мовою. Щоб замовити перекладача, Зателефонуйте за номером обслуговування учасників, який вказано на вашому посвідченні учасника.

## VIETNAMESE

Nếu bạn hoặc ai đó bạn đang giúp đỡ, có thắc mắc về Humana – CareSource, bạn có quyền được nhận trợ giúp và thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên. Vui lòng gọi số dịch vụ thành viên trên thẻ ID thành viên của bạn.

Humana – CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. Humana – CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

Humana – CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, Humana – CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call the member services number on your member ID card.

If you believe that Humana – CareSource has failed to provide the above mentioned services to you or discriminated in another way on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status, you may file a grievance, with:

Humana – CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947, Dayton, Ohio 45401  
1-844-539-1732, TTY: 711  
Fax: 1-844-417-6254

CivilRightsCoordinator@CareSource.com

You can file a grievance by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.