

MemberSource

Fall 2011

A newsletter for CareSource members

It pays to get preventive care

You could win a \$250 gift card

CareSource wants you to get the preventive screenings you need to stay healthy. That's why we are giving away \$250 prepaid gift cards to members. Your name will be entered in a drawing if you get one of the following services:

Women's health services:

1. Mammogram
2. Pap smear
3. Chlamydia screening

Diabetes care:

4. Hemoglobin A1c
5. LDL screening
6. Diabetic eye exam



Every three months, six names will be drawn – one from each of the six types of care received. Winners will receive a \$250 gift card and will be notified by phone or mail. So don't put off your preventive care. You could be a lucky winner.

Make the most of school sports physicals

Let's face it. Teens are busy. School, friends and sports take up a lot of their time.

Is your teen a CareSource member? If so, be sure to make the most of his or her school sports physical. Ask your teen's doctor to perform a well-child checkup at the same time. This will save you the time and hassle of going back to the doctor again during the year for another annual exam.

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How to reach us

Member Services: 1-800-390-7102 (TTY: 1-800-649-3777 or 711)
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0488



See your PCP

Are you busy with family, school, work and a host of other things all at once? With all the things we juggle, it's not always easy to remember doctor appointments. And it is important to make them and keep them so you can stay healthy.

Your Primary Care Provider (PCP) is trained to care for most of your health care needs. Even after hours, your provider's office will have a doctor on call who can advise you. Please schedule annual checkups with your PCP. Health screenings can find health problems early and sometimes before symptoms appear.

If you are unable to go to your appointment, please contact your provider. Call the office 24 hours in advance to let them know and reschedule. Remember that you can get rides to medically necessary health care visits when they are covered by CareSource. Just call Member Services at **1-800-390-7102**. Choose the menu option for member, then transportation.

'Dual eligible' enrollment to begin this year

The Michigan Department of Community Health (MDCH) will start to enroll members eligible for both Medicaid and Medicare into the Michigan Health Plans. Some people will not be eligible. They include those who:

- ▶ Have a Medicaid Spend-Down
- ▶ Are in a long-term care facility
- ▶ Have MI Choice
- ▶ Have other health maintenance organization (HMO) coverage

CareSource is happy to prepare for new members. We want to make sure there is a smooth transition for both members and providers. Watch for more information.



Submit your health questions online

Now you have another easy way to contact CareSource 24, our 24-hour nurse advice line. You can fill out an online form to ask a health or medical question at any time. Then just click "Submit." A registered nurse from CareSource will review your question, search for information and call you within 24 hours.

Please do not use this form if you are experiencing symptoms. If you have symptoms or an urgent medical question, please call CareSource 24 to speak with one of our nurses.

Just visit our website at **www.caresource.com** to get started. Click on "Members," then "Michigan." Then click on "Medicaid." Choose "Benefits and Services," then "Nurse Advice Line."

And don't forget – you can still call CareSource 24 for the same great service. Just dial **1-866-206-0488**.

Living with severe mental illness

Have you been diagnosed with a severe mental illness? If so, you may be at risk to develop other chronic illnesses such as diabetes, hypertension and cardiovascular diseases.

To change this, you can play an active role in your treatment. You can:

- ▶ Get regular physical health checkups.
- ▶ Ask about screenings for conditions such as heart disease, diabetes and high blood pressure.
- ▶ Go to all your scheduled appointments.
- ▶ Tell your doctor if you are not able to take your medicine or follow your treatment plan. Your doctor can help adjust your plan to meet your needs.

Your CareSource case manager can help. He or she will:

- ▶ Explain your benefits for physical and mental health care.
- ▶ Help you coordinate your care between your health care providers.
- ▶ Help you prepare questions for your providers before your appointments.
- ▶ Help you get transportation to your appointments.
- ▶ Talk with your providers to make sure you are getting the services you need.

Please contact Member Services at **1-800-390-7102** to learn more.



Blood lead testing made easier



Lead poisoning is a danger to children. They can get it from paint, dust, tap water, dirt and other sources. It can cause serious health problems.

Signs of lead poisoning are not always easy to see. That's why children should have a simple blood lead level test at age 1 and 2. Children between the ages of 3 and 6 who have not been tested before should also be tested. CareSource will pay for the test.

You don't always have to go to the trouble of taking your child to a lab to have blood drawn for the test. Some doctors collect a few drops of blood from a finger prick. It can be done right in the doctor's office. Call your child's doctor to make an appointment or to learn more.

Benefit update: Specialty drugs

Some drugs, called specialty drugs, given in your doctor's office now may require prior authorization.

Starting June 15, 2011, your doctor will need to get approval from CareSource first for these specialty drugs. CareSource will work with your doctor to make sure that you get the drugs you need. Your health is always our top priority.

If you have questions about this update, please call Member Services at **1-800-390-7102**.



Help prevent the flu: Get a flu shot

Getting a flu shot is the best way to prevent the flu. This year's flu vaccine will contain the same virus strains as last year's. Even so, experts say that getting a flu vaccine every year offers the best chance to be fully protected. They also recommend a flu shot for everyone older than 6 months. If you have questions, talk to your primary care provider.

Why stop smoking?

300% — Increased risk of heart disease for smokers (compared to non-smokers)

150% — Increased risk of heart disease for ex-smokers after one year off cigarettes

0% — Increased risk of heart disease for ex-smokers after 15 years off cigarettes

0% — Increased risk of stroke for ex-smokers after 5-15 years off cigarettes

It's never too late to quit. Make today the day you stop smoking for good.

Source: www.quitterswin.com

We can help

CareSource offers help to quit smoking. We can refer you to a free service that can help you quit over the phone. Just call **1-800-QUIT-NOW** (1-800-784-8669). We also cover certain gums, patches or medicine to help you quit smoking. All you need is a prescription from your doctor.

October is National Breast Cancer Awareness Month

FACT: About 1 in 8 women in the U.S. (12 percent) will develop invasive breast cancer during her lifetime.

Learn what you can do to find and prevent breast cancer. This includes getting appropriate screenings. If you are 40 or older, talk to your doctor. He or she can help you decide when a mammogram is right for you based on your health and family history.

Source: www.breastcancer.org



Benefit statements mailed to members



At CareSource, we have a program to find cases of fraud or abuse in medical billing. And you can help us. Four times a year, we send Explanation of Benefit statements to members. We send them to member households chosen at random.

This is not a bill. These statements show what services were billed to CareSource and how they were paid. They tell you:

- ▶ The member who got the service
- ▶ The provider who billed for the service
- ▶ The date the service was received
- ▶ A description of the service
- ▶ The amount paid for the service

If you get a statement, please let us know if you did not get the services shown on it. You can let us know through one of the ways shown below:



1. Call 1-800-390-7102 (TTY: 1-800-649-3777 or 711). Choose the menu option for members. Then select the option for reporting fraud.



2. Fax us at 1-800-418-0248.



3. E-mail 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
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

You can also report fraud, waste and abuse directly to the Michigan Department of Community Health (MDCH):

- ▶ Call 1-866-428-0005
- ▶ Write to:
Medicaid Integrity Program Section
Capital Commons Center Building, 6th Floor
P.O. Box 30479
400 South Pine
Lansing, MI 48909-7979

Thank you for helping us keep fraud out of health care.



Enhanced program for members with asthma



Did you know that more than 34 million people in the U.S. have been diagnosed with asthma?

If you have asthma, we can help. CareSource now has an enhanced program to help meet your health care needs if you have asthma.

We will reach out to help you with:

- ▶ Information and resources to help you better manage your health.
- ▶ Information about care options for you to talk about with your doctor.
- ▶ A dedicated nurse to help you reach your health care goals and improve your health.

CareSource offers care guidelines



CareSource has guidelines for you and your doctor about getting appropriate care. These are guidelines for care recommended by experts and endorsed by us.

We have guidelines for many common conditions. We also have guidelines for preventive care by age and gender. They help guide member health screenings and exams regardless of health status.

Guidelines focus on:

► **Women's health**

- Breast cancer screening
- Cervical cancer screening
- Chlamydia screening
- Prenatal care
- Postpartum care

► **Children's health**

- Well-child visits (birth-21 years)
 - Lead screening in children
 - Immunizations
- Teen well-care visits

► **Diabetes care**

- Retinal eye exam
- HbA1c testing
- LDL-C screening
- Blood pressure monitoring
- Monitoring for nephropathy

► **Asthma care**

- Use of appropriate asthma medications for people 5-56 years old

Talk to your doctor about making sure you receive the care you need. You can find the guidelines on our website at www.caresource.com. Click on "Providers" for the state you live in. Then click "Member Care," then "Clinical Guidelines."



MemberSource

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