

December 2013

MemberSource

A newsletter for CareSource Members



CareSource in U.S. Top 100 Listing of Medicaid Health Insurance Plans

NCQA GIVES A COMMENDABLE OVERALL ACCREDITATION STATUS TO CARESOURCE

The National Committee for Quality Assurance has ranked CareSource 70th in their Medicaid Health Insurance Plan rankings for 2013-2014. NCQA evaluated more than 260 Medicaid health plans and ranked 131 of those based on clinical performance, member satisfaction and accreditation standards.

“Our ranking demonstrates our commitment to quality and how we are helping our members,” Craig Thiele, MD, CareSource Chief Medical Officer said. “Our non-profit, mission-based approach puts people ahead of profits and it shows in our rankings. We are committed to moving our number up even higher.”

IN THIS ISSUE:

- 2** Updates to Member Handbook
- 3** Show your Member ID Card
- 5** Staying well in winter


CareSource™
Health Care with Heart

We're Expecting!

CareSource has exciting improvements coming to the Babies First Program. You can now earn up to \$150 on a CareSource Rewards card. The card can be used to buy products to keep you and your baby healthy, like baby care items and toys, wellness products, and nutritional foods. You can earn rewards by seeing your doctor regularly while you're pregnant. You can also earn rewards by taking your child for appointments after they are born. To learn more go to CareSource.com/OHbabiesfirst.



Change to your Member Handbook

CareSource wants to make sure that our members have correct information. There is a mistake in the Member Handbook about vision benefits for our members between the ages of 21 and 59. The Handbook says that these members can receive an eye exam once every two years. The correct information is that CareSource members can receive **one eye exam per year**. If you have any questions, please call Member Services.

Alcohol and drugs affect your health

People often develop addictions in order to numb painful emotions, distract themselves or cope with an overwhelming experience. Addiction is a complex problem that affects every part of your life. Dealing with addiction is even harder when you also have a mental health problem.

Change is possible! You **can get better** with treatment, support and by making lifestyle changes that address the cause of the addiction.

Don't try to do it alone

It's too easy to get discouraged and talk yourself into going back to the drugs or alcohol. You can find support below:

- Talk with your doctor and ask for help. Your doctor can recommend a specialist who can help you.
- Contact Narcotics Anonymous to find a meeting in your area. Go to **www.na.org**.
- Call 1-800-662-HELP (1-800-662-4357) to reach the Substance Abuse and Mental Health Services free referral helpline.
- Access community treatment services through your local Community Mental Health and Recovery Board. To find your board, go to **<http://www.oacbha.org/mappage.php>**.

MENTAL HEALTH BENEFIT UPDATED

Ohio Medicaid member benefits for mental health and substance abuse services have been updated. Members may visit any participating psychologist for up to 30 visits per year without a referral. Questions? Visit the Benefits and Services page on **CareSource.com**, or call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).



Do you have other health insurance?

Does someone in your family have health insurance other than CareSource? If so, please tell us. Just call our Member Services Department at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). When you have other insurance, there are rules about when CareSource should be billed. You can find out more in your Member Handbook or on our website at **CareSource.com**.

NEW OHIO HEALTH CARE WEBSITE

Do you have a friend or family member who is looking for health care coverage? Ohio Benefits is a new website that makes it easier to learn what kind of health care insurance you can get. Some people may qualify for Medicaid. Others might buy insurance through the Health Insurance Marketplace. Go to Benefits.Ohio.gov to learn more.

Show your ID card

Each member of your family who has joined CareSource has a CareSource ID card. Be sure to show your card each time you go to the doctor, hospital, urgent care center or pharmacy. This could help prevent the provider from sending you a bill. Please have your ID card ready when you call our Member Services Department. We will need the Member ID number listed on your card. This will help us serve you faster.





Enjoy what you eat!

Do you have diabetes? You can manage your blood sugar AND include foods you enjoy in your diabetes meal plan. This plan can help you choose what, when, and how much to eat.

Carbohydrates are important to a healthy diet, but they can also raise blood sugar. Carbohydrate counting is one way to plan your meals to help manage your blood sugar levels. Below are 3 tips for a healthier diet. Ask your provider or a registered dietitian to help you create YOUR healthy diabetes meal plan before using these tips:

- 1. Count your carbohydrates.** Carbohydrates are found in starches like bread, cereal, potatoes, corn, fruit, milk, yogurt and other foods. You can talk to your provider about how to do this.
- 2. Balance your plate.** Fill half your plate with non-starchy foods like broccoli and salad. Fill one quarter with a starchy food like rice. Fill the other quarter with meat or a meat substitute like fish.
- 3. Eat at regular times.** Create a plan for when to eat breakfast, lunch and dinner. Don't forget a snack when you're making your diabetes meal plan.

And remember, you can call our 24 hour nurse advice line anytime. Our nurses can answer your questions about diabetes. Just call **1-866-206-0554**.

WE CAN HELP

If you have diabetes, CareSource has a program for you. Our care managers can help answer your questions and coordinate care. We can mail you helpful information about your condition. We can also send you automated phone messages. They remind you about your health-related appointments and tests. CareSource offers a program for Members with asthma, too. Have you been diagnosed with asthma or diabetes? If so, you will be enrolled automatically in a program. There is no cost to you. To reach a care manager, just call **1-888-882-3614**.

Staying Well in Winter



Winter is here and so are flus and upper respiratory infections, or colds. And the best way to deal with the flu and a cold are to prevent them. Follow these 4 easy tips to stay healthy:

1. **Get a flu shot.** We recommend that everyone 6 months and older get a flu shot. CareSource covers an annual flu shot for Members.
2. **Wash your hands** – a lot! You can also use an alcohol-based hand sanitizer. Just remember to use it.
3. **Cover your mouth when you sneeze or cough.** Teach your children to do the same. Cold and flu germs spread through the air.
4. **Eat healthy foods and get plenty of rest.** Healthy habits help your body fight off germs.



How to help treat a cold

Sometimes even when you try to stay healthy, you can get sick. A cold is usually not serious. People with colds have:

- A stuffy or runny nose
- Are tired
- Cough
- May have a low fever

Here are some tips to help you or your child get over a cold:

- Usually, you do not need to go to a doctor.
- Try to get lots of rest.
- Drink extra fluids, like water or chicken broth.
- Antibiotics cannot kill the viruses that cause a cold. Only take an antibiotic or give your child an antibiotic if you or your child's doctor prescribes it. You may want to ask your doctor if an antibiotic is really needed.

If you have questions or need help, we are always here for you. Just call CareSource 24, our 24-hour nurse advice line at **1-866-206-0554**. Call any time to talk to a nurse who can answer your questions.

Holiday Schedule

Our Member Services Department is open Monday through Friday from 7 a.m. to 7 p.m., except on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- The day before Christmas
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

4 ways to report suspected fraud, waste and abuse



CareSource has a program to handle cases of managed care fraud. You can learn about what types of activities are fraud, waste and abuse on our website at **CareSource.com**. To anonymously report anything that does not seem right:

1. **Call 1-800-488-0134** (TTY: 1-800-750-0750 or 711). Choose the menu option for Members. Then select the option for reporting fraud.
2. **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
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other ways to report that are not anonymous include:

3. **Fax us at 1-800-418-0248.**
4. **Email*** a message to fraud@caresource.com.

** Most email systems are not protected from third parties. This means people may access your email without you knowing or saying it's okay. Please do not use email to tell us information that you think is confidential. Some examples are your social security number, member ID number, or medical diagnoses. Instead, please use the form or phone number above. This can help protect your privacy.*

Baby Blues

"I feel sad and anxious. I have trouble eating and sleeping. I just don't have the energy to get things done. Sometimes I don't even want to hold my baby. If this is supposed to be the happiest time in my life, why do I feel so bad?"

For most women, having a baby is a joyous event. Sometimes, though, some women feel sadness, fear, anger, or anxiety after the birth of a baby. If you have these feelings and they last longer than a week or two, call your doctor. Tell him or her how you feel. Your doctor can help you.

Source: www.parents.com





Know your BMI number

Body Mass Index (BMI) is a number your doctor measures from your height and weight. Your doctor can use your BMI reading to tell if you are overweight. BMI can help your doctor decide if you are at risk for other health problems like heart disease or stroke. The chart below shows adult BMI ranges. Talk to your doctor about your BMI reading and what you can do to manage it.

Adult BMI	Weight Status
Below 18.5	Underweight
18.5 – 24.9	Normal
25.0 – 29.9	Overweight
30.0 and above	Obese

Team up with your child's teacher

How can you help your child with Attention Deficit Hyperactivity Disorder (ADHD) succeed in school? Build a good relationship with his or her teacher. Your child's teacher spends the most time with your child – other than you! Together, you can help your child have a good school year.

Be respectful. Your child's teacher has many responsibilities. Focus on how to help your child – not on what you think the teacher is doing wrong.

Ask what you can do. Ask the teacher to help you create a plan for home that matches the rules at school.

Keep in touch. Talk with your child's teacher about regular reports. This can be done by email, phone or in person.

Volunteer. Teachers appreciate any help a parent can give. Help out in the classroom (if possible) or ask the teacher for other ideas.

Want to learn more about ADHD? Talk to your child's doctor, look online or visit your local library.

Source: www.webmd.com



MemberSource is a publication of CareSource, a non-profit, public-sector managed health care plan serving all regions of Ohio.

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HOW TO REACH US

Member Services Department:

1-800-488-0134

(TTY: 1-800-750-0750 OR 711)

CareSource 24, 24-Hour Nurse

Advice Line: **1-866-206-0554**

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Health Care with Heart

Your privacy is our priority

At CareSource, we respect your right to privacy. We protect any data used to identify you or document your health, your medical care or payment for health care services.

We may only speak to you about your own information or your child's. If you or your child has a legal guardian, we may only speak to the guardian. We must have a copy of the court's assignment of a legal guardian. If someone else has legal custody of your child, we may speak to that person only if we receive a copy of the court paperwork to add to your child's record.

We provide you with a notice of our privacy practices. It explains how, when and why we use or share your information. It also explains your right to see your data and how to get access to it. You can find the notice in your Member Handbook. Or you can look on our website at CareSource.com. Go to the "Members" section of the website to get started. Click on "Member Information" and choose "Privacy Practices."