

FALL 2014

MemberSource

A newsletter for CareSource Advantage® (HMO SNP) members



Get active

Having a disability or a chronic illness, such as arthritis or diabetes, can affect your life in many ways. You may not be able to be as active as you once were or enjoy things you used to do. You may often be tired or in pain, but you can still take small steps to increase your fitness level.

By exercising for as little as 30 minutes a day, at least three days each week, you can reduce your risk of heart disease. You don't have to run a marathon or climb Mt. Everest to be active. Small changes can add up to big results.

- Take the stairs instead of the elevator.
- Park farther out and walk.
- Bring your lunch to work instead of eating out.
- Take your dog for a walk instead of watching TV.
- Play with your kids or grandkids outside for 30 minutes a day.

If these changes become new habits, you will see healthy progress over time. Talk to your doctor about the best exercise program for you. If you have limited mobility, your doctor can help you create a fitness plan that meets your needs.

IN THIS ISSUE:

- 2 Care managers
- 3 Managing medications
- 4 We are here to help

Follow up after a hospital visit

Sometimes you may need to go to the hospital for a mental health condition. If this applies to you, you should see a behavioral health care provider for follow-up care. You should do this **within one week of leaving the hospital**. This allows your provider to continue the care and medications you need to stay on track for recovery. If you need help scheduling a visit, let us know.

What can a care manager do for you?

We all need a little help sometimes. That's why, as a CareSource Advantage member, you have a personal care manager assigned to you. We are here to help you manage your health care needs. There is no cost to you. We can:

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

If you do not know who your manager is or would like to contact him or her, please call us and we will get you connected. Just dial **1-800-708-8729** (TTY/TDD for the hearing impaired: 1-800-750-0750 or 711). Hours are Monday – Friday, 8 a.m. to 8 p.m.

BENEFITS REMINDER

Your CareSource Advantage benefits will continue through Dec. 31, 2014. This includes the benefits mentioned in this newsletter. Please call us if you have questions.

If you suspect fraud, waste or abuse

CareSource Advantage has a program to handle cases of managed care fraud. To report anything that does not seem right:

- 1. Call 1-800-708-8729** (TTY: 1-800-750-0750 or 711). Choose the menu option for members. Then choose the option for reporting fraud.
- 2. Fax** us at 1-800-418-0248.
- 3. Email** a message to **fraud@caresource.com**.
- 4. Write** to us. You can fill out our Fraud, Waste and Abuse Reporting Form found on our website. Or send a letter to us at:
CareSource Advantage
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

You can learn more about what types of activities are fraud, waste and abuse on our website. Just visit **CareSource.com**.

Managing your medications

We have a program that can help you and your doctor make sure the drugs you are taking are safe and working for you. It's called Medication Therapy Management (MTM).

MTM is especially important if you:

- Take eight or more drugs
- Have three or more health conditions like diabetes, asthma or high blood pressure

How does MTM work?

A specially trained pharmacist will review all of the drugs, vitamins and herbal products that you take. He or she will give you the extra attention you need to keep your medications on the right track. The pharmacist may talk with you and your doctor about your medicine. This will help make sure you are taking the right drugs and that they are working.

Getting started is easy

MTM is available at no cost to you. Your pharmacist may call to set up a time to talk with you and get started. We encourage you to take part in this helpful program.



Visit us online

You can find more information about CareSource Advantage online. Just visit our website at **CareSource.com**. Click on "Members" to get started. Then click on "Ohio" and choose "CareSource Advantage."

MemberSource is a publication of CareSource Advantage® (HMO SNP), a coordinated care plan with a Medicare contract and a contract with the Ohio Medicaid program. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, co-payments, and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/co-insurance may change on January 1 of each year.



P.O. Box 8738, Dayton, OH 45401-8738

CareSource.com

NONPROFIT ORG.
U.S. POSTAGE
PAID
DAYTON, OH
PERMIT NO. 1436

Important Plan Information



We are here to help

We know health care can be confusing. That's why we offer a host of helpful resources at no cost to you. They include:

- CareSource 24[®], our 24-hour nurse advice line. You can call any time to ask questions and talk to a registered nurse. Just dial **1-866-206-0569**.
- A dedicated care manager to help with all of your health care needs.
- Transportation to doctor visits or health care appointments. You can get up to 30 round trips per member per year to approved locations.
- Care transition programs for members moving from one level of care to another, such as from hospital to home.
- A friendly Member Services staff and an easy-to-use website with lots more information.

Just give us a call or visit our website at **CareSource.com**.