

2018

Feel Good!

A Newsletter for Humana – CareSource® Members



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Stay Covered

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

Thank you for being our member. We want you to continue to get the health care you need. To stay a Humana – CareSource member, you have to let the state check your personal information so they can renew your Medicaid benefits. Humana – CareSource does not process your renewal.

Watch your mail. The Kentucky Department for Community Based Services (DCBS) sends a form to you

when it is time for you to renew your coverage. You can renew online, by mail or phone, or in person. If you don't take action, you may lose your coverage.

Learn more at:

[CareSource.com/members/kentucky/medicaid/redetermination](https://www.CareSource.com/members/kentucky/medicaid/redetermination)

Humana

 **CareSource**

Where Do I Go For CARE?

Sometimes, when we have a health need, we are unsure of where to go or who to call. The guide below will help you to decide what type of care provider to choose for your health situation.

Primary Care Provider (PCP)

PCPs take appointments during regular business hours. Your PCP knows you and your health and is the best place to go for routine care, common illness and advice.

Urgent Care

Most urgent care providers are open 7 days a week with evening and weekend hours. Use when your doctor is not available and your condition or injury can't wait. Use urgent care for x-rays, deep cuts or minor infections.

Hospital Emergency Room (ER)

Open 24 hours a day, 365 days a year. Go to the ER when you are very sick, need immediate help or you are in a life threatening situation such as chest pain, a head injury or trauma.

If you aren't sure you need a doctor or if you should go to the emergency room, you can call our 24-Hour Nurse Advice Line. They can help you decide the best course of action for your symptoms. No need to make another call.



Be Prepared

Top three things to take to your next doctor's visit

- ✓ 1. Your member ID card
- ✓ 2. A list of questions to ask your doctor
- ✓ 3. A list of all the medications you are taking

Review Your EOB Statements

Humana – CareSource sends Explanation of Benefits (EOB) statements to some member households. This helps us monitor potential fraud, waste or abuse. **This statement is not a bill.** If you receive one, please help us out. You can check for these things:

- Are there any services, supplies or equipment listed that you did not receive?
- Are there services that were billed more than once?
- Are there dates of service listed that are not familiar to you?

If you suspect errors or fraud, please let us know. You can:

- Call **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Choose the menu option to report fraud.
- Write us a letter or fill out our confidential 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

You do not have to give us your name when you write or call. If you don't mind giving your name, you can:

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

If you do not give your name, we will not be able to call you back for more information. Please give as many details as possible. Your report will be kept confidential to the extent allowed by law.



What is Durable Medical Equipment or DME?

It might sound complicated to you. Durable Medical Equipment, or DME, refers to equipment or supplies that are ordered by a doctor and used repeatedly for a medical purpose. These items are appropriate for home use. Prior authorization is usually required and of course medical necessity is important. Examples include blood sugar test strips, oxygen tanks, wheelchairs and hospital beds, among many others. For more details please see your member handbook or current prior authorization list. You can also call Member Services with questions.

GET THE CARESOURCE APP!

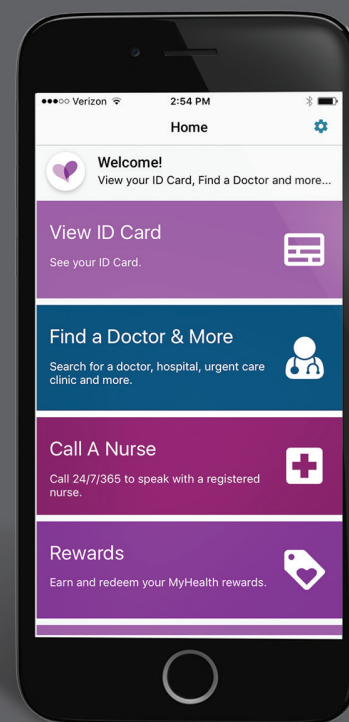
Manage Your Health Plan on the Go!

Get the CareSource mobile app to manage your Humana – CareSource health plan on the go! With our mobile app you can:

- Access your secure My CareSource® account
- View your digital member ID card
- Find a doctor, hospital, clinic, urgent care or pharmacy
- Call our 24-Hour Nurse Advice Line and speak with a nurse 24/7
- Call Member Services
- And more!

Download the CareSource mobile app for free

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Men's Health and Wellness

Men have special needs when it comes to their health. Preventive care can help keep problems at bay. Here are some tips for staying healthy.

- **Eat healthy foods.** Include a variety of fruits and vegetables each day.
- **Stay fit.** Regular exercise has many benefits.
- **Don't smoke.** If you do smoke, talk to your health care provider about how to quit.
- **Reduce stress.** Learn the best ways for you to recognize and manage it.
- **Get an annual health checkup.** Know your family health history and talk to your health care provider about it.
- **Know the signs of a heart attack.** Major signs include:
 - Pain or discomfort in the jaw, neck, back, arms or shoulder
 - Feeling weak or light-headed
 - Chest pain or discomfort
 - Shortness of breath
- **Talk to your health care provider about prostate cancer screening.**



Earn Rewards with Babies First

Having a healthy baby starts before you are pregnant. See a health care provider before and during your pregnancy. It's the best thing you can do for your new bundle of joy!

Be sure to sign up for Babies First. You can earn up to **\$150** in rewards for going to the doctor while you are pregnant and after your baby is born. Here's how it works:

1. You will get a rewards card in the mail. It will look like a credit card.
2. Your health care provider will let us know of your visits. Then we load a reward total on the card.
3. You can use rewards at any of the approved stores on the list that came with your card.

Breast Pump Benefit

Do you breastfeed your baby or plan to when the baby is born? We want you to have the tools you need to do it successfully. You can get a breast pump to help when you need to be away from your baby. Pumps are available through Ameda Direct at no cost to you.

Two ways to order

1. **Online:** Go to <https://insured.amedadirect.com>. Fill out the online form.
2. **By phone:** Call 1-877-791-0064.

Ameda Direct will contact your health care provider to verify the order. Then the pump will be shipped to you directly. Ameda also provides you with access to online breastfeeding information and a call center with a lactation specialist.

Pregnant? Don't Smoke

Tobacco is bad for both you and the baby. It can cause your baby to be born too early or too small. It also increases the risk of certain birth defects and even death.

If you use tobacco, talk to your doctor about the best stop-smoking strategy for you. You can also call Member Services. We can tell you about stop-smoking options and other prenatal benefits we offer. It's never too late to quit. It's the best thing you can do for you and your baby.

No Internet Access? No Problem.

Just call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711). We can help you get what you need.

Preventive Health Visits: EPSDT HELPS

Keep your child healthy this year with a health checkup. This visit allows your child's health care provider to find and treat any problem early. Humana – CareSource provides the Medicaid Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit for members from birth through the end of their 21st birth month (0-21). EPSDT visits cover your child's preventive health care at recommended ages; these visits include school health requirements. If your child's health care provider finds a health issue that needs additional testing, diagnosis and treatment; EPSDT will cover medically necessary health care.

Exams include:

- Health & Developmental history of your child/youth and the family
- Physical Exam (includes height and weight check, blood pressure and more...)
- Health education about safety and health risk factors based on your child's age & history
- Shots (age recommended immunizations)
- Screenings (vision, dental, hearing, mental health, substance use, growth & development, nutrition, lead and other labs and more...)
- Referrals to Dentists and other Specialists
- Lead Screening – A simple blood test completed by your health care provider to find out if your child has been exposed to lead and needs more care

Don't forget dental care - Humana – CareSource EPSDT Medicaid Covers Dental Services

Your child's/teen's health care provider does a dental screening at every EPSDT visit and reminds you and your child to find a dental provider and see that dentist at recommended ages or whenever there is a dental need. Humana – CareSource EPSDT provides preventive dental care, dental diagnostic services and dental treatment services. Dental services from a dental provider can be started as early as 6 months of age if a need is identified.

Dental Services Include:

- Annual Dental Visits
- Two (2) dental cleanings a year
- Fluoride Varnish Treatments
- Dental Sealants for children/youth at risk of tooth decay
- Other Medically Necessary Dental Services

To learn more, please see your Member Handbook. You can also visit our website for more details.





Is Anxiety Getting in the Way of Your life?

Anxiety is very common. It doesn't always appear as worry. Sometimes it takes on the form of:

- Muscle tightness
- Poor sleep
- Irritability
- Fatigue

You can find tools and techniques to help ease stress at myStrength, an online wellness tool available at no cost to you. Access it at https://bh.mystrength.com/humana_caresource. Find the app at www.mystrength.com/mobile.

Keep Your Blood Pressure in Check

Are you at risk for high blood pressure? Blood pressure tends to rise with age. You may also be at risk if you:

- Are overweight
- Have certain medical conditions like diabetes
- Take certain medicines

These tips can help you learn more and keep it under control:

- Get your blood pressure checked at every doctor's visit.
- Ask your health care provider what a healthy blood pressure is for you.
- Do you take blood pressure medicine? If so, always take it as prescribed.

Diabetes – Eye Care

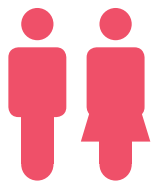
Do you have diabetes? Diabetes can affect the blood vessels in your eyes. When eye problems are caught early, there are very good treatments. Even if you are seeing fine, you need regular dilated eye exams to protect your sight.

Ask your health care provider to help you find an eye doctor who cares for people with diabetes. You should have your eyes dilated and examined once a year.

Have an Asthma Action Plan



20
MILLION



People in the U.S. Have Asthma

Asthma is a disease that affects your lungs. During an asthma attack, your airways shrink and less air gets in and out of your lungs. Mucus, that your body makes, clogs up your airways even more. This makes it hard to breathe.

Asthma can be controlled by taking medicine and avoiding triggers that cause an attack. Common triggers include tobacco smoke, dust mites, mold, air pollution and pets. You must remove the triggers that can make your asthma worse.

If you have asthma, you should have an asthma action plan. An asthma action plan is a written plan you develop with your health care provider. It helps you manage your asthma. It includes:

- **Your daily treatment plan** – This includes what kind of medicine(s) to take and when to take them.
- **How to manage your asthma long term**
- **How to handle worsening asthma or attacks**
- **What to do in an emergency**

Get to Know Your Local Pharmacist for MTM!

It's probably not common to think of a pharmacist as someone who provides medical care. Yet many pharmacists share the goal to improve your health through medication. Many of our members take multiple drugs prescribed by one or more doctors. Some drugs, when taken with others, are less effective and/or cause side effects. This is where Medication Therapy Management, or MTM, and your friendly pharmacist can help. MTM is a program that promotes drug safety, simplifies your medication schedule and arms you with more knowledge. During MTM you will receive an annual medication review. You will also receive a personal medication list and action plan, with follow up steps if necessary. This program is available to eligible members at no additional cost.



Member Handbook Updates

Understanding your health care benefits can be confusing. That's why we give all new members a Member Handbook. It explains what your benefits are and how to use them. Please read it carefully. We update it each year.

There have been some updates made to the handbook for 2018, please see in italics below.

Choosing a PCP

Sometimes there may be a reason that a specialist may need to be your PCP *specific to your needs including those with a gynecological or obstetrical health care need, a disability, or chronic illness*. If you think you need a specialist to be your PCP, please call Member Services.

Drug List Updates

Find out which drugs are covered under your plan. Just go to this link:

CareSource.com/find-my-prescriptions

Quarterly changes and updates can be found at **CareSource.com/KY**, on your plan's Pharmacy page. Please call Member Services if you don't have access to the internet. We can help you.

We're Here to Help

Humana – CareSource has disease management programs. They can help you or your child with asthma, diabetes or high blood pressure.

We send you information in the mail to help you better manage your condition. We encourage you to talk about it with your health care provider. If you have questions, please call us at **1-844-768-2010**.

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

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

Keep those germs **AWAY!**

Antibiotics are used to treat or prevent some infections caused by bacteria. Antibiotics don't work on viral infections, such as the common cold or flu. Your health care provider can help you decide if you need an antibiotic. Washing your hands is one of the most important ways to avoid catching a cold or the flu. Follow these five easy handwashing steps recommended by the Centers for Disease Control and Prevention:



1 **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



2 **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



3 **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



4 **Rinse** your hands well under clean, running water.



5 **Dry** your hands using a clean towel or air dry them.

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 ဝက်ဇ် 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 दुभाषिण 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 griege, 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>.