

FALL 2019

Feel Good!

A Newsletter for Humana – CareSource® Members



Important Information about your Humana – CareSource Plan

We want to let you know about some exciting changes to your Humana – CareSource plan. Over the past few years, Humana has partnered with CareSource to serve you and your health needs. Starting January 1, 2020, Humana will be the only provider of your health plan. We look forward to our ongoing relationship with you as our member. We will keep providing an excellent experience as we move the management of your health plan fully to Humana. There will be no disruption in coverage or impact for Humana – CareSource members.

You do not need to do anything. In December, we will send you:

- A new Humana ID Card. You can start using it January 1, 2020.
- A Welcome Kit with new contact and plan information. It will have steps you can take to make the most of your health plan.
- A new Member Handbook. It will have plan benefit details and everything you need to know about using your plan.

We look forward to offering you the same great provider network and benefits you have been enjoying. We will keep making sure that our health plan gives you quality care. We want you to have a total health and wellness experience that allows you to live your best life.

If you have any questions, please call us at **1-855-852-7005** (TTY: 1-800-648-6056 or 711). We are open from 7 a.m. to 7 p.m. Monday through Friday Eastern Standard Time (EST).

Sincerely,

Jeb Duke
Vice President, Medicare/LTSS/Duals Operations
Humana Inc.

STAY COVERED:

Renew Your Humana – CareSource Health Care Benefits!

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 renew your Medicaid benefits with the Kentucky Department for Community Based Services (DCBS). Humana – CareSource does not process your renewal.

How to Renew Your Humana – CareSource Benefits

Watch your mail. DCBS sends a Medicaid Renewal form when it is time to renew your Medicaid coverage. It's important to know that if you don't take action, it will result in the loss of your Medicaid eligibility for health care coverage.

Renew Your Coverage in One of Four Ways

1. **By Phone.** Call DCBS at 1-855-306-8959 (TTY: 1-800-627-4720)
2. **Online.** Log in to the self-service portal at benefind.ky.gov.
3. **By Mail.** Sign the form you get in the mail and mail it to:
DCBS Family Support, P.O. Box 2104, Frankfort, KY 40602
4. **In Person.** Visit your local county DCBS office. Find the address at:
https://prdweb.chfs.ky.gov/Office_Phone/index.aspx

Act Now!

We don't want you or your family to lose the extra benefits you have as a Humana – CareSource member. It's important that you renew before the deadline to avoid losing your benefits!

Have Questions?

Call your local DCBS office. Find the telephone number at:
https://prdweb.chfs.ky.gov/Office_Phone/index.aspx



Our Mobile App is Easy to Use

See what's new with the Humana – CareSource mobile app.

- View and share your digital Humana – CareSource ID card
- Find-A-Doctor, hospital, clinic, urgent care or pharmacy near you.
- Call the 24-Hour Nurse Advice Line and speak with a registered nurse 24 hours a day, 365 days a year.
- Access your secure My CareSource account
- View your claims
- And more!

Download the app and check it out now.



Need Care? You have choices!

Emergency Rooms (ERs) are for emergencies. If you've ever been to one for a minor injury or illness, you know waiting to see a doctor can take a LONG time.

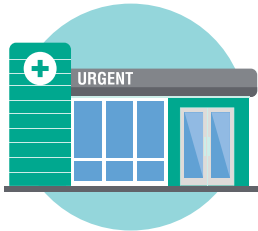
If you need care on the weekend, or at night, you may think the ER is your only option. We want you to know it isn't. You have choices for where to get the best care for your situation.



Our 24-Hour Nurse Advice Line lets you talk to a nurse 24 hours a day, 365 days a year for advice on how to treat minor injuries and illnesses at home. Our nurses can advise if you can wait for an appointment with your PCP, or if you should go to the Emergency Room, get care at a clinic or use telemedicine. The 24-Hour Nurse Advice Line telephone number is on the back of your ID card.



Walk-in convenience clinics are great for quick care when your PCP is closed or you can't get in soon enough. These are clinics you find in your local pharmacy or grocery, like CVS Minute Clinics. They are normally open evenings and weekends, with no appointment needed.



Urgent care clinics are for injuries or illnesses, where you may need a shot or x-ray. They can handle many of the reasons people go to an ER including treatment for minor broken bones and wound care. Urgent care clinics are normally open evenings and weekends.



Emergency Rooms are for true emergencies... things like heart attacks, stroke, trouble breathing, and serious injuries.



The Humana – CareSource mobile app can assist in helping you find the nearest in-network provider. You can download the Humana – CareSource mobile app from the Apple App Store or Google Play today!

You can get quick care when you need it, if you choose the best place for your care.

Personal Support for You!

We all have our struggles. Finding support to focus on your emotional health is important. Whether you are expecting a new child, looking to manage depression, anxiety, or chronic pain, or dealing with the overwhelming tasks of daily life, Humana – CareSource is here to support you. There are resources and tools available in myStrength that you can use.

myStrength is a free personalized resource to improve your mood and help you overcome the challenges you face. myStrength is safe and secure, just for you. It has proven tools that can help strengthen your mind, body and spirit.

Log in to myStrength through your MyCareSource account and click the myStrength link to activate this resource today.

Having trouble logging in? Just call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711) if you need help.

Take Your Medicine

Taking medicine as prescribed by your doctor is a key part of staying healthy. Keep these tips in mind to help you stay on track.



Problem	Solutions
I forget to take my medicine.	Take it at the same time each day. You are more likely to form a habit of it. Write yourself a note or set an alarm on your cell phone to remind you.
I have to take too many pills.	Ask your doctor about alternative drugs you could take less often. There may be a combination drug you could take that would require fewer pills.
I don't like how my medicine makes me feel.	Talk to your doctor or pharmacist. Ask if there is anything you can do to prevent a side effect. Ask about alternatives that may not cause the same problems.

Once you start taking a medication, always keep your follow-up appointments with your health care provider. If you can't, call them right away to reschedule. A Care Manager can help you stick to your medication plan, remind you of doctor visits, and more. Just call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711) if you need help.

Drug Safety:

Prescription Drug Take Back Day

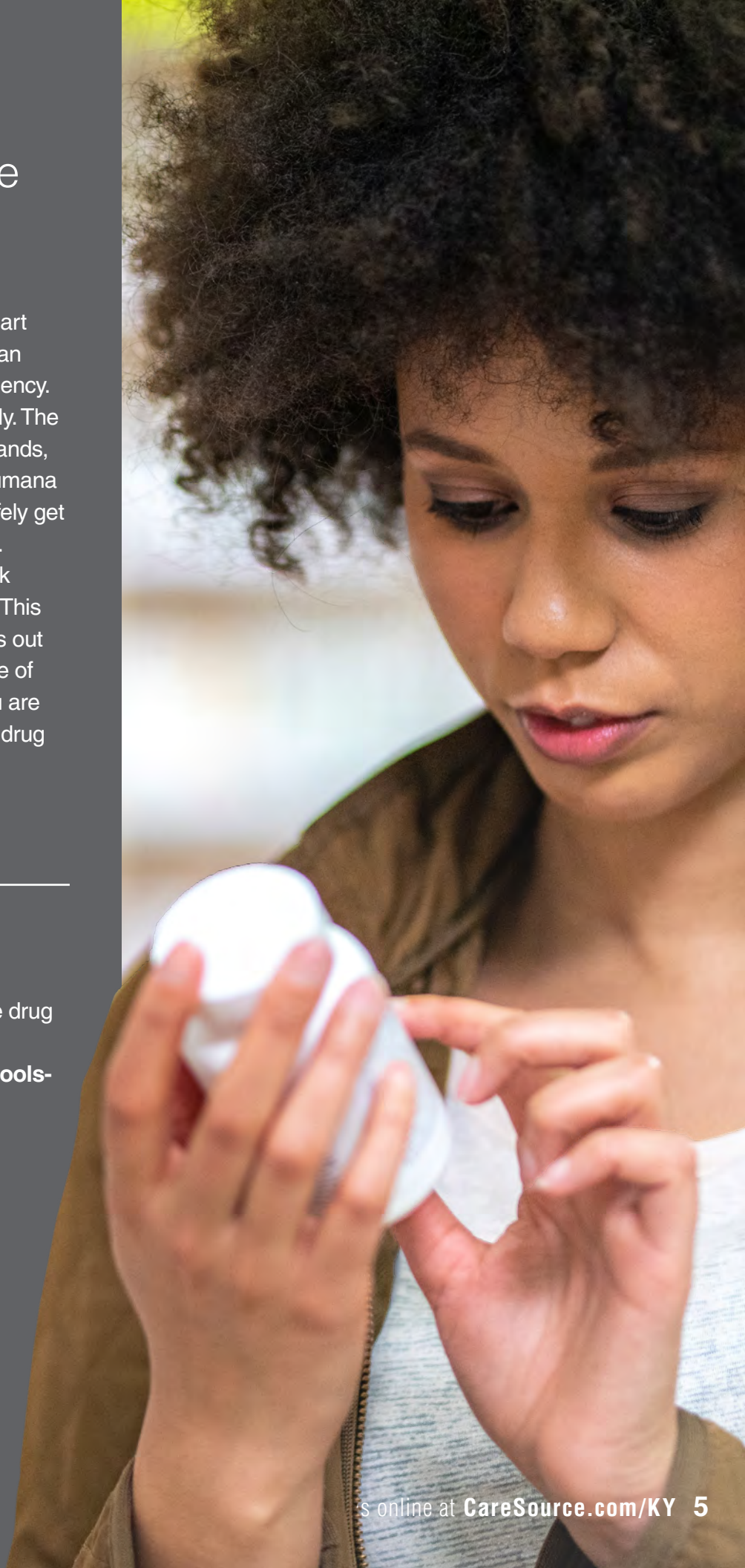
Prescription drugs can be an important part of your recovery. They can help you with an illness. They can stabilize a health emergency. They are helpful tools when used correctly. The misuse of drugs, or drugs in the wrong hands, can lead to harm or death. That's why Humana – CareSource wants to remind you to safely get rid of any unused or expired medications. The National Prescription Drug Take Back Day will take place on October 26, 2019. This is a great chance to clear old medications out of your medicine cabinet. You can dispose of medications that have expired or that you are no longer taking. To learn more or to find drug collection sites year-round visit takebackday.dea.gov.

Drug List Updates

Humana – CareSource has a searchable drug list on our website.

Log on to: **[CareSource.com/members/tools-resources/find-my-prescriptions/](https://www.caresource.com/members/tools-resources/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 at **1-855-852-7005** (TTY: 1-800-648-6056 or 711) if you don't have access to the internet. We can help you.



Schedule a Well-Child Visit Today

It's easy to think you don't need to see a doctor unless you don't feel good. But, children and youth need to see a doctor even when they are not sick or hurt. These visits are called well-child exams. The Medicaid program calls these preventive well-child visits Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services. These physical exams and health screenings are available to our Medicaid members from birth up to the end of their 21st birth month. Children and youth need more checkups than adults. Anytime is a good time to be sure your child is as healthy as possible. Humana – CareSource covers the exams at no cost to you.

Well-child exams are an important part of growing up and staying healthy all year long! Look in your member handbook to learn more about what is involved and how often your child should get an exam.



Behavioral Health Crisis Line

Behavioral health is an important part of your total wellness. You have many behavioral health services available to you. We can help you figure out what type of care you need and connect you with an experienced provider.

Please note that there is a toll free Behavioral Health Crisis Line phone number. The number is **1-877-380-9729**. Crisis intervention services are available 24 hours a day, 7 days a week. For general information please call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711).



Get Active!

Body mass index (BMI) is a calculation that uses your height and weight to help find out if you are at a healthy weight. BMI estimates how much body fat you have. Having too much body fat can be a problem because it may lead to sickness and other health problems.

Doing plenty of physical activity is one way to help keep your BMI in check. Staying active is one of the best things you can do for your health overall. There are several benefits of staying active, including:

- Improved sleep
- Reduced risk of falling
- Improved balance
- Greater joint mobility
- Prevents weak bones and muscle loss
- Extended years of active life
- Healthy aging
- Reduced chronic disease
- Maintaining healthy BMI


The best way to come up with a plan to stay active or find out your BMI is to talk with your health care provider. When you have your health care provider calculate your BMI, you will know the results are right and your health care provider can answer any questions you have. If your health care provider tells you your BMI is high or that you need to be more active, try not to let it get you down. Instead, talk about what you should do to lower your BMI and increase your physical activity.

Have Diabetes? Take Steps to Protect Yourself

If you have diabetes, your blood glucose (sugar) levels are often too high. Over time, this can damage your kidneys and your eyes.

Kidney damage from diabetes is called diabetic nephropathy. The only way to know if you have diabetic kidney disease is to get regular screenings. You should get tested every year for kidney disease if you have type 2 diabetes or have had type 1 diabetes for more than 5 years.

People with diabetes have a higher risk of getting eye problems than those without diabetes. See an



eye care professional at least once a year for a dilated eye exam. Having your regular doctor look at your eyes is not enough. Nor is having your eyeglass prescription tested by an optician. Only optometrists and ophthalmologists can detect the signs of retinopathy.

Follow these steps to help stay healthy:

- Keep blood sugar levels under tight control.
- Keep high blood pressure under control. High blood pressure can make eye problems worse.
- Quit smoking.

Women's Health

Taking care of yourself is important. Preventive care can find problems early when they are simpler to treat. Be sure to talk to your health care provider about breast cancer screenings and services. Breast cancer screenings involve:



Clinical Breast Exam - This is an exam by a health care provider who uses his/her hands to feel for lumps or other breast changes.



Breast Self-Exam - This is done by a person on his/her own breast so that he/she is familiar with how the breast looks and feels. This can help one notice symptoms that may be of concern such as lumps, pain or changes in size.



Mammogram - This is an X-ray of the breast that can spot breast cancer early, when it is simpler to treat and before it's large enough to feel or cause symptoms. A mammogram is the best way to find breast cancer for most women.



Breast Magnetic Resonance Imaging (MRI) - A breast MRI uses radio waves and magnets to take pictures of the breast. It's used with the mammogram to screen women who are at high risk for getting breast cancer.

As a Humana – CareSource member, you may be eligible to earn reward dollars for getting a mammogram. To see if you're eligible, log into your [MyCareSource.com](https://www.MyCareSource.com) account. Click on "Health," then click on "MyHealth." From there, click on "Rewards" to see all eligible rewards.

Source: Centers for Disease Control and Prevention

Medications and High Blood Pressure

Lifestyle changes, like eating a heart-healthy diet and being physically active every day, may be enough to reach your blood pressure target. However, sometimes taking medications may be needed. Always take your medication the way your health care provider tells you. That way, your blood pressure will go down where it belongs!

Medication Checkup

Once a year, you should review and talk about all of your medications with your health care provider or pharmacist. This includes prescription and over-the-counter medications, like cold and flu remedies, herbal products, natural supplements and vitamins. Take a list of your medications to each health care provider's appointment.

Your health care provider will help you see why you take the medication, the desired effect of the medication and possible side effects. They will also explain how to take the medication, what you can expect while you're taking it, and any warnings about the medication.

Your health care provider and your pharmacist are your best sources of information. Ask them questions about your medications or share any concerns about side effects you may be experiencing. Don't stop your prescribed medication without first discussing with your health care professional.

Always be sure you get a written summary of the discussion, including an action plan that recommends what you can do to manage your medications.

If you are prescribed blood pressure medications, you should have regular tests to make sure the medications are working properly. Talk to your health care provider about any needed tests.

Source: American Heart Association



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 ဝက်ဝံ ငြိမ့်မှုဝက်ဝံနံ့ကိုသိသည့် ဓာတ်မြှုပ်။

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 મેળિનીનો અવિકર છે. તે ખર્ચ વિન તમ રી ભ પ મ i પ્રત 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 alstubleift 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

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

Tips for Cold and Flu Season

Cold and flu season is coming. Keep you and your family healthy by following these simple tips.

- 1. Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge everyone six months and older to get one. Humana – CareSource members can get a yearly flu shot at no charge.
- 2. Know where to go for a flu shot.** Flu shots are available from doctor's offices, departments of health and health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area.
- 3. Learn the signs of a cold versus the flu.** A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. Remember, antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic if a doctor prescribes it. You may want to ask your health care provider if an antibiotic is really needed.
- 4. Call if you need help.** You can call our 24-Hour Nurse Advice Line, at any time. The number can be found on your Humana – CareSource Member ID card.

