

MemberSource

Spring 2010

A newsletter for aged, blind or disabled CareSource members

Changes in Ohio Medicaid Prescription Program

On February 1, 2010, Ohio Medicaid began paying for prescription drugs and some prescription medical supplies at the pharmacy (diabetic supplies, inhaler spacers, peak flow meters, syringes, needles, alcohol wipes, and condoms). As a result of this change, CareSource no longer pays for prescription drugs and the medical supplies listed above.

There are no other changes. You will still get your other health care services through CareSource.

The prescription drugs and prescription medical supplies changes affect everyone in your family who gets health care through CareSource or any other Ohio Medicaid managed care plan.

You must use the new member identification (ID) card that CareSource sent you in January. Your new card lets pharmacies know that Ohio Medicaid will pay for your prescriptions.

If you have questions about your prescription coverage or problems with your pharmacy, call the Ohio Medicaid Consumer Hotline at 1-800-324-8680 (TTY 1-800-292-3572). The Hotline is open 7 a.m. to 8 p.m., Monday through Friday, and 8 a.m. to 5 p.m., Saturday.

Stay healthy this year

Make 2010 a healthy year for you and your family! Routine checkups, tests and screenings can help your doctor find and treat problems before they become serious. Call your doctor today and make an appointment for a checkup.



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How to reach us

Member Services: **1-800-993-0780** (TTY: 1-800-750-0750 or 711)
CareSource 24, 24-Hour Nurse Advice Line: **1-866-206-0554**



Managing allergies and asthma



Seasonal allergies and asthma are both treatable. You can manage your allergies and asthma by taking your medicine the correct way. If you need help, ask your primary care doctor. Schedule an appointment and take all of your medicine with you to the appointment. Your doctor can help you and answer your questions.

5 Tips to control your allergies and asthma

1. Find out what your triggers are.
2. Avoid things that cause your allergies and asthma attacks.
3. Pay attention to how you feel.
4. Take your medicine.
5. Ask your doctor if you need to be on a daily medicine to prevent flare-ups.

Diabetes: Know your numbers

Do you have diabetes? If so, your doctor can help you manage it. Your doctor will also give you important tests to make sure your diabetes is under control.

The following chart shows some of the tests you may get and the levels you should try to achieve to help prevent further problems. Ask your doctor to discuss your numbers with you.

Test	Goal
Hemoglobin A1C Blood Test	7 or lower
Blood Pressure	Below 130/80
LDL Cholesterol	Less than 100
HDL Cholesterol	Over 40 for men – Over 50 for women
Triglycerides	Less than 150

Save money on your taxes

Tax time is here. And there are several tax credits and benefits you may not know about. They may help you save time and money.

Here are a few.

- ▶ **Credit for the Elderly or Disabled** – This is for those who are 65 or older. You may also qualify if you are younger than 65 and retired on permanent disability.
- ▶ **Deduction for the blind** – You may qualify for a higher standard deduction on your tax return if you are legally blind.
- ▶ **Free tax help** – You may qualify for free help to file your tax return. No fees are involved. Call the Ohio Benefit Bank at 1-800-648-1176 to find a location near you. The VITA program through the IRS also offers help. To find the closest VITA site, call 1-800-829-1040.



Know these 5 warning signs of a stroke

Did you know that strokes are one of the leading causes of death in the United States? A stroke is a blood clot that blocks the flow of blood to the brain. It can cause severe brain damage and long-term disabilities unless proper treatment is received right away.

Learn these warning signs of a stroke. Teach them to others. Every second counts.



Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.



Sudden confusion, trouble speaking or understanding.



Sudden trouble seeing in one or both eyes.



Sudden trouble walking, dizziness or loss of balance.



Sudden, severe headache with no known cause.

If you or someone with you has any of these warning signs, don't delay. Call 9-1-1 and seek medical help right away.

Source: American Stroke Association

You can help prevent fraud, waste and abuse

CareSource has a comprehensive program to handle cases of managed care fraud. Fraud can be committed by members or providers.

Examples of member fraud:

- ▶ Inappropriately using services such as selling prescribed narcotics or equipment.
- ▶ Sharing a CareSource member ID card with a non-CareSource member.
- ▶ Submitting fraudulent Babies First coupons.

Examples of provider fraud:

- ▶ Providing unnecessary services to members.
- ▶ Prescribing unnecessary drugs.
- ▶ Inflating a bill for services.
- ▶ Performing cosmetic dental procedures and billing as a covered medically necessary restoration.
- ▶ Placing a lot of stainless steel crowns or providing a lot of fillings for children which may not be necessary.

To report anything that does not seem right:

- ▶ Call **1-800-993-0780**. (TTY: 1-800-750-0750 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 fill out our Fraud, Waste and Abuse Reporting Form on our website at **www.caresource.com**. Your written concern or the form can be sent to us at:
CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Please give us detailed information, including names and phone numbers of those involved, if you have them. You do not need to give us your name. If you call and don't leave your name, we will not be able to ask you for more information. Your message will be kept confidential to the extent permitted by law.



3 TIPS to help you stop smoking

There's no better time than springtime to breathe in the fresh air and kick the smoking habit.

Here's how:

1. Break the habit. Replace smoking with something else you enjoy. Try a new hobby or ask your doctor about an exercise program.

2. Quit with a friend. You will have someone to talk to and help you through your weak moments when your urge to smoke is the strongest.

3. Call the Ohio Tobacco Quit Line. It's free. Just call 1-800-QUIT-NOW (1-800-784-8669). You can get several support services to help you stop smoking for good.



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.



1. Each year, CareSource members are asked to take part in a survey. We use the results to improve our service.



3. CareSource has a contract with the Ohio Department of Job and Family Services (ODJFS). This

allows us to provide services to you.



2. On average, less than 1 percent of our members leave CareSource unless they

have to. This shows that most members tend to stay on CareSource when they have a choice. When members lose their eligibility for certain types of Medicaid, they can no longer be on CareSource either.



4. We pay health care providers based on current Medicaid payment rates. We do not reward

them for denying services. Your health is always our top concern.

You can get more details about any of this on request. Just call us at **1-800-993-0780** (TTY: 1-800-750-0750 or 711) to ask for it. Follow the menu options to reach Member Services.



Our Member Portal makes it easy

Did you know that you can do all of these things on our Member Portal?

- ▶ You can check your eligibility
- ▶ You can change your Primary Care Provider
- ▶ You can update your address and phone number

It's all at your fingertips, any hour of the day or night, 7 days a week. Just go to our website at **www.caresource.com** and sign up for the Member Portal. If you've already signed up, just log in to get started!



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

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Let us know what you think

At CareSource, we are always looking for better ways to serve you. Each year, we survey our members. We ask questions that help improve our service. Last year, many of you took the Consumer Assessment of Health Plans and Systems (CAHPS) survey.



You told us:

- ▶ You can get care when you need it.
- ▶ You get care quickly.
- ▶ Doctors spend time with you.
- ▶ Our Member Services staff treats you with respect.

Thank you for your responses. In 2010, we will again ask some of our members to share their thoughts with us. If you get a CAHPS survey in the mail, please fill it out and return it in the enclosed postage paid envelope.

We want to know what you think.



MemberSource

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Toll-free phone:
1-800-993-0780

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



ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER