

MemberSource

Summer 2010

A newsletter for aged, blind or disabled CareSource members

Keep your CareSource benefits: Renew by phone

Is it time to renew your Medicaid benefits? If so, we have good news! It is easier than ever to renew them. Remember, you need to renew them to keep your CareSource coverage.

You can renew your benefits by phone, fax or e-mail. You don't have to fill out an application or have a face-to-face visit with your caseworker. And you only have to renew your benefits once a year.

Here are some tips to help you.

- ▶ **Make sure your caseworker has your current phone number and address.** This will help speed up the renewal process.
- ▶ **Read your mail.** You will get a letter from your caseworker. It will tell you when it is time to renew your benefits. Mark it on the calendar.
- ▶ **Make time to talk to your caseworker on the phone.** The letter you get will give you the date and time when your caseworker will call you.
- ▶ **Send an e-mail.** If you can't talk to your caseworker by phone, you can send an e-mail. Just include in your message the information that needs to be verified.

For more information call 1-800-324-8680 or talk to your county caseworker.



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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





Do you know an uninsured child?

Ohio is trying to connect kids to health care coverage. Many are eligible for Medicaid but have not enrolled. Uninsured children miss more school and are more likely to go without basic medical care or prescribed medicine.

Do you know a child who does not have health insurance? If so, talk to their parent or guardian. Tell them to contact one of the following:

- ▶ The Medicaid Consumer Hotline at 1-800-324-8680.
- ▶ The Ohio Benefit Bank at 1-800-648-1176.
- ▶ Their local county Department of Job and Family Services.

Ohio Medicaid now pays for your prescriptions

As you know, Ohio Medicaid now pays for your prescriptions instead of CareSource. Some drugs require your doctor to get prior authorization from Ohio Medicaid. Your doctor needs to do this before you can get the drugs. This requirement began on May 1.

If you take one of the affected drugs, you should have received a letter from Ohio Medicaid. The letter let you know what you and your doctor should do so you can keep getting the drug or an alternative. If you have questions, please call the Ohio Medicaid Consumer Hotline at 1-800-324-8680 (TTY: 1-800-292-3572).

New program offers extra help



CareSource has a new program called Care Transitions. It is for members who may need extra help because of age or illness or because the medicine you take or care you get is difficult to understand or keep track of. You may also have trouble:

- ▶ **Arranging transportation.**
- ▶ **Getting medications.**
- ▶ **Finding community resources.**
- ▶ **Scheduling an appointment with your primary care provider.**

This could cause you to visit the emergency room (ER) or hospital when you don't have to. We want to help you avoid that. We can help you understand your health needs and care plan. Even if you do end up visiting the ER or hospital, we can help you plan for your discharge and follow-up care.

Our team can also help you:

- ▶ **Schedule ongoing medical appointments.**
- ▶ **Arrange home care visits.**
- ▶ **Manage your medicines.**

Our staff is available at certain provider offices and hospitals. We are also available by phone at all times. For more details, call us at 1-800-993-0780 (TTY: 1-800-750-0750 or 711).

Health Care Home Pilot Program

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.

The Health Care Home Pilot Program 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.

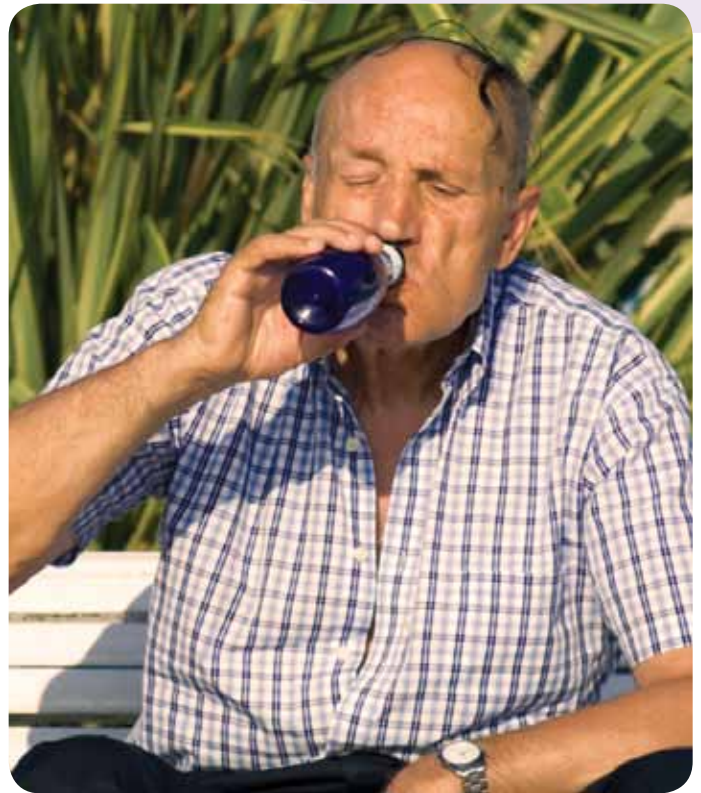
Your Health Care Home medical team will know you and your family. They can help you manage your total health care.

▶ 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.



Beat the heat

Many of us need help staying cool in the summer. If you qualify, a special Summer Crisis Program can help.

Who is it for?

- ▶ **Low-income Ohioans of any age with certain medical conditions. Your doctor must document your need for help.**
- ▶ **Low-income households with a member who is at least 60 years old.**

What are the benefits?

A one-time payment of \$100 to be used for one of the following:

- ▶ **Electric bill payment**
- ▶ **Air conditioning unit**
- ▶ **Fan**

You can apply for help in July and August. Call your local community action agency for more details or to sign up.

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 **1-800-993-0780** (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 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

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.

Source: www.cdc.gov

Where to go for care

When you get sick or hurt, how do you decide where to go for care? Sometimes it is hard to know what to do.

If you're not sure, call your primary care provider. You can call your doctor's office with questions any time. Your doctor can help you decide where to go. Or you can call our 24-hour nurse advice line, CareSource 24. Just dial **1-866-206-0554**.

Did you know?

Last year, many CareSource members who were planning on going to the Emergency Room (ER) called our nurse advice line for help in making that decision. When they called, more than 18,000 members found out their symptoms could be handled without going to the ER. Call CareSource 24 at **1-866-206-0554**.



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.**



3 services to help you take control of chronic health problems

Do you have diabetes or asthma? Do you have high blood pressure or heart disease? If so, please call CareSource and let us know. There is a lot we can do to help you with these conditions and more. There is no cost to you.

1. CareSource 24.

We have a 24-hour nurse advice line. You can call us with any health or medical questions you might have. Call **1-866-206-0554**.

2. Transportation.

If you do not have a way to get to your medical appointments, we can help you get to the doctor.

3. Care management.

We have case managers and other staff who can help you coordinate your care, if needed. We can also help you find local resources to assist you. This includes things like housing or services for the aged or disabled.



Will health care reform affect you?

As a CareSource member, you may be wondering how the new Health Care Reform Law will affect you or your family. The short answer is – it won't affect you right now. You can still use your CareSource Member ID card just 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 care to millions of new members. This is good news because it will allow adults who don't have children and many uninsured parents who don't qualify for Medicaid today to be eligible for Medicaid coverage. 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 eligible for Medicaid coverage. For more information about Health Care Reform, visit our blog at www.ourhealthcaresource.com or the Kaiser Family Foundation website at www.kff.org.



MemberSource

is a publication of CareSource, a nonprofit, public-sector managed health care plan serving Northwest, West Central, Southeast, East Central, Central and Northeast Central regions of Ohio.

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ACCREDITED
HEALTH PLAN (for Medicaid)
HEALTH CALL CENTER