

Summer 2015

# MemberSource

A newsletter for CareSource® members



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**CareSource**™  
Health Care with Heart

## Beat the heat this summer

Summer is here! Get the most out of the warm summer months with these tips

- **Eat the rainbow.** Different colored foods can give you different nutrients. Corn, tomatoes, berries and peaches are just some of the summer's in-season foods. Sometimes, buying food that is in-season is a little cheaper, too. Frozen fruits and vegetables are also good.
- **Be active.** Play outside with your kids. Go for a walk or visit a local park. Just 30 minutes a day can help you stay healthy. It's okay to skip a day when it's really hot.
- **Drink lots of water.** When it's hot outside, it can be easy to get dehydrated. How much should you drink per day? One way to estimate is to take your weight and divide by two. That's close to how many ounces of water you should drink. Talk to your doctor about the best amount for you.

# Know your asthma triggers

**Take this short quiz.** Which of the following can cause someone to have an asthma flare up?

- Tobacco smoke
- Dust mites
- Cockroaches
- Pollen
- Mold
- Exercise
- Cold air

If you answered “all of the above,” you are right. Any of these could cause an asthma flare up. They are called triggers.

If you have asthma, your doctor can help you find out what your triggers are. Everyone is different. Avoid your triggers and take your medicine as your doctor prescribes to help keep your asthma under control.



## Drug treatment for rheumatoid arthritis

Rheumatoid arthritis (RA) is mainly a disease of the joints. It is a chronic disorder in which a person's own immune system attacks joint tissue. RA usually affects joints in the knees, hips, hands and feet. Common symptoms are joint pain, swelling, stiffness and aching.

It is important to try to control RA. This helps to keep it from causing permanent damage to your body. Drug therapy can slow down or stop the damage caused by RA. It can take months or years for the drugs to work. Sometimes, more than one drug needs to be used.

If you are taking drugs for RA, your doctor or pharmacist can:

- Explain how to use and store your drugs
- Let you know of any possible side effects
- Warn you if your drugs should not be taken with other medicines, food or alcohol

## Explanation of Benefits statements

Each month, CareSource sends Explanation of Benefits statements. The statements go to randomly selected member households. This helps us to monitor for potential fraud, waste and abuse or medical identity theft.

This statement is not a bill. Please help us by checking the statement for these things:

1. Are there any services, supplies or equipment listed that you did not receive?
2. Are there any services that were billed more than once?
3. Are any of the dates of service listed unfamiliar to you?

If you suspect errors or fraud, please let us know. You can call our Special Investigations Unit. The number is **1-800-488-0134**. Choose the menu option for reporting fraud. Your report will be kept confidential to the extent permitted by law.

## *Postpartum care is important*

**Meet Tori.** She's a member of the CareSource® family. Tori is a new mom. She is tired and busy taking care of a new baby. But she knows she needs to focus on her own health, too. She just scheduled a follow-up visit with her obstetrical (OB) provider.

Did you just have a baby? If so, be good to yourself. Schedule your postpartum (after birth) visit like Tori did. You should have your postpartum checkup **3-8 weeks after delivery** unless your doctor tells you to do it sooner. This visit helps ensure you are recovering normally. You can also ask your doctor any questions you might have at this time such as concerns about exercise, birth control or depression.

Do you need a ride to the doctor or help making an appointment? Call our Member Services Department for help.

### **Babies First**

Tori signed up for CareSource's Babies First program as soon as she found out she was pregnant. Through the program, Tori can earn up to \$150 on a rewards card by:

- Going to her appointments while she is pregnant
- Going to her postpartum visit after the baby is born
- Taking her baby for well-child visits at the appropriate ages

You can, too. Get more details on our website at: [Caresource.com/members/ohio/ohio-medicaid/benefits-and-services/additional-services/babies-first](https://www.caresource.com/members/ohio/ohio-medicaid/benefits-and-services/additional-services/babies-first)

## *Schedule a well-child exam today*

Soon books and backpacks will signal the start of another busy school year. Now is a great time to put a well-child checkup on your schedule before things get too hectic.

A well-child exam is more than just a sports physical. These visits help:

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

School-age children (ages 3-20) need a well-child exam once a year. Babies age 2 and under need them more often. CareSource pays for these exams.

Call your child's doctor today to make an appointment. If your child needs a sports physical for school, you can schedule it at the same time to save yourself a trip to the doctor's office. Kick the school year off right with a healthy start and a child who is ready to learn.

## Take action against obesity

According to the Centers for Disease Control, more than one-third of U.S. adults are obese. You can take action to change this. Here are 3 ways to combat obesity:

- 1. Know your body mass index (BMI).** This is a number derived from your height and weight. It is an easy way to estimate how much body fat you have. Your doctor can help you create a care plan based on your BMI.
- 2. Maintain a healthy weight.** The foods you eat play a key role.
- 3. Move more.** Choose an activity you enjoy.

Talk to your doctor about the best ways for you to stay fit.

Source: [www.cdc.gov/obesity/strategies/index.html](http://www.cdc.gov/obesity/strategies/index.html)



## Help for opioid addiction

### Are you struggling with an opioid addiction?

If so, we are here to help.

Opioids are drugs prescribed to treat pain. They include Vicodin and OxyContin. CareSource covers many services and treatments to help with substance use disorders. One of them is naloxone and an atomizer. It can be used in case of an overdose and could save your life. Your doctor may prescribe one for you. CareSource covers them at no cost to you.

Talk to your doctor for more details. Your doctor can help you or a loved one:

- Recognize the signs of an opioid overdose
- Know what to do in case of an overdose
- Learn how to use naloxone and an atomizer
- Help you get the treatment you need to get well



## Call our nurse advice line any time

**Sick or injured?** Just call CareSource24®, our nurse advice line. A Registered Nurse will ask you a series of questions and advise you if care is needed, what kind of care, when it is needed, and who should provide it. Examples:

- You cut yourself and are not sure if stitches are needed.
- It is 2 a.m. and your baby has a temperature of 102°F.
- You don't know if you should go to the ER or can take care of it at home.

Talk to a nurse 24 hours a day, seven days a week. Just call **1-866-206-0554**.



## Did you know?

My CareSource™ is a personal online account that can help you get the most out of your member experience. You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- Update your contact information
- And more

Sign up now! It's fast, convenient and secure. Just visit **MyCareSource.com** to get started.

## Looking at what's new

CareSource looks at new health care services. We also look at new ways to provide them. We review new studies to see if services are proven to be safe and effective. We also look at new studies to evaluate whether or not to cover a specifically requested service. We do this to make sure you have the best possible care options.

CareSource reviews the following as we become aware of new technologies or new uses for existing ones:

- Health care services
- Medical devices
- Therapies
- Treatment options

Coverage is based on:

- Updated Medicaid and Medicare rules
- External technology assessment guidelines
- Food and Drug Administration (FDA) approval
- Best practices identified by medical literature

If we have a new covered benefit, we will let you know through:

- The Member Handbook
- A letter or newsletter
- Our website

## HealthSpot® kiosks provide care

Ohio members now have access to telehealth kiosks provided by HealthSpot, our retail partner. HealthSpot is a safe and hassle-free way to get a checkup or medical treatment for some health issues. You can find one at select Rite Aid stores throughout the state.

When you enter a HealthSpot kiosk, you can speak to a trusted medical provider via video conference. You may be asked to hold a stethoscope to your chest, for example, or use another device to help make a diagnosis. If you need a prescription, you may choose to have it filled while you are at the store.

Kiosks are private and sterilized by an attendant after each use. There will be 100 kiosks in use in Ohio by the end of the year. To watch a video about how HealthSpot works, visit [CareSource.com/healthspot](http://CareSource.com/healthspot).



## 3 ways to renew your Medicaid benefits

To remain a CareSource member, you have to renew your Medicaid benefits. You do this with your county Department of Job and Family Services (JFS) office. The Ohio Department of Medicaid (ODM) will send you a letter when it is time to renew. There are three ways to do it:

- 1. Online.** If you applied for Medicaid online, go to [benefits.ohio.gov](http://benefits.ohio.gov). Click on “Renew My Benefits.”
- 2. By mail.** Fill out the form you received from the ODM. Mail it to your county JFS office.
- 3. In person.** Visit your local JFS office.

Find your local JFS office at [jfs.ohio.gov/county/county\\_directory.pdf](http://jfs.ohio.gov/county/county_directory.pdf). You can also call the Ohio Medicaid Consumer Hotline at **1-800-324-8680** (TTY: 1-800-292-3752) to learn more about your renewal process. They are open Monday-Friday, 7 a.m. to 8 p.m. and Saturday, 8 a.m. to 5 p.m.

We can help you get a ride to your appointment, if needed. Please call us at **1-800-488-0134** at least two business days before you need a ride.

# Where to seek care

Knowing where to go to get health care can be difficult. It depends on what you need care for. Here are some tips.

## See your PCP for routine care

Your primary care provider (PCP) can handle most of your health care needs. See your PCP for preventive care. Regular checkups can help you stay well. This includes:

- Well-child (Healthchek) visits for kids through age 20
- Yearly checkups for adults
- Women's health screenings
- And more

Your PCP's name and phone number are on your member ID card. Just call to make an appointment. You should also see your PCP for urgent care needs.

## Prescription drugs

You can get prescriptions filled at any pharmacy that accepts CareSource. You can learn more about our preferred drug list on our website. You can also find out about any limits on certain drugs or prior approvals that may be needed. If you take a specialty medication, you get those from CVS Caremark. Your doctor can help you get them.

## Specialty care

Sometimes you have special problems. You may have a broken bone or heart disease. You may need to go to a health partner who has special training. This is called a specialist.

To see some types of specialists, you need a referral from your PCP. This means that your PCP will recommend or request these services for you before you can get them.

Some services also require approval from CareSource before you can get the services such as a scheduled surgery. This is called prior authorization. Your health partner will take care of getting the approval for you. You can find out how to get a referral or prior authorization and which services need them in your Member Handbook. Or you can find it on our website at [CareSource.com](http://CareSource.com). You can also call Member Services for help.

## Our website includes more details about:

- How to get primary care services, including points of access
- How to get behavioral health services
- How to get hospital services
- How to get care outside of the CareSource service area
- How to get care after normal business hours
- Any benefit restrictions on care you get outside of our service area or from a health partner that does not participate with CareSource
- And much more

## Emergency care

Emergency care is for a medical problem that you think is so serious that it must be treated right away by a doctor. We cover care for emergencies both in and out of our service area.

You do not have to contact CareSource for an okay before you get emergency services. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting. Your PCP can see you for urgent care needs. If you don't know what to do, you can get help from our 24-hour nurse advice line. Just call **1-866-206-0554**. A list of conditions commonly treated at an ER can be found in your Member Handbook. Or you can look on our website at [CareSource.com](http://CareSource.com).



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

**CareSource.com**

## HOW TO REACH US

Member Services Department:

**1-800-488-0134**

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

CareSource24<sup>®</sup>, 24-Hour Nurse

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

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DAYTON, OH  
PERMIT NO. 1436

# Health Care with Heart

## Did you know?

CareSource is a Medicaid health plan. We are here to help you get the health care you need. Here are some quick facts you may not know about us.

- CareSource has a contract with the Ohio Department of Medicaid (ODM). This allows us to provide services to you.
- Each year, some CareSource members are asked to take part in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. We use the results to improve our service.
- On average, less than one percent of our members leave CareSource unless they have to. This shows that most members tend to stay with CareSource when they have a choice.
- We pay health care providers based on current Medicaid payment rates. We do not reward them for denying services. Any decisions we make with your doctor about the medical necessity of your health care are based only on how appropriate the care setting or services are.
- CareSource does not reward our own staff for denying coverage or services. We do not reward them for making decisions that lead to underutilization. Your health is always our top concern.

You can get more details about this on request. Just call our Member Services Department at **1-800-488-0134** (TTY: 1-800-750-0750 or 711) to ask for it.