

Fall 2016

MemberSource

A newsletter for CareSource members



Stay fit with your family

By exercising for as little as 30 minutes a day, at least three days each week, you can increase health benefits. One benefit could be reducing your risk of heart disease or diabetes. Exercise can also help you lower or maintain your weight. Every little bit adds up.

Here are some ideas to be more active:

- Take the stairs instead of the elevator.
- Take your dog for a walk or go for a bike ride instead of watching TV.
- Play with your kids outside.
- Plan a set time to be active. Decide that your family will take a walk around the block after dinner, or that you'll walk before you go to work.

Talk to your doctor about the best exercise program for your health needs.

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CareSource[®]
Health Care with Heart

Did you know?

One in three children in the United States is overweight or obese.* September is National Childhood Obesity Awareness Month. Join the thousands of families across the country who are taking steps to get fit. We encourage your family to be active together.

*Source: <http://healthfinder.gov>

High Blood Pressure

Getting your blood pressure checked regularly is important. Have you had a recent blood pressure check with your health care provider? **Here are a few things that can help fight high blood pressure:**

- **Exercising regularly**
- **Lowering salt intake**
- **Staying at a healthy weight**

Family history can put you at a higher risk. For more information about high blood pressure, talk with your health care provider.




Why stop smoking?

When you quit smoking, your health starts to get better right away. It's never too late to quit. Make today the day you stop smoking for good.

20 minutes after quitting	Your heart rate and pulse rate drop to a normal level.
12 hours after quitting	The carbon monoxide level in your blood drops to normal.
2 weeks – 3 months after quitting	Your risk of having a heart attack starts to lower. Your lung function starts to improve.
1 – 9 months after quitting	Your coughing and shortness of breath decrease.
1 year after quitting	Your excess risk of coronary heart disease is half that of a smoker's.

Source: National Cancer Institute, www.cancer.gov



Take control of your diabetes

Here are some of the tests you should get

TEST	HOW OFTEN
Special diabetes eye exam	Every year
Urine or blood test to check your kidneys	Every year
Cholesterol and triglyceride test	Every year
A1C test that your doctor uses to see how your blood sugar is being managed over time	At least twice a year (may be checked more often if it is over 7)
Complete foot exam to check bare feet for injury or infection	Every year (self-exam once a day)
Dental exam to check teeth and gums	Every year
Flu shot	Every year
Pneumonia shot	At least once
Blood Pressure	At each doctor visit
Weight	At each doctor visit

Other healthy habits

- Eat well
- Be active
- Take your medicine

Ask your doctor about other screenings you may need. If you have questions, call our 24-hour nurse advice line. **A nurse will help you.**

**Source: www.cdc.gov*



Schedule a well-child visit

Another busy school year is already here. Have you scheduled a well-child visit yet? It's not too late.

These exams help to:

- Track a child's growth, development and total health
- Prevent future illnesses
- Make sure immunizations and screenings are up to date

School-age children (ages 3-20) need a well-child visit once a year. Babies age 2 and under need them more often. CareSource covers these exams at no cost to you. Call your child's doctor today to make an appointment.



Care for mom and baby

Did you just have a baby? Congratulations! Routine visits to the doctor don't stop after your baby is born. Be sure to keep your appointments and those for your baby. They are all important. Keep these tips in mind:

- Schedule a postpartum (after birth) visit to see your doctor. You should go between three and eight weeks after you deliver. Unless you have problems, then call your doctor right away. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child visits. This will help to make sure your baby is developing in a healthy way. The doctor may also give needed immunizations at these visits. Look in your Member Handbook. It shows how often your child should get a well-child exam.
- We can help you get a ride to your appointments. Just call us at **1-800-488-0134**. Be sure to call at least two business days before you need a ride.

Enjoy each moment – it may be good for your health

Studies suggest that being mindful has benefits.* Mindfulness involves paying attention in the moment. It happens when you are aware of what you are doing, thinking and feeling. It is a purposeful way of thinking that does not let your mind get distracted. It can:

- Help you manage stress
- Help you cope better with serious illness
- Reduce anxiety and depression

Mindfulness does require practice. You can practice by being aware of your breathing, feelings, eating, and thoughts. You can find free mindfulness recordings online. Topics include mindful awareness of breathing, eating and thoughts, as well as mindful yoga and sitting meditation. Just visit www.wexnermedical.osu.edu/patient-care/healthcare-services/integrative-complementary-medicine/mindfulness-practices.

**Reference: <https://newsinhealth.nih.gov/issue/Jan2012/Feature2>*



Cold and Flu Season

Cold and flu season is here. These tips can help keep you and your family stay healthy.

- 1 Get a flu shot.** Getting a flu shot each year is the best way to prevent the flu. We urge that everyone 6 months and older get a flu shot. CareSource members can get a yearly flu shot at no charge.
- 2 Know where to go.** Flu shots are available in many health care settings: doctors' offices, departments of health, or health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your primary care provider (PCP) about where to go in your area.
- 3 Learn the signs of a cold vs. 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 the doctor if an antibiotic is really needed.
- 4 Call if you need help.** You can call our 24-hour nurse advice line any time. The number is **1-866-206-0554** (TTY: 1-800-750-0750 or 711).



We offer care guidelines

CareSource has guidelines for you and your doctor about getting proper care. These are guidelines for care that experts recommend and we endorse.

We have guidelines for many common conditions. We also have guidelines for preventive care by age and gender. Talk to your doctor about the best care for you. You and your doctor should work together to make a treatment plan that is tailored to meet your specific needs.

You can find the guidelines on our website. Just visit **CareSource.com**. Click on “Members,” then “Ohio,” then “Ohio Medicaid.” Then click “Health and Wellness” and choose “Health Care Links.”

Detecting Fraud, Waste and Abuse – It's About More than Money

CareSource takes fraud, waste and abuse very seriously. There are billions of dollars spent on fraudulent and abusive practices each year throughout the health care system, but health care fraud, waste and abuse is about much more than money – it's about quality of care. Examples include a provider performing unnecessary services, billing for services you never received, or prescribing unnecessary medications. These abusive practices could put your care and health at risk by exposing you to unnecessary treatments or not treating you appropriately. At CareSource, your care and well-being is our top priority, so we take these notifications very seriously.

You can help by reporting these situations to us. If something doesn't feel right or you suspect a provider is performing services they shouldn't be, contact us using any of the methods below.

- Calling **1-800-488-0134** (TTY: 1-800-750-0750 or 711) and selecting the menu option for reporting fraud; or
- Writing us a letter or completing our Confidential Fraud, Waste and Abuse Reporting Form and sending it to:
CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

You do not have to give us your name when you write or call. There are other ways you may contact us that are not anonymous. If you are not concerned about giving your name, you may also use one of the following means to contact us:

- Emailing **fraud@caresource.com**; or
- Faxing 1-800-418-0248

If you choose to stay anonymous we will not be able to call you back for more information, so leave as many details as possible including names and phone numbers. Your report will be kept confidential to the extent permitted by law.

Drug list updates

CareSource covers all medically necessary Medicaid-covered drugs. Our searchable drug list is online, it can help you find out which drugs are covered. Just visit **CareSource.com/members/ohio/ohio-medicaid/my-pharmacy/find-my-prescriptions/**.

Quarterly changes and updates to the list are online, too. Just go to this link: **CareSource.com/members/ohio/ohio-medicaid/my-pharmacy/preferred-drug-list**.

If you don't have access to the Internet, please call Member Services. **We will help you.**



Direct access to the care you need

As a CareSource member, you can go to many types of health partners without contacting your PCP first. Just call the health partner to make an appointment.



Please remember:

- All female members are allowed to self-refer to a participating:
 - Certified nurse midwife
 - Obstetrician
 - Gynecologist
- If you are female and your PCP is not a women's health specialist, you may self-refer to one for covered preventive care services such as:
 - Prenatal care
 - Breast exams
 - Mammograms
 - Pap tests
- All members have the right to get a second opinion from a qualified health partner in our network. If a qualified health partner is not able to see you, CareSource will assist with setting up a visit with a health partner not in our network.
- If CareSource is unable to provide a necessary and covered service in our network, we will cover the service out of network for as long as we are unable to provide the service in network. If you are approved to go out of network, this is your right as a member, and the service will be provided at no cost to you.

You can find our online provider directory at <https://findadoctor.CareSource.com/>.

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

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Toll-free phone: **1-800-488-0134**

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CareSource.com

HOW TO REACH US

Member Services department:

1-800-488-0134

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

CareSource24®, 24-hour nurse advice line: **1-866-206-0554**

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Health Care with Heart®

Open enrollment starts November 1

Open enrollment is a time period when you can sign up for or change a Medicaid health plan.

You will get a notice from the Ohio Department of Medicaid about your choices. From November 1 to December 11, you can decide to stay with CareSource as your managed care plan. Why should you?

Being a CareSource member has lots of advantages. They include:

- No copays
- Large health partner network
- 24-hour nurse advice line
- Transportation to approved health care visits and Medicaid redetermination appointments
- Care management for chronic health conditions

Call Member Services for more information on services CareSource offers.



Tell a friend

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