

2019

# Feel Good!

A Newsletter for Humana – CareSource® Members

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## Don't Risk Losing Your Humana – CareSource Health Care Coverage

To stay a Humana – CareSource member, you have to renew your Medicaid benefits. The Kentucky Department for Community Based Services (DCBS) sends a Renewal Form for Medical Coverage when it is time for you to renew. It's important that you take action. If you don't, you could lose your eligibility for health care coverage.

### Renew Your Coverage in One of Four Ways

- 1. Online.** Log in to the self-service portal at [kynect.ky.gov](http://kynect.ky.gov).
- 2. By Phone.** Call DCBS at 1-855-4KYNECT (459-6328).

**3. By Mail.** Sign the form you get in the mail and mail it back right away.

**4. In Person.** Visit your local DCBS office.

### Have Questions?

If you have questions about this process, call your local DCBS office. Remember, Humana – CareSource cannot process your renewal. You have to do it using one of the options above.

**Humana**®

 **CareSource**®

# Opioid Limits and Alternative Pain Treatments

To help prevent dependence and/or addiction, Humana – CareSource has limits on opioid prescriptions. The limits for acute, short-acting opioid pain medications are:

- **Up to 60 Morphine Equivalent Dose (MED) per day per prescription**
  - MED is a calculation that converts an opioid dose to an equal dose of morphine. Higher doses of opioids are linked to a higher risk of overdose and death. Even “low” doses increase these risks.
- **No more than a 7-day supply**
- **Up to a 14-day supply total in a 45-day period**

## What does this mean for you?

If your prescription is above the limits, your pharmacist might have to lower the quantity. Or your prescriber may have to submit a prior authorization (PA) request to Humana – CareSource before the pharmacy can give you the medication. The PA tells why the medication, dose, or quantity are needed. Members with conditions like cancer or sickle cell disease will not be under these limits but may still need to get a PA. All long-acting opioid pain medications require PA.

## What can you do?

Remind your prescriber about the dose and quantity limits for opioid pain medications. These are on the Preferred Drug List posted on **CareSource.com/ky**. Also talk to your prescriber

about other medications that may be covered and used to treat different types of pain, including:

- Acetaminophen (Tylenol)
- Antidepressants like duloxetine and amitriptyline
- Muscle relaxers like cyclobenzaprine
- Nerve blocks, epidural and spinal injections, trigger point injections
- Non-steroidal anti-inflammatory drugs (NSAIDs) like ibuprofen and naproxen

Other covered non-drug treatment options are available to you as a Humana – CareSource member. These treatments may need approval before you start. Talk with your prescriber to see if one or more is right for you.

- Chiropractic care
- Counseling or cognitive behavioral therapy
- TENS units (Transcutaneous Electrical Nerve Stimulation) sends electrical pulses across the skin and nerve surfaces to help with pain
- Physical therapy or occupational therapy





## Get Help with Your Health Care

Sometimes finding the right health care can be confusing. **We are here to help.** We can help you find a primary care provider (PCP), provide care management and assist in getting the prescriptions you need.

Here are some things to keep in mind when visiting your family doctor or a specialist:

1. Getting care when you need it is very important. If you are having trouble getting the appointments or care you need, please call Humana – CareSource.
2. Seeing your PCP on a regular basis will go a long way in keeping you healthy.
3. For our members that smoke, your PCP can offer you multiple options to help you quit including, counseling, prescription medication, or even a referral to a smoking cessation program.
4. If you feel you have to use the emergency room for routine care, please call Humana – CareSource. We will help find a PCP that better suits your needs.
5. Receiving the necessary lab work, tests, prescriptions and care from specialists is important to treat and track your progress.
6. The time you spend in the office talking directly to your PCP is your time. Be sure to take advantage of this time.

## Protect Yourself and Your Information

Health insurance fraud is a serious issue. One way that we can help combat it is to protect our personal information. If someone calls you advertising medications, and you were not expecting the call, it isn't safe to give out your information.

Recently, there have been a lot of ads on the internet and social media that promise pain relief without opioids. They are ads for products like pain creams. You should always take medical advice from your doctor – not the internet. These ads may also offer free prizes if you use their pharmacy or products. Clicking on these ads can lead to stolen information.

Always check the prescriber on your prescription. Be sure you know who it is. If you have concerns about a prescription you didn't expect, please contact us. Call Member Services and ask to report fraud.

## Health Care on Your Terms

What would you do if you were sick or hurt and unable to talk?  
How could you be sure you would get the medical care you choose?

A health care advance directive is a form you fill out in case you become seriously ill. It lets your doctor and others know how you want to be treated if you are not able to speak for yourself. You sign it while you are still healthy and able to make such decisions.

### Examples

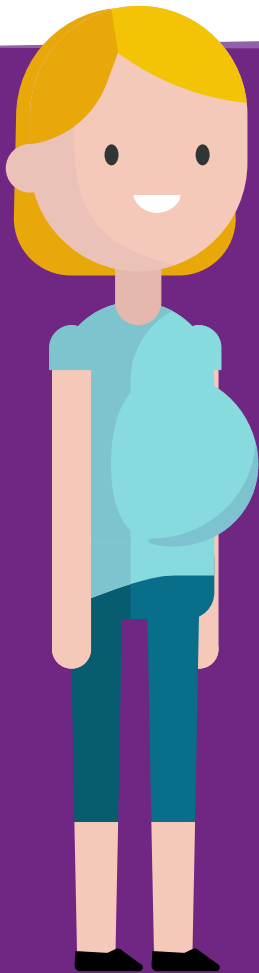
- **Living Will** – This lets others know of your wishes.
- **Health Care Power of Attorney** – This lets you name a trusted loved one to make decisions for you.

It helps to plan ahead. Make sure your wishes are known. Find out more on our website at: [CareSource.com/ky/members/education/planning-ahead/advance-directive/medicaid/](https://www.caresource.com/ky/members/education/planning-ahead/advance-directive/medicaid/).

## Cold and Flu Season Has Started – **Have You Been Vaccinated?**

The Centers for Disease Control and prevention (CDC) recommends everyone 6 months and older get an annual flu vaccine. It normally takes two weeks after being vaccinated to be protected against the flu. Getting a flu vaccine each year is the best way to prevent getting sick with the flu and spreading it to others. Chances are you will avoid more serious illness if you get this protection. It's not too late to get your flu shot this season!

Visit your health care provider and get your flu vaccine today! Annual flu vaccines are a covered benefit for you as a Humana – CareSource member. They are available at **NO COST TO YOU**. If you have already had your flu vaccine, thank you!



## **Are You Pregnant? Get Important Health Screenings Early!**

Humana – CareSource wants you and your baby to be healthy. Covered Early and Periodic Screening, Diagnostic and Testing (EPSDT) services provide comprehensive and preventive health care for children under 21. These services are key to making sure your child receives the appropriate preventive, dental, mental health and developmental services.

If you are pregnant, make sure you visit your health care provider right away. You should receive physical and mental health screenings early on in your pregnancy. These screenings are important to maintain the health of both you and your baby.

As a Humana – CareSource member, you can earn rewards for attending prenatal visits and taking your baby to well-baby visits. Enroll in our Babies First program today! Visit [Caresource.com/kybabiesfirst](https://www.caresource.com/kybabiesfirst) to enroll.



## Drug List Updates

Log on to: [CareSource.com/ky/members/tools-resources/find-myprescriptions/medicaid](https://www.caresource.com/ky/members/tools-resources/find-myprescriptions/medicaid)

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.

## Changing to Adult Care

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care provider who focuses on adult care.

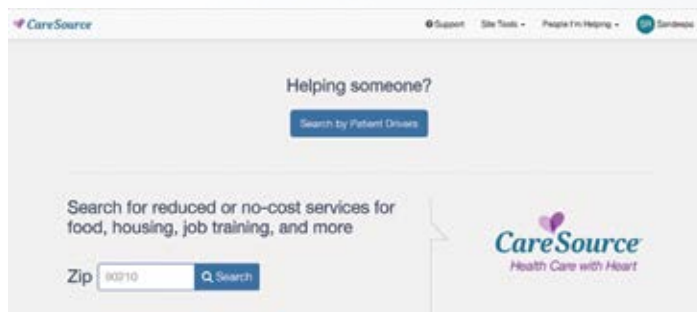
Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health care provider for your child by age 18. If needed, Member Services can help with a smooth transition in choosing a new primary care provider for your child. Talking to your child in their early teen years, before they turn 18, will also help make the change easier for them.

## 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: 1-800-648-6056 or 711). We are open Monday – Friday, from 7 a.m. to 7 p.m. Eastern Standard Time.

## Finding Help Just Got Easier

Humana – CareSource is excited to offer an interactive tool to help connect you to local resources! The MyResources Tool connects you with local low-cost and no cost programs and services for food, shelter, health care, work, financial support and more. Try it today by logging into your My CareSource account to access free tools and features!



## Stay Up to Date

### Find Current Plan Documents on Our Website

Make the most of your health care benefits. Find up-to-date copies of your health plan documents for 2019 at [CareSource.com/ky](https://www.caresource.com/ky). Select your plan and go to the “Plan Documents” section to get started.

### Updated with you in mind

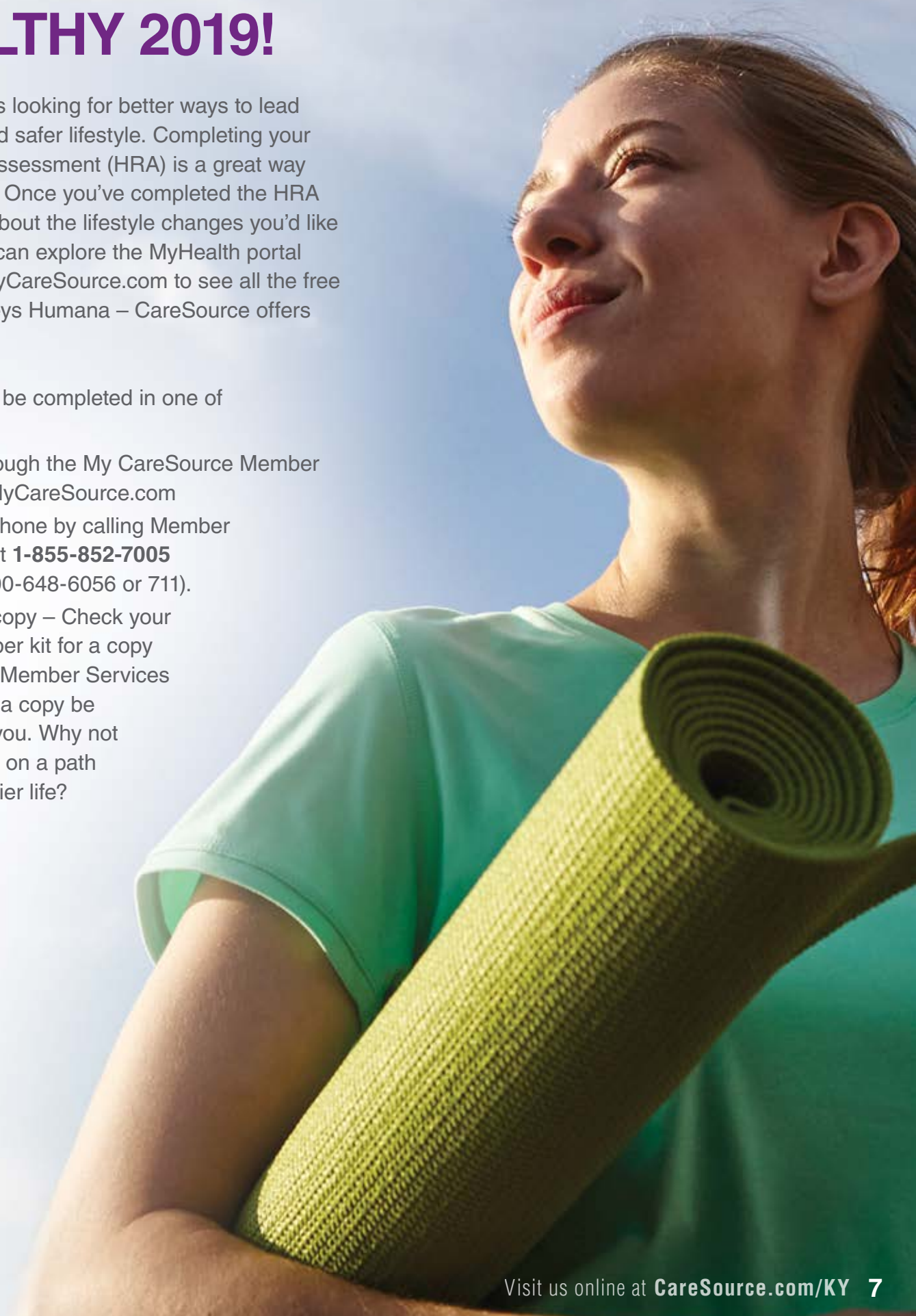
You're busy and we understand! So we recently updated our website to make it easier for you to find what you need fast. It now offers a new look and feel with simplified content and easier navigation. We hope you will use it often to find the information you need when you need it.

# HERE'S TO A **HEALTHY 2019!**

We are always looking for better ways to lead a healthier and safer lifestyle. Completing your Health Risk Assessment (HRA) is a great way to get started. Once you've completed the HRA and thought about the lifestyle changes you'd like to make, you can explore the MyHealth portal linked from MyCareSource.com to see all the free healthy journeys Humana – CareSource offers its members.

The HRA can be completed in one of several ways:

- Online through the My CareSource Member Portal at MyCareSource.com
- Over the phone by calling Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711).
- By paper copy – Check your new member kit for a copy or contact Member Services to request a copy be mailed to you. Why not start today on a path to a healthier life?



# 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. Getting checkups when you are not sick gives you time to form a trusting bond with your health care provider and to set goals for your health.

Preventing disease before it starts is vital to helping people live longer, healthier lives. Preventive health care includes immunizations and screenings for common chronic and infectious diseases and cancers. Preventive care also includes clinical and behavioral interventions to manage chronic disease and reduce associated risks. Counseling can help you manage a chronic disease and live a healthier life. Your health care provider can help connect you to counseling and education services and programs.

## During your 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 or mental issues
- Update your written screening schedule from past wellness visits
- Update your list of risk factors and conditions and the care you are getting or that is recommended
- Give health advice and referrals
- Review and update your medications

## To get ready for your checkup:

- Make a list of all the medicines you take
- Fill out forms in advance if you can, especially if your address, phone number or other information has changed since your last visit
- Write down any questions or concerns

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



START EARNING REWARDS  
**TODAY!**



Did you know there are many ways you  
can earn rewards with Humana – CareSource?

- **Babies First**

Designed for pregnant moms and newborns, Babies First offers incentive dollars for attending prenatal visits, a postpartum visit and well-baby visits.

Rewards are loaded to a My CareSource Rewards® card that can be used to purchase baby care items, food, first aid items, health and wellness items, and more.

Enroll today at [CareSource.com/kybabiesfirst](https://www.caresource.com/kybabiesfirst) or by calling Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Note, you must re-enroll in the program with each pregnancy to receive rewards.

- **MyHealth Rewards**

Adults can earn reward dollars in our MyHealth Rewards program. You are automatically enrolled in this program when you join Humana – CareSource. To see the list of activities you can complete to earn rewards:

1. Go to your My CareSource Member Portal at [MyCareSource.com](https://www.MyCareSource.com).
2. Click the Health link at the top of the home page.
3. Scroll to MyHealth and click the link to go to MyHealth.
4. Click the Reward link at the top of the MyHealth page to view the list of activities.

You can redeem your MyHealth Rewards for gift cards to a variety of retailers.

# Simple Lifestyle Changes Can Help Manage Your Blood Pressure

Uncontrolled high blood pressure raises your risk of heart disease and stroke. Your lifestyle plays a vital role in taking care of your blood pressure. Here are some tips:

- **Eat a healthy diet.**
- **Limit sodium (salt) in your diet:** 1,500 mg a day or less is ideal for most adults.
- **Work out regularly:** about 30 minutes most days of the week.
- **Lose extra pounds.**
- **Limit the amount of alcohol you drink:** one drink a day for women, or two a day for men.
- **Make a plan to quit smoking.**
- **Cut back on caffeine.**
- **Lower your stress:** make time to relax. Take time each day to sit quietly and breathe deeply.
- **Medications:** understand each of the medications you take. Take all of your medications exactly as your health care provider says.
- **Check your blood pressure at home and see your health care provider regularly:** Home checking can help you keep tabs on your blood pressure, make certain your lifestyle changes are working, and alert you and your health care provider to potential health problems. Talk to your health care provider about checking your blood pressure at home.

*Reference: Mayo Clinic*





## Do You Have Diabetes?

### Know Your Blood Glucose Levels

When you have diabetes, self-testing your blood glucose (sugar) at home is a vital tool in taking charge of your treatment plan. Checking your blood sugar will help you identify levels that are high or low. It will also help you determine how diet and exercise affect blood sugar levels. Your health care provider will tell you how often you should check your blood sugar level. He or she will also set target ranges for you.

Your health care provider may also recommend you get an A1C test. A1C (HbA1C) is a blood test. It shows your average blood sugar levels over the past 2-3 months. It provides a useful gauge of diabetes control. For most adults with diabetes, an A1C level of 7 percent or less is a common treatment target. Lower or higher targets may be appropriate for some individuals. If your A1C level is above your target, your health care provider may recommend a change in your diabetes treatment plan.

*Reference: Mayo Clinic*



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**. 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 medicines you can get.  
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 nonformulary 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 steptherapy.
- 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 ክፍያ 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 ချေးချက် ပြုပြင် သင်္ကြံ၏ အသံဖြင့် ငြိမ့်ကျနေပေါ်ရှိ အသံဖြင့် ငြိမ့် ဝက်ဇ် ငြိမ့်မူဝက်ဂ်ဝန်ကိသို့ ဓာနိုရ်။

## 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 મહત્તી મેળિનો અવિકર છે. તે ખર્ચ વિન તમ રી ભ પ મ i પ્ર પ્ત 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>.



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

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## 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**

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## Is it SAD?

Did you know that the cold, dark winter months can trigger depression? Seasonal Affective Disorder (SAD) is a type of depression. It comes and goes with the seasons. It usually occurs in the winter when the days are shorter.

Do you think you might have SAD? Talk to your doctor. Together, you can figure out if your blues are just a passing mood or something more serious. If you have a Care Manager, he or she can assist you with finding a provider who can help you.

If you do have SAD, you are not alone. Treatment is available, and we are here to help. We offer resources on myStrength, our online wellness tool. It can help you strengthen your mind, body and spirit. You can find self-help tools and wellness resources that fit your needs.

Access myStrength online or on your mobile device at no cost to you. Visit [https://bh.mystrength.com/humana\\_caresource](https://bh.mystrength.com/humana_caresource) to get started.