

# MemberSource

Summer 2010

A newsletter for CareSource members

## Michigan Medicaid drug guidelines

As you may know, Michigan Medicaid now pays for some prescriptions instead of CareSource. This began on April 1. Most prescriptions are still paid by CareSource and there is no charge for these medications. Your pharmacy knows what drugs Medicaid will pay for and which ones CareSource will pay for.

There are co-pays now for people over 21 years of age who receive Medicaid and have a prescription for certain drugs. The co-pays are:

- ▶ \$1.00 for generic drugs
- ▶ \$3.00 for brand-name drugs

When you go to your pharmacy, you will need to show both your green mihealth card and your CareSource member ID card. Your pharmacy can tell you if your medicine is a generic or a brand-name drug and how much your co-pay will be.

Some drugs will need to be approved before your pharmacy can give them to you. If your medicine needs to be approved, your doctor will get the approval.



## Questions?

If you have questions, you can:

- ▶ Call CareSource Member Services at **1-800-390-7102** (TTY: 1-800-649-3777 or 711).
- ▶ Call the First Health Help Line at 1-877-681-7540.
- ▶ Call the Medicaid Beneficiary Help Line at 1-800-642-3195.
- ▶ Ask your pharmacist.

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## How to reach us

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





## 10 small ways to get **BIG** stress relief

We all have stress. It is a part of life that we can't get rid of. But too much stress is bad for your health. The trick is to learn how to manage it in healthy ways.

There are good and bad ways to deal with stress. Bad ones include smoking, overeating, and using drugs or alcohol. They may temporarily reduce stress, but they cause more damage in the long run. Try some of these good ways until you find the ones that work best for you.

1. **Breathe deeply.**
2. **Exercise.**
3. **Get enough sleep.**
4. **Go for a walk.**
5. **Write in a journal.**
6. **Call a good friend.**
7. **Pare down your to-do list.**
8. **Take a long bath.**
9. **Listen to music.**
10. **Play with a pet.**



## Get the lead out



**It's a fact:** Too much lead can make your child sick. Sometimes it can make it hard for your child to learn or pay attention. Kids can get lead poisoning by eating or chewing on paint, dirt or toys that have lead in them.

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. Ask your child's doctor if your child is due for a lead test.

## Help when you go home from the hospital

Our Bridge to Home program is part of our case management services. We want to make sure that, if you are hospitalized, you have the care you need when you go home. This may include nursing visits, medical supplies, getting the medicine your doctor wants you to have, and knowing how to take those medicines.

It's also important that you get the follow-up care you need after you are discharged. You may need to visit a specialist or follow up with your primary care provider. We can help you make that appointment. We can also help arrange for transportation to get you there.

# What is a Health Care Home?



At CareSource, we believe that the heart of your care is your personal relationship with your doctor and your health care team. We call it your Health Care Home.

Your Health Care Home is a partnership with you, your doctor and CareSource. It is designed to give you personalized primary care, focused on prevention, and actively involving you in making decisions about your care.

## What does Health Care Home mean for you?

### ► A stronger relationship with your personal health care provider.

Your doctor knows you and your medical history, and works with you to take charge of your health care, whether you're well or managing a chronic illness such as asthma or diabetes.

### ► Personalized care for you and your family.

Your Health Care Home medical team will know you and your family. They can help you manage your total health care.

### ► Help finding a medical expert if you need one.

For example, if you need to see a specialist, your Health Care Home can help you get an appointment.

### ► Tracking of your health care.

Your Health Care Team will have all of your health care information in one place. This is called coordination of care. If you go to the hospital or to a specialist, your team will communicate with them, making sure that you have the right care when you need it.

## Talk to your doctor



When you go to the doctor, do you ask questions? Do you understand what your doctor tells you about your health and treatment?

When you talk with your doctor, you can work together to make the best decisions about your health. Here is a checklist of some easy ways to make the most of your doctor visits.

✓ **Write down your questions** before your visit and take them with you. Good questions include:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

✓ **Bring a pen and paper** to write down answers and notes during the visit.

✓ **Bring a list of all the medicines you take.** Include vitamins and supplements.

✓ **Don't be afraid to ask questions.** If you don't understand something, ask the doctor to repeat it.

✓ **If you forget to ask a question,** or you think of one later, call the office right away.



# New rules for protecting your identity

Soon a new regulation will require some providers and facilities to verify your identity before you can obtain services. You need to be prepared to prove your identity by showing a picture ID and your CareSource ID card when you go for both medical and dental care.

Also, remember to protect your identity by not allowing others to use your name or CareSource ID to obtain care.

You can report healthcare fraud, waste or abuse, including identity theft, by contacting us:

- ▶ 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.
- ▶ Send an e-mail message to **fraud@caresource.com**.
- ▶ Write to us. You can send us a letter or fill out our Fraud, Waste and Abuse Reporting Form on our website at **www.caresource.com**. Your written concern can be sent 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) at:

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

When you call or write, **you do not need to give your name**. If you choose to be anonymous, please be sure to report as much information about the situation as possible since we will not be able to contact you. Your report will be kept confidential to the extent permitted by law.



## Women's health: A Pap test can save your life



### 25%

Percentage of women in the U.S. age 18 and older who have not had a Pap test in the last three years.

### 3,900

Number of women in the U.S. who die each year from cervical cancer.

Did you know that a Pap test can help detect cervical cancer early, when it is most treatable? This simple screening is covered by CareSource at no cost to you.

Talk to your doctor today about getting a Pap test. Finding a problem early is the best way to stop it before it becomes serious.

Source: [www.cdc.gov](http://www.cdc.gov)

## Prenatal care is important

**Are you going to have a baby?** Start prenatal (before birth) care as soon as you think you are pregnant. Keep all of your appointments. Your doctor can spot health problems and treat them if you make regular visits. Early and ongoing prenatal care is one of the best things you can do for you and your baby.



## TEEN CORNER:

### Get tested for STDs

Half of sexually active young people will get a sexually transmitted disease (STD) by age 25. And most of them won't know it because they won't have symptoms. STDs are caused by having unprotected sex with an infected person. What can you do about it? Take control of your sex life:

- **Prevent it.** Use a condom if you have sex. Limit the number of sexual partners you have. Talk about it with your partner before you decide to have sex.
- **Get tested.** If you have had sex without a condom, you could have an STD. The only way to know for sure is to get tested. For some of the most common STDs like chlamydia and gonorrhea, a simple urine test is all that is needed.
- **Get informed.** Know the facts about STDs. Log on to [www.GYTnow.org](http://www.GYTnow.org) to learn more.

Source: [www.GYTnow.org](http://www.GYTnow.org)

### Keeping children healthy at every age

Children need to see their doctor often for well-child checkups. These exams help track their growth, development and overall health. They also help prevent future illnesses. The chart below shows the ages at which they should get a well-child exam.

#### Under age 1

- At birth
- 3-5 days old
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months

#### Ages 1-2

- 1 year
- 15 months
- 18 months
- 2 years
- 30 months

#### Ages 3-20

- Once a year



## Will health care reform affect you?

As a CareSource member, you may be wondering if the new health care reform law will affect you or your family member(s). And the short answer is – not right now. You can still use your Member ID card as you do today.

Many of the new changes will not take place until 2014. One of the biggest changes will be the expansion of Medicaid to millions of Americans. This is great news! It will allow childless adults and a number of uninsured parents to qualify for Medicaid coverage who do not qualify today. Starting in 2014, if your household income is below 133 percent of the Federal Poverty Level (\$29,326 for a family of four), you will be able to get Medicaid coverage and possibly choose CareSource as your health plan. For more about health care reform, visit our blog at [www.ourhealthcaresource.com](http://www.ourhealthcaresource.com).



## MemberSource

is a publication of CareSource, a non-profit, public-sector managed health care plan serving counties throughout Michigan.

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ACCREDITED  
HEALTH PLAN (for Medicaid)  
HEALTH CALL CENTER