

WINTER 2018

Feel Good!

A Newsletter for Humana – CareSource® Members

IN THIS ISSUE:

- 4 Easy Ways to Access Care
- 6 Manage Your Blood Sugar Through the Holidays
- 8 Care for Moms and Babies
- 10 Access to Your Plan Online or on the Go



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

We Appreciate You!

Thank you for being a Humana – CareSource member. Sticking with us has many advantages and benefits. They include:

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

We appreciate your trust in us to help you get the care you need.

Tell a friend

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

Humana®

 **CareSource**®

NEW AND IMPROVED CARESOURCE.COM

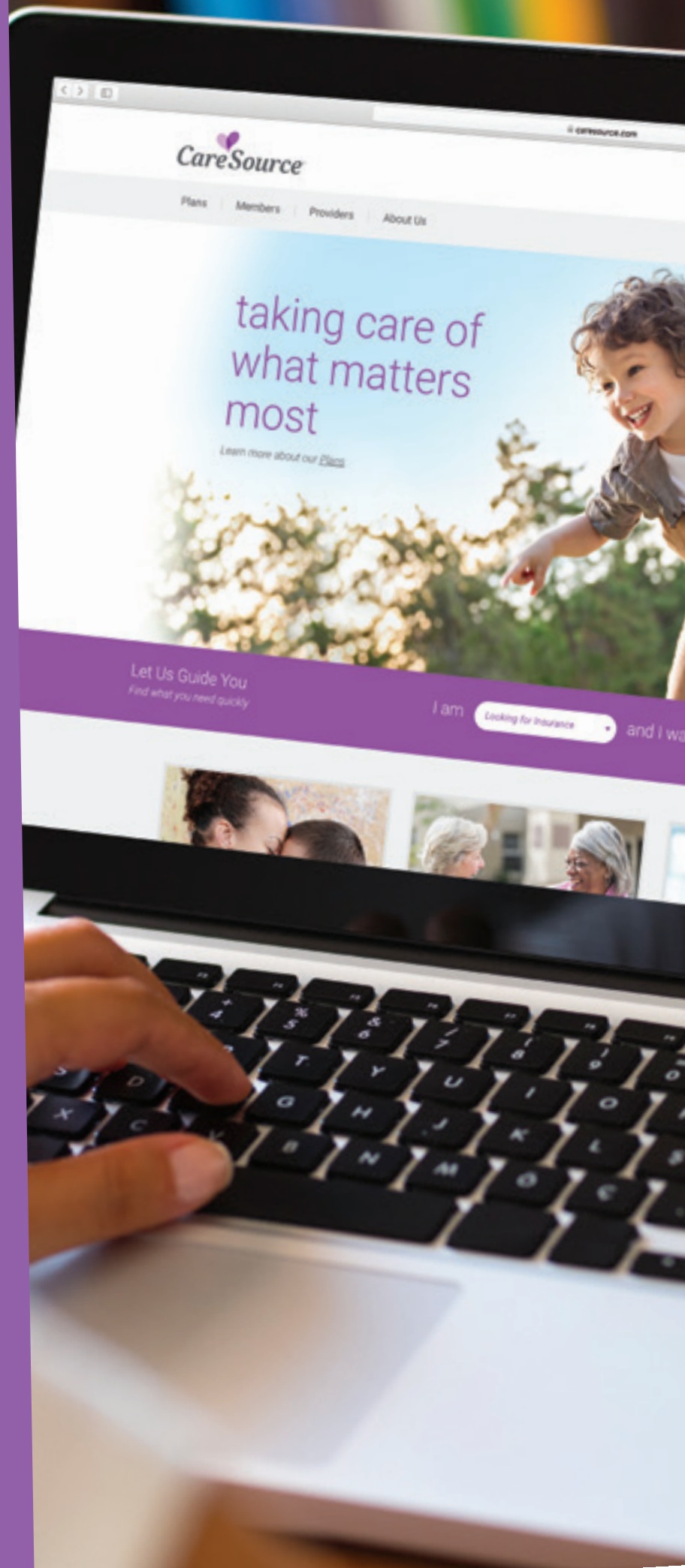
Redesigned with you in mind

Everything we do starts with you, our valued member! We've been working hard to enhance our website to make it easier for you to find what you need fast.

The redesign of CareSource.com offers quick and easy access to important information and resources for Humana – CareSource's plans and services. The website includes:

- **Easier navigation** – hover over our Plans or Members headings in the toolbar to get a drop down menu that quickly gets you to the information you need.
- **Simplified content** – information is written in a web-friendly format that is clear, direct and easy to understand.
- **New look and feel** – simple and clean site design that lets you quickly and easily find information and resources tailored for your needs.

Check out caresource.com/members/kentucky-medicaid/ today.





Drug List Updates

Log on to:

caresource.com/members/kentucky-medicaid/pharmacy/find-my-prescriptions/

Find out which drugs are covered under your plan. You'll find the most current changes and updates, too. Please call Member Services if you don't have access to the internet. We can help you.

Your Privacy Is Our Priority

At Humana – CareSource, we respect your right to privacy. We protect data used to identify you or document your health, your medical care or payment for health care services. We also follow all state and federal laws that apply to your consent to share specific information.

The Member Consent/HIPAA Authorization form tells us if you do or do not want us to share your health information. If you have not completed this form or want to change your preferences, you can fill it out online. Or you can print it and mail it back to us. The form is available at <https://secureforms.caresource.com/en/HIPAA/KY/Medicaid>. You can also access the form through the My CareSource member portal.

Choose How We Contact You

Would you rather get an email or something in the mail? Would you like to receive text messages from us about updates to your health insurance?

Please log in to MyCareSource.com and update your preferences.

Easy Ways to Access Care

Your Primary Care Provider (PCP) should be your first choice for routine care. Sometimes you can't get in to see your provider quickly enough, or you need care in the evening or on the weekend when your PCP's office is closed. Convenience Care Clinics offer you the same level of care as your PCP, at the same cost as a PCP visit.

Convenience Care Clinics are located inside your local grocery and drug stores, such as Kroger, Walgreens and CVS. They are normally staffed by Nurse Practitioners and are open in the evenings and on the weekends. You can find Convenience Care Clinics with our Find a Doctor online tool under "Clinics," or call Member Services to find a clinic near you.

Our 24-Hour nurse Advice Line is available 24 hours a day, 7 days a week, 365 days a year. A caring registered nurse will answer your questions. He or she can also help you decide what care you need. The number is on your member ID card.



GET YOUR FLU SHOT

Anyone can get the flu virus, and it can be serious. Protect yourself and your loved ones. Get a flu shot every year.

Experts recommend that everyone older than 6 months should be vaccinated. There are very few exceptions. If left untreated, the flu can cause serious infections like pneumonia. Some infections can be life-threatening.

You can get a flu shot at your health care provider's office. You can also get a flu shot at some pharmacies and supermarkets.





Earn Rewards for Healthy Habits

Complete healthy activities to earn rewards with:

- **Babies First** – Pregnant women and babies up to 15 months old can earn up to \$150. Earn rewards for keeping prenatal visits, well-baby visits and more (You will need to enroll in this program.)
- **MyHealth** – Adults 18 years and older can earn rewards for diabetes screenings and much more. We encourage you to redeem any rewards by the end of the year.

Find out how you can get started today! Visit caresource.com/members/kentucky-medicaid/benefits-services/additional-services/ or contact Member Services.

We've got your back when it comes to getting the care you need!

With Humana – CareSource there are NO referrals required for specialty care with participating health care providers. With our large, statewide network YOU can choose among all our available specialists and hospitals whenever you need specialty or inpatient hospital care.



Manage Your Blood Sugar through the Holidays

Do you have diabetes? As we enter the holiday season, set a few small goals to manage your blood sugar.

- Maintain your schedule as much as you can.
- Check your blood sugar frequently.
- Budget your sweets and treats.
- Be “party smart” and take healthy dishes with you.
- Stay active.

Make it your new year’s resolution to minimize complications from diabetes. Make an appointment with your health care provider to discuss important tests and screenings such as:

- Checking blood pressure at every visit
- Getting a blood sugar test at least twice a year
- Discussing tests for kidney function and blood lipids (fats)
- Getting a dilated eye exam once a year with an eye care professional
- Checking your feet at every visit and getting a thorough foot exam at least once a year

Earn rewards for getting your diabetes screenings! Go to My CareSource and click on My Health and then the Rewards tab. After your provider has notified Humana – CareSource that the tests are completed, your reward will be added to your account. You can redeem rewards for gift cards at popular retail stores.

HIGH BLOOD PRESSURE: ARE YOU AT RISK?

There are usually no signs or symptoms for high blood pressure. In fact, it is often called the silent killer. That's why it is important to know if you are at risk.

Some risk factors include:

- **Age.** Blood pressure tends to rise as you get older. More than half of adults over 60 have high blood pressure.
- **Physical condition.** Being overweight as well as certain lifestyle habits can increase your risk.
- **Family history.** Your risk for high blood pressure may increase if others in your family have it.

The good news is that you can reduce your risk. Eat a healthy diet, maintain a healthy weight, don't smoke, and be physically active. All of these can help reduce your risk. Be sure to have your blood pressure checked regularly by a health care provider.

Women's Health Needs

Women have special health needs. Taking care of yourself is important. Be sure to talk with your health care provider about these screenings and services recommended for women:

- Breast cancer screening
- Colorectal cancer screening
- Cervical cancer screening
- Heart disease monitoring
- Chlamydia screening
- Adult vaccines (shots)
- And more

You should also discuss your health history and your family health history with your health care provider.



CARE FOR MOMS AND BABIES

Are you pregnant?

The most important thing you can do for you and your baby is to make an appointment with your doctor. See your doctor early and regularly throughout your pregnancy. This can help identify issues before they become a problem for you or your baby. Call for an appointment as soon as you know you are pregnant.

Just had a baby?

Make an appointment to see your provider as advised shortly after the birth. This postpartum checkup is important because you are at risk of serious health complications in the days and weeks after giving birth. They can even be life threatening.

At this visit, your doctor can:

- Make sure you are healing appropriately
- Discuss any physical concerns you may have
- Check any conditions you may have had during pregnancy, like high blood pressure or diabetes. They may continue to affect your health
- Discuss family planning, pregnancy spacing and birth control
- Talk with you about breastfeeding and baby safety
- Check your emotional and mental health as well as check for post-partum depression

You can earn rewards for these visits! Join our Babies First program. Sign up at caresource.com/members/kentucky-medicaid/benefits-services/additional-services/.

Cancer Screenings Can Save Lives

Finding cancer early means it's more treatable. It is important you are getting the cancer screenings you need. It could save your life. Some key screenings are:

- Colon cancer screening. There are several tests available. Ask your doctor which one to get.
- Breast cancer screening. Ask your doctor about how often to get screened.
- Prostate cancer screening. Ask your doctor if and when you should be screened.
- Lung cancer screening. If you smoked or do now, talk to your doctor about this screening.
- Cervical cancer screening. If you are a woman 21 and older, talk to your doctor about how often you should be screened.

Your doctor can help you choose which screening tests make sense for you and when you should get them.

Care Managers Offer Help

Our Care Managers are here to help you coordinate all of your health care needs. There is no cost to you. Care Managers serve members with respect and compassion. We:

- Work with your health care team to coordinate your care
- Answer questions and help you learn more about your health and benefits
- Help you understand your symptoms and medicines
- Help you find local resources for things that affect your health like food and housing
- Give you strategies you can use to live a better quality of life

Care Managers are always ready to lend a hand and offer one-on-one support. Learn more at [CareSource.com/KY](https://www.caresource.com/KY).

MYSTRENGTH ADDS LGBTQ+ RESOURCES

myStrength is an online wellness tool. It can help you strengthen your mind, body and spirit with self-help tools and wellness resources. myStrength now contains content specific to the needs of the LGBTQ+ community, offering a safe, stigma-free support system.

Access myStrength online or on your mobile device at no cost to you. Visit https://bh.mystrength.com/humana_caresource to get started. Tap in to your strength today!

ACCESS TO YOUR PLAN ONLINE OR ON THE GO

The My CareSource member portal and CareSource mobile app help make it easy to manage your plan.

My CareSource Member Portal

My CareSource® is your personal online account on our member portal. Use your My CareSource account to:

- Change your doctor
- Request a new ID card
- Review your benefits
- See claims
- And more!

Visit [MyCareSource.com](https://www.mycaresource.com) to sign up and set up your account.

CareSource Mobile App

Manage your Humana – CareSource plan from wherever you are with the CareSource mobile app. The app lets you access your secure My CareSource account from your mobile device to:

- View your ID card
- Find a network provider
- Review your plan benefits
- Check your claims (copays, deductibles and balances)
- Call our 24-Hour Nurse Advice Line and speak with a nurse 24/7
- Call and speak with Member Services
- And more!

The CareSource mobile app is available for both iPhone and Android® systems. Get it free through the App Store® or Google Play® by searching for CareSource.

iPhone is a registered trademark and the App Store is a service mark of Apple, Inc. Android and Google Play are registered trademarks of Google, Inc.





Holiday Schedule

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

- 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
- New Year's Day: Tuesday, January 1, 2019
- Memorial Day: Monday, May 27, 2019
- Independence Day: Thursday, July 4, 2019
- Labor Day: Monday, September 2, 2019

Holiday Gifts on a Budget

The holidays are a time for giving, but you don't have to break the bank. Here are three easy ways to cross everyone off your list and stick to your budget at the same time.

1. Get crafty. Homemade gifts cost less and are always cherished.
2. Give memories. Frame a photo. A memory captured in time is personal and heartfelt.
3. Draw names. For large groups, draw names so you only have to buy a gift for one person.

New Year, New Start

Make 2019 your best year yet. The New Year is a great time to pledge to add at least one healthy habit to your lifestyle. Eat right, get enough sleep, stay fit – even small steps can make a big difference. It all adds up! Don't forget – you can complete a new Health Risk Assessment (HRA) each year to identify what you want to work on for the New Year!

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

HOW TO REACH US

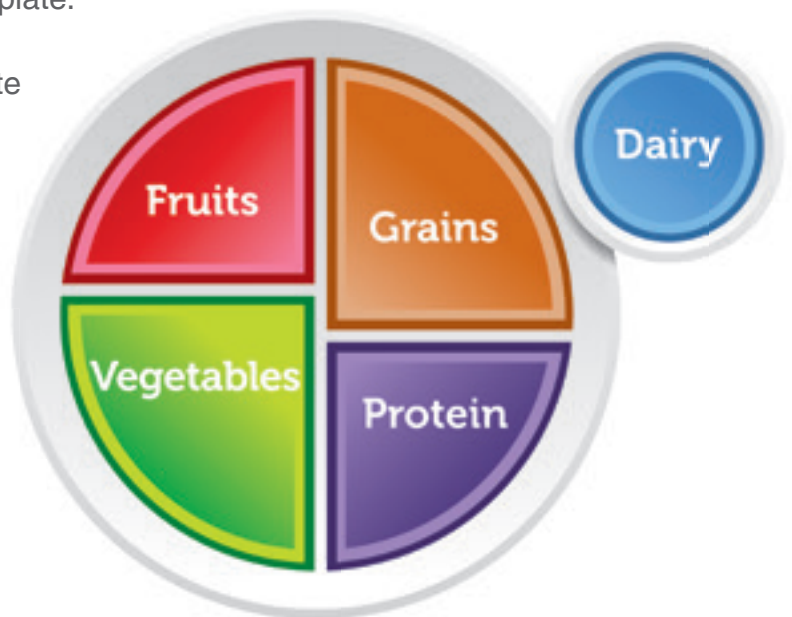
Member Services Dept:
1-855-852-7005
(TTY: 1-800-648-6056 or 711)

24-Hour Nurse Advice Line:
1-866-206-9599

Healthy Holiday Eating

The holidays can wreak havoc on a well-balanced diet. Before you eat, think about what goes on your plate.

Use this simple graphic. It can help you estimate how much of each food group you should eat at each meal. Find tips and tools to help you make wise choices at www.choosemyplate.gov.



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>.