

Spring 2015

MemberSource

A newsletter for CareSource® members



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CareSource™
Health Care with Heart

Keep your heart healthy

Heart disease is the leading cause of death for men and women. February was American Heart Month. Here are some tips to help keep your heart healthy.*

- **Eat a healthy diet.** Fruits and vegetables are a great way to help prevent high cholesterol. High cholesterol can make you more likely to get heart disease. Your doctor can check your cholesterol levels.
- **Keep a healthy weight.** Being overweight or obese can increase your risk for heart disease. Your doctor can help determine your percent of body fat to see if you fall into the healthy range.
- **Exercise regularly.** Take a walk. Go for a bike ride. Play with your kids. Just 30 minutes a day 4-5 times a week can make a difference.
- **Don't smoke.** Smoking can increase your risk of heart disease. If you don't smoke, don't start. If you do smoke, talk to your doctor about ways to quit. It is never too late to quit.

*Source: www.cdc.gov/Features/HeartMonth

We want to know what you think

CareSource participates in the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The survey asks questions about you or your child's health and the care you receive. It also asks about the service you receive from CareSource and your doctors.

In the most recent survey, members gave high marks to:

- Their personal doctor
- Their ability to get the care they need
- How well their doctors communicate with them

Your feedback is important to us. If you get a CAHPS survey in the mail, please follow the directions to complete and return the survey.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



Benefit basics

Understanding your health care benefits can be confusing. That's why we give all new members a Member Handbook.

It explains what your benefits are and how to get them. Please read it carefully. We update it each year. The handbook includes:

- Covered services
- Services that are not covered
- What services require a referral from your primary care provider (PCP)
- What services need a prior authorization from CareSource
- How you can contact us with questions about prior authorization or utilization management
- Any limits on benefits
- Any costs you may be responsible for

- How to obtain a current list of covered drugs
- Things you may need to do as a CareSource member. This includes:
 - Contact us
 - Get a new ID card, if needed
 - Let us know if you have other insurance
 - Know your member rights and responsibilities

You can find the most recent Member Handbook updates on our website at: [CareSource.com/members/ohio/ohio-medicaid/member-information/member-handbook](https://www.caresource.com/members/ohio/ohio-medicaid/member-information/member-handbook)

If you don't have access to the Internet, call Member Services. We can help make sure you have the most current information.

The link between mental and physical health

Mental and physical health care go hand in hand. Both are needed for your overall wellness. In fact, studies have shown that people with a severe mental illness are two to three times more likely to suffer from chronic physical conditions.* They include diabetes, heart disease and high blood pressure.

We help make sure you get the care for both your mental and physical needs. To do this, we:

- Encourage the use of a primary care provider (PCP). Your PCP can help you coordinate the different types of care you might need.
- Make it easier for all of your doctors to find and share data, when needed, and be aware of the care you may be getting from other health care providers. This helps them deliver the most appropriate care for you.
- Make it easier for you to find the medical, behavioral and social services you need to stay well.
- Support comprehensive care plans that address all of your needs.

*Source: www.ncbi.nlm.nih.gov/pmc/articles/PMC3048500



Drug treatment for Hepatitis C

Hepatitis C is a virus. You can get it if infected blood enters your body. One of the most common ways this happens is by sharing needles or other equipment to inject drugs. Another way is from infected ink or needles used for tattoos.

Hepatitis C can cause liver damage or failure. Some cases are treated with drugs. If you are taking drugs for Hepatitis C, make sure you adhere to your care plan. Treatment is only successful if you don't skip any doses of your medicine.

Drug list updates

CareSource covers all medically necessary Medicaid-covered drugs. Our drug list is on our website. It helps you find which drugs are covered.

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

If you don't have access to the Internet, please call Member Services. We can send you a list of updates.

Diabetes screenings prevent complications

Meet Gloria. She's a member of the CareSource family. Gloria has diabetes. She knows that she needs to get screenings to help monitor her health and wants to help you manage your diabetes, too.

Here's Gloria's screening checklist and how often she gets each one. Like Gloria, you can use this checklist to get the care you need and help prevent complications.



TEST	HOW OFTEN
✓ Special diabetes eye exam	Every year
✓ Urine and 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, weight and foot check	At each doctor visit

Detergent pod danger

Do you use detergent pods in your washing machine or dishwasher? These are single portions of soap in a small clear packet.

Always keep them out of reach of children.

Kids may think the pods are candy or a teething toy due to their size and bright colors. Thousands of kids have become seriously ill from trying to eat detergent pods. Be safe. Use and store them wisely.



Pregnant? Receive helpful information, tips with Text4Baby

If you are pregnant, sign up for helpful text messages delivered right to your smartphone!

CareSource has joined forces with the Ohio Department of Medicaid to bring you **Text4Baby**. When you sign up, you will receive up to three messages per week. Topics covered are:

- Eating healthy foods while you are pregnant
- Importance of getting prenatal care
- Your baby's development
- Things to think about after your baby is born, like choosing a pediatrician and safe sleeping

Ready to sign up? Go to **CareSource.com/OHText4Baby** and fill out the form. You will start receiving texts within a few days.



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 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. Click on "Ohio," then "Ohio Medicaid." Choose "Member Information," then "Privacy Practices."

You have rights

As a member of CareSource, you have certain rights. You also have responsibilities. Knowing them will help you make the best choices about your health care.

For a complete list of your rights and responsibilities, you can:

- Look in your Member Handbook.
- Call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).
- Visit our website at **CareSource.com**. The most recent updates are also on our website.

Find a doctor online

You can search for participating CareSource doctors on our website any time. Our online directory is the most current list of doctors and other health care providers that CareSource members can go to for care. If you are looking for a specialist, ask your primary care provider to suggest one for you.

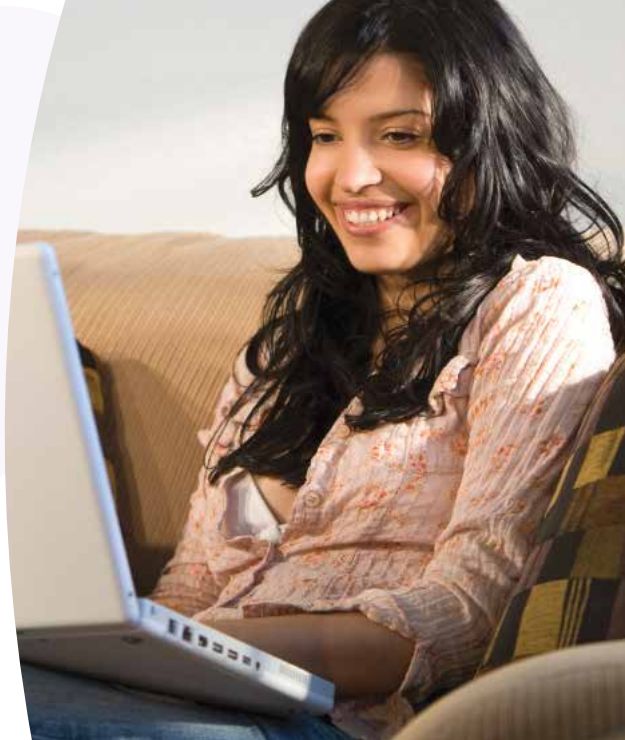
Our Find a Doctor/Provider feature is easy to use. You can search for the type of doctor you need and for doctors who are close to where you live. Just visit **CareSource.com**. Go to the Members section of the website to get started.

Our directory includes data such as:

- Provider address and phone number
- Providers who are accepting new patients
- Languages spoken by the provider
- Board certifications
- Hospital information
- And more

We verify our directory data and update it as often as possible, but you should always check with the provider to confirm the information is the most up to date.

You can get a printed list of CareSource providers by calling Member Services at **1-800-488-0134**. You may also be interested in where a provider went to medical school, if they completed a residency, or other professional qualifications. If so, just call. We want you to have the data you need to make informed choices about your care.



ESTABLISH A RELATIONSHIP WITH YOUR PCP

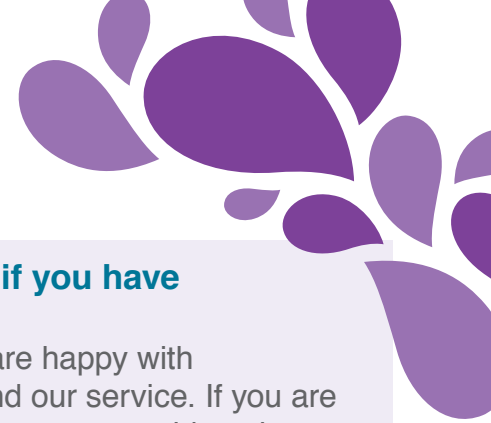
Finding a primary care provider (PCP) who knows you can help you get the care you need. They can help you set and work toward healthy goals. Over time, they can learn what is normal and not normal for you. Be honest about your health. Your PCP can help you stay as healthy as possible.



Fraud Alert: Protect your ID card

You can help combat health insurance fraud. Be sure to protect your personal information. Never let someone else use your CareSource ID card to access health care services. This is illegal. It could put you at risk for identity theft.

If you suspect someone has used an ID card that does not belong to them, please let us know right away. Call us at **1-800-488-0134** (TTY: 1-800-750-0750 or 711). Follow the prompts to report fraud. You can choose to remain anonymous. Your report will remain confidential to the extent permitted by law.



Members should know

Below are some important notices. Knowing them will help you get the most from your CareSource benefits. If you need more details, you can:

1. Look in your Member Handbook.
2. Visit our website at **CareSource.com**.
3. Call Member Services at **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

We are here for you

If you ever need help, please let us know. You can call, e-mail or visit us to ask questions or raise concerns. We want to make sure your concerns and questions are addressed. You can reach us between 7 a.m. and 7 p.m. Monday through Friday. And you can always call our 24-hour nurse advice line if you have questions about your health.

You can also call or email us about utilization management (UM) issues. If you call us or we call you about UM issues, we will tell you our name, title and organization name. This will let you know you are talking to the right person.

We can help you connect in any language

Is there a CareSource member in your family who:

- Does not speak English?
- Is vision- or hearing-impaired?
- Has limited reading skills?

If so, we can help. We offer sign and language interpreters. You can get help over the phone or in person. We can also provide some printed materials in other languages or formats. Or we can explain materials orally, if needed.

Just call Member Services to arrange services. There is no cost to you.

Let us know if you have a complaint

We hope you are happy with CareSource and our service. If you are not happy with us or a provider, please let us know. This includes if you do not agree with a decision we have made, also called an appeal. We want to help you resolve the issue.

There are several ways you can file a complaint or appeal. To find out more, please use one of the three ways listed at the top of this article.

If you get a bill

CareSource pays for medically necessary Medicaid-covered services. They are available at no charge to you. You should not be billed for these services unless you have agreed in advance and in writing to pay for specific care. If you receive a bill, please call us.

Care guidelines

CareSource can give you and your doctor information about care for many common conditions such as asthma and diabetes. These are guidelines for treatment recommended by experts and endorsed by us. We also have guidelines for preventive care by age and gender.

Guidelines are updated as needed or at least every two years. You can access them on our website at **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**

P.O. Box 8738

Dayton, OH 45401-8738



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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

Focus on quality

We want our members to get the best care possible. That's why CareSource has a quality program. It helps us improve our service and the care you receive.

CareSource uses the Healthcare Effectiveness Data and Information Set (HEDIS[®]) to measure care quality. We also use the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey. These help us find out how well we do in areas such as:

- Member access to care
- Member health and preventive care
- Your satisfaction with CareSource and your provider

We use the results to improve the quality of care. For example, we create special programs like the ones we have to help members with asthma and diabetes stay healthy. And we design programs that focus on preventive care. These include tools that encourage members to get regular checkups and screenings.

You can find out more about our quality program. You can also see more details about the progress we have made in meeting our quality program's annual goals and the results. Just visit our website at **CareSource.com**.

HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).