

FALL 2018

Feel Good!

A Newsletter for Humana – CareSource® Members



IN THIS ISSUE:

2 Addiction: Take the First Step

4 Keeping Kids Healthy

7 Do You Get Enough Sleep?

8 Get Rid of Medicine Safely

10 Transitioning to Adult Care



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

Renew Your Benefits Each Year

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

- 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 for Community Based Services (DCBS) will send you a notice and instructions when it is time to renew.

Humana®

 **CareSource**®

ASK YOUR DOCTOR

Has your doctor recommended a new medicine for your health condition? Here are some questions to ask:

- How does it work?
- When and how often should I take it?
- Should I take it with or without food?
- Will it interact with any of my other medicines?
- What are the common side effects?
- What should I do if I miss a dose?
- Are there other treatment options?

Note: If you experience any side effects be sure and call your doctor!



Addiction: **Take the First Step**

Treatment works. Recovery does happen.

With all we hear about drug addiction, it is important to remember that people do recover every day. Treatment works. Like many other chronic diseases, with the proper treatment and support system, you can manage your addiction. You can live a healthy and happy life.

Treatment may include counseling, behavioral therapy, support groups or medication-assisted treatment. Though not required, detoxification is also available to help your body withdraw from drugs and prepare you for treatment.

I am ready for help. How do I get started?

Asking for help is the first step. Call us, we can help you find a provider and schedule

an appointment. You can also reach our representatives through the addiction treatment phone number at 1-877-380-9729.

Talk with your doctor. You can use the Find a Doctor/Provider tool on our website to find doctors who treat addiction in your area. If you have a Care Manager, he/she can also help you.

“ You never fail until
you stop trying. ”

— *Albert Einstein*

We're Here When You Need Us

Mobile app

Get the CareSource app to manage your Humana – CareSource benefits on your smartphone or tablet. You can get it from the App Store® or Google Play®. Use it to view your ID card, find a doctor and more. You can also use it to access your My CareSource® account.

** The App Store is a service mark of Apple, Inc.
Google Play is a registered trademark of Google, Inc*

My CareSource®

This is your personal online account.
Use it to:

- Change your doctor
- Request a new ID card
- View claims and plan details
- And more

We can contact you by mail, email, phone or text. You can choose how you would like us to contact you by logging into MyCareSource.com. Make sure we have your most current contact information.

Go to **MyCareSource.com** to sign up.

Earn Rewards with Babies First

Pregnant? Just had a baby? Be sure to sign up for Babies First. You can earn up to \$150 in rewards for getting health care for you and your child.

Visit **caresource.com/members/kentucky-medicaid/benefits-services/additional-services/** to learn more and sign up.

KEEPING KIDS HEALTHY

Make sure your kids get important (and free) screenings as a part of the well child visit offered through the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit. EPSDT helps to find and treat health problems early. Call your child's health care provider to ask if it is time for these services:

- Well child visit (EPSDT exam)
- Dental, vision, and/or hearing screening
- Blood lead test if never tested
- A review of your child's shot record

Shots can protect your child from serious diseases. They can save your family time and money. They can prevent serious illnesses and prolonged time away from school and work.

The American Academy of Pediatrics recommends a schedule of shots throughout your child's life. To learn more, go to **CareSource.com/KY** or **healthychildren.org**.





Where to Go for Care

Knowing where to get health care can be difficult. It depends on the type of care you need.

Doctor's Office	<ul style="list-style-type: none">• Routine and preventive care• Checkups and shots• Most illnesses and injuries
Urgent Care	<ul style="list-style-type: none">• When your doctor's office is closed• For more serious or complex illness or injury
Emergency Room	<ul style="list-style-type: none">• Life-saving care only• When you need treatment right away• Serious accidents or illnesses

Find a provider or clinic using our Find a Doctor/Provider tool at [CareSource.com/KY](https://www.caresource.com/KY). If you don't know what to do, we can help. Just call our 24-Hour Nurse Advice Line. The number is on your member ID card. You can also use the CareSource mobile app.

Drug List Updates

Which drugs are covered under your plan?
Find out here:

[caresource.com/members/kentucky-medicaid/pharmacy/find-my-prescription](https://www.caresource.com/members/kentucky-medicaid/pharmacy/find-my-prescription)

Call Member Services if you don't have access to the internet. We can help you.



Know Your Blood Pressure Numbers

Managing your blood pressure is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit. Know your numbers and what they mean. Talk to your health care provider about your goals. He or she may have target blood pressure numbers for you to maintain.

There are usually no signs or symptoms for high blood pressure. If it is not treated, it can cause strokes, heart attacks or even death. Changing your lifestyle can help control it. Your health care provider may ask that you:

- Eat a healthy diet with less salt
- Exercise regularly
- Quit smoking
- Maintain a healthy weight

You may also need to take medicine to lower your blood pressure. Always take it as directed. If you skip doses because you can't afford the medicine, have side effects or forget to take it, talk to your doctor about solutions. Don't change your treatment without your health care provider's guidance.

Blood Pressure Level	Systolic (mmHg) (upper number)		Diastolic (mmHg) (lower number)
Normal	less than 120	and	less than 80
Elevated	120-129	and	less than 80
High – Stage 1	130-139	or	80-89
High – Stage 2	140 or higher	or	90 or higher
CRISIS – SEE A DOCTOR RIGHT AWAY	180 or higher	or	120 or higher

**Source: www.heart.org*



DO YOU GET ENOUGH SLEEP?

Chronic sleep loss is linked to several health problems including obesity, heart disease and depression. Both adults and children need to get enough sleep. It helps you focus and improves your mood. Here are some tips to help improve sleep for your family:

- Make sure you sleep in a room that is quiet and dark. Avoid screen time right before bed.
- Be consistent. Go to bed and get up at approximately the same time each day.

A similar routine at bedtime can help with falling asleep faster and sleeping more soundly.

- Stay active. Exercise during the day can help make you more tired at night.

The amount of sleep you need changes as you age. Children need more sleep than adults. The chart below shows how much sleep is recommended by age. Learn more at www.cdc.gov/features/sleep.

Age	Recommended hours of sleep per day
4-12 months	12-16 hours per 24 hours (including naps)
1-2 years	11-14 hours per 24 hours (including naps)
3-5 years	10-13 hours per 24 hours (including naps)
6-12 years	9-12 hours per 24 hours
13-18 years	8-10 hours per 24 hours
18-60 years	7 or more hours per night

Get Rid of Medicine Safely

What should you do with leftover medicine? Make sure your unused prescription drugs are not used by someone else. Do not share your medicine with others.

Be smart. Get rid of drugs safely. Here are some tips:

- Use a drug take-back program in your area. Contact your local law enforcement agency. You can also call your local government trash and recycling service. They can give you more details.
- Use an authorized prescription drug collector. This could be a local hospital, pharmacy, police department or store. Visit www.dea.gov to find out more.
- Follow the disposal instructions on the drug label or information sheet. Scratch off identifying information from the label.
- If no instructions are provided, take the drug out of the original container. Add an



undesirable substance, like dirt, to the drug. This will make it less usable to others. Place the mixture in a sealed container. Then throw it out.

Learn more:

[www.fda.gov/forconsumers/
consumerupdates/ucm101653.htm](http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm)

[www.deadiversion.usdoj.gov/drug_
disposal/index.html](http://www.deadiversion.usdoj.gov/drug_disposal/index.html)



Here's “2” Your Teeth

Dental care habits come in pairs. Brush your teeth **2** times a day. Brush for **2** minutes each time with fluoride toothpaste. See a dentist **2** times a year.

Blood Test for Diabetes

Hemoglobin A1C (HbA1C) is a blood test. It shows your average blood glucose levels over the past 2-3 months. It provides a useful gauge of diabetes control. If you have diabetes, get an A1C test done every 3-6 months. Your result should be less than 7 unless your health care provider sets a different goal for you.

This test can also be used to diagnose type 2 diabetes and prediabetes. Lifestyle changes can help delay or prevent type 2 diabetes. If you have risk factors for diabetes, talk to your health care provider. He or she can help you figure out if you should be tested.



We Make it Easy to Find a Doctor

Do you need to find a doctor or specialist? We make it easy. You can use our online tool at any time to search for a specific health partner in our network. Recent updates make it easier than ever to use. Searching is simple and intuitive. Details about health partners are more complete. You can search based on name, location, specialty and much more. You can even find out where a doctor went to medical school or if they are board certified or have other professional qualifications. If you need help, just use the online tutorial. It will show you how simple it is to find what you need. Go to **CareSource.com/KY** and click on Find a Doctor/Provider to get started.

SMART STUDY SECRETS

- 1. Make a plan.** Do homework at the same time each day to establish a routine.
- 2. Stay organized.** Work in a clean, quiet area. Gather supplies before you start.
- 3. Take care of yourself.** Get enough sleep each night. Take regular study breaks. It will help you focus.

A photograph of a woman with long dark hair, smiling and looking towards a child. The child is holding a tablet computer. The background is blurred green foliage.

TRANSITIONING TO ADULT CARE

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care partner who focuses on adult care. Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health partner for your child by age 18. If needed, Member Services can provide information to help with a smooth transition in choosing a new primary care provider for your child.



New Copay Update for Medicaid State Plan

As our member we want to ensure you are aware of any changes that may impact your health insurance. On July 1, 2018, the Commonwealth of Kentucky required that all Medicaid Managed Care Organizations impose cost sharing requirements. On July 1, 2018 Humana – CareSource began requiring copayments for certain services. Based on guidance received by the Commonwealth of Kentucky on July 31, 2018 regarding cost sharing, Humana – CareSource will no longer require copayments for medical, dental and vision services effective October 1, 2018. Only pharmacy services will require a copayment.

A copayment is an amount you are required to pay as your share of the cost for a medical service like a doctor's visit or a prescription. You will not be required to pay more than five percent of your household's income in a quarter. Exemptions may apply.

Holiday Schedule

In observance of major holidays, Humana – CareSource is closed on the following days:

- New Year's Day: Monday, January 1, 2018
- Memorial Day: Monday, May 28, 2018
- Independence Day: Wednesday, July 4, 2018
- Labor Day: Monday, September 3, 2018
- Thanksgiving Day: Thursday, November 22, 2018
- The day after Thanksgiving: Friday, November 23, 2018
- Christmas Eve: Monday, December 24, 2018
- Christmas Day: Tuesday, December 25, 2018

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

GET ACTIVE. STAY FIT.

The warmer months are the perfect time to step it up and get active. Exercise can help you:

- Lower stress
- Lose weight
- Reduce your risk of chronic disease
- Feel happier
- Increase your energy level
- Strengthen muscles and improve balance

Talk to your health care provider about the best fitness plan for you.



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 મેળિનીઓ અવિકર છે. તે ખર્ચ વિન તમ રી ભ પ મ i પ્ર પત કરી શક ર છે. દ ભ વપરો તિ કરિ મ દે, 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 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>.