

October 2013

# MemberSource

A newsletter for CareSource Members



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**CareSource**<sup>™</sup>  
Health Care with Heart

## Fall Health Tips: Advice from a Nurse

Fall is here, with winter just around the corner. We chatted with one of our CareSource nurses to get some tips to keep you and your family healthy during the coldest part of the year.

**Q:** With changing leaves comes flu season. What kind of things can we do to stay healthy?

**A:** Getting a flu shot each year is the best way to prevent the flu. We recommend that everyone 6 months and older get a flu shot. CareSource covers an annual flu shot for members.

**Q:** Where can I get a flu shot? How do I find a place that offers flu shots near me?

**A:** Flu shots are available in many health care settings. They could be doctors' offices, public health clinics, employee health clinics, departments of health or university health clinics. Sometimes pharmacies and supermarkets offer flu shots too. You can call your primary care provider (PCP) about availability in your area.

Doctor visits can become more frequent in the colder months. Here are some tips for your next office visit:

- Take your CareSource ID card. Show it before you get services.
- Be on time. If you have to cancel, call 24 hours in advance.
- If possible, find child care for any of your children who don't need to see the doctor. This can help the doctor focus on the person who needs care. You can bring a book or small toy to help your child pass the time.



## 4 steps to keep cholesterol in check



Cholesterol comes from two sources: your body and food. Your liver and other cells in your body make about 75 percent of blood cholesterol. The other 25 percent comes from the food you eat.

LDL cholesterol is the “bad” kind. When too much of it is in the blood, it can clog arteries. This increases your risk of heart attack and stroke. To keep your cholesterol under control, you should:

1. Schedule a cholesterol screening. This will help you and your doctor decide what to do next.
2. Follow your doctor’s advice and treatment plan if you have high cholesterol.
3. Eat foods low in cholesterol and saturated fat and free of trans fat. Most fruits, vegetables, beans and fish are good choices. Be sure to check food labels for fat content.
4. Stay active and maintain a healthy weight.

If you need help making an appointment with a health care provider, just call our Member Services Department.

## You can control your asthma

Coughing. Wheezing. Shortness of breath. If you have asthma, you know these symptoms can signal an attack. And it can be scary and dangerous if it isn’t controlled. That’s why many people take a daily medicine to help prevent flare-ups. Your doctor may refer to it as a controller medication. Over time, it reduces the swelling in your airway so you can avoid an asthma attack. It is one of the best ways to keep your asthma in check.

Do you take an asthma controller medication? If so, follow these tips:

- Take it as often as prescribed, even when you don’t have symptoms.
- Be sure to fill your prescriptions on time so you don’t run out of medicine.
- Ask your doctor any questions you have about your medicine or asthma.

If you want more information about asthma, CareSource can help. We can also help you understand your medications and get your prescriptions filled. Just call us at **1-800-993-6902**.

### DO YOU HAVE DIABETES OR ASTHMA?

We are here to help. Our disease management program is free and can help you take control of your health. You can work one-on-one with a registered nurse to answer your questions and coordinate your care. You can also get information in the mail. And, you can receive automated phone messages. They remind you about health-related appointments and tests. To reach a registered nurse, just call **1-888-882-3614**.



## Direct access reminder

As a CareSource member, you can go to many types of providers without contacting your primary care provider (PCP) first. Just call them to make an appointment. Please remember:

- All female members are allowed to self-refer to a participating:
  - Certified nurse midwife
  - Obstetrician
  - Gynecologist
- If you are female, and your PCP is not a women's health specialist, you may self-refer to one for covered preventive care services such as:
  - Prenatal care
  - Breast exams
  - Mammograms
  - Pap tests

- All members have the right to get a second opinion from a qualified provider in our network. If a qualified provider is not able to see you, CareSource will assist with setting up a visit with a provider not in our network.
- If CareSource is unable to provide a necessary and covered service in our network, we will cover the service out of network for as long as we are unable to provide the service in network. If you are approved to go out of network, this is your right as a member, and the service will be provided at no cost to you.

For more details, please see your CareSource Provider Directory. Or you can find it online at **CareSource.com**. Just click on "Members," then "Find a Doctor."

## CareSource offers care guidelines

CareSource has guidelines for you and your doctor about getting appropriate care. These are guidelines for care that experts recommend and we endorse.

We have guidelines for many common conditions. We also have guidelines for preventive care by age and gender. Talk to your doctor about the best care for you. You and your doctor should work together to create a treatment plan that is tailored to meet your specific needs.

You can find the guidelines on our website. Just visit **CareSource.com**. Click on "Providers" for the state you live in. Then click "Member Care," then "Clinical Guidelines."



## Protect yourself from phone scams



We have received reports that members are dialing what they believe to be CareSource, but are connected to a different company. Major retail store gift cards are being offered by this company. They are asking for your credit card information to charge a shipping and handling fee.

Please know that:

- It's important to dial the correct toll-free number.
- CareSource will never ask you for your credit card information.
- We will never ask you to pay shipping and handling for anything we send you.

If you have been a victim of this scam and have provided your credit/debit card information, please contact your financial institution as soon as you can. If this has happened to you, please let us know at [questions@caresource.com](mailto:questions@caresource.com).

## Stay connected in any language

Is there a CareSource member in your family who:

- Does not speak English?
- Is hearing or visually impaired?
- Has limited English-speaking ability?

If so, we can help. CareSource offers sign and language interpreters. They can help members communicate with CareSource or their health care provider. You can get these services at no cost to you. If you have questions, please call our Member Services Department.



## Get active



By exercising for as little as 30 minutes a day, at least three days each week, you can increase health benefits. Some benefits could be reducing your risk of heart disease or diabetes. It can also help you to lower or maintain your weight. You don't have to run a marathon or climb Mt. Everest to be active. Making small changes can add up to big results.

- Take the stairs instead of the elevator.
- Park farther out, or get off the bus one stop early and walk.
- Bring your lunch to work instead of eating out.
- Take your dog for a walk or go for a bike ride instead of watching TV.
- Play with your kids outside for 30 minutes a day.
- Try to fit physical activity into a daily routine. Every little bit adds up, and you can have fun doing it!

Talk to your doctor about the best exercise program for you. For more tips, go to [www.choosemyplate.gov/physical-activity.html](http://www.choosemyplate.gov/physical-activity.html).





## Why stop smoking?

When you quit smoking, your health starts to get better right away. It's never too late to quit.

CareSource covers products to help you quit smoking. They include gum, lozenges, patches and pills. They are covered with a prescription from your doctor.

You can search our Formulary Search tool at **CareSource.com** for more details about which ones are covered. In the "Members" section of the website, click on "Benefits and Services." Then click on "Pharmacy," then "Searchable Drug Formulary." Then search for "nicotine." Talk to your doctor about the best stop-smoking strategy for you. Make today the day you stop smoking for good.

## Start early for a healthy pregnancy

Prenatal care is the health care you get while you are pregnant. It helps you stay healthy and helps ensure your baby gets off to the best start. When it comes to a healthy pregnancy, you can't start too soon.

You can take care of yourself and your baby by:

- Getting **early** prenatal care. If you know you're pregnant, or think you might be, call your doctor right away to schedule a visit.
- Getting **regular** prenatal care. Your doctor will schedule many checkups for you over the course of your pregnancy. Don't miss any. They are all important.
- Asking questions if you are not sure what to do. Your doctor and CareSource 24 are there to help.
- Following your doctor's advice.
- Sign up for Text4baby by texting BABY (or BEBE for Spanish) to 511411. You'll receive health tips to help you through your pregnancy and your baby's first year.



## Is it a cold or the flu?

Do you know the difference between a cold and the flu? A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. It can lead to more complicated illnesses like pneumonia.

What may seem like a cold might be the flu. Here are some ways to tell the difference.

Cold Symptom	Flu Symptom
Low or no fever	High fever
Sometimes a headache	Headache is common
Stuffy, runny nose	Sometimes a stuffy nose
Sneezing	Sometimes sneezing
Mild, hacking cough	Cough that might get worse
Slight aches and pains	Often severe aches and pains
Mild fatigue	Fatigue that doesn't go away
Sore throat	Sometimes a sore throat
Normal energy level	Exhaustion



You can call CareSource 24, our 24-hour nurse advice line, any time to talk to a nurse who can answer your health questions

## Take care of both mental and physical health

Have you, a family member or friend been diagnosed with a severe mental illness such as depressive illness, bipolar disorder, or schizophrenia? Studies show that a person with a mental illness condition is two to three times more likely to suffer from chronic physical conditions such as diabetes, heart disease and high blood pressure.

Mental and physical health care go hand in hand. Both are needed for your overall wellness. Here are some tips to help you play an active role in your treatment:

- **See your primary care provider (PCP).** He or she will give you regular physical health checkups.
- **Be prepared.** Keep track of your test and screening results. Make a list of any questions or concerns you have between visits. Know your family medical history and risks.
- **Provide the information your doctor needs.** Tell your PCP about your medications and other aspects of your treatment plan. Include updates about the mental health care you receive from other providers. Make a list of your medications or take them with you when you go to your appointments with your doctor.
- **Keep scheduled appointments.** Be sure to continue to see your mental health care provider as requested.
- **Take your medication as it is prescribed for you.** Talk to your physician before you stop taking any of your medications.

# How to Report Fraud, Waste or Abuse Concerns



Please contact us through one of these ways:

- Calling 1-800-488-0134 (TTY: 1-800-750-0750 or 711). Then, select the menu option for reporting fraud; or
- Writing us a letter or completing our Confidential Fraud, Waste and Abuse Reporting Form. Send it to:

CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940

**You do not have to give us your name when you call or write.** There are other ways you may contact us that are not anonymous. If you are okay with giving your name, you may also contact us by:

- Emailing us at [fraud@caresource.com](mailto:fraud@caresource.com); or
- Faxing us 1-800-418-0248

If you choose to remain anonymous we will not be able to call you back for more information. So, leave as many details as possible including names and phone numbers. **Your report will be kept confidential to the extent permitted by law.**



## Keep an eye out for the CareSource Kidz!

We're welcoming new members to our CareSource family – the CareSource Kidz! Look for their new activity book at a CareSource table in your community to learn about healthy habits in a fun way.



MemberSource is a publication of CareSource, a non-profit, public-sector managed health care plan serving all regions of Ohio.

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Toll-free phone:  
**1-800-488-0134**

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

**CareSource.com 7**





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)

CareSource 24, 24-Hour Nurse

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

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## *Health Care with Heart*

### *Babies First Program*



Getting the care you and your baby need is very important to keeping you both healthy. Our Babies First program rewards you for getting the care you need. With Babies First, you can earn up to \$150 on a gift card. All you have to do is:

- See your OB/GYN doctor regularly while you are pregnant.
- See your OB/GYN doctor after the baby is born.
- Make sure your child sees the doctor for Healthchek exams during their first 15 months.

For more details about the program, you can call our Member Services Department.

### *Tell a Friend*

Being a CareSource member has a lot of advantages. If you know someone who could use our services, please tell them about CareSource. They can call us or visit us online at **CareSource.com**.