

SPRING 2017

# Feel Good!

A Newsletter for Humana – CareSource® Members

IN THIS ISSUE:

2 Q&A: Lab Tests

3 Quality Care Is Our Goal

5 Find a Doctor

7 Understanding High  
Blood Pressure



## Take Stock of Your Health

Have you ever asked yourself “How healthy am I?” or “Could I be healthier?”

We can help you find out. Take a **FREE** online health risk assessment that will help you understand how you can be healthier. It’s quick and easy to take. Go to **my.caresource.com** and choose the Health Risk Assessment link under the health tab.

When you finish, you’ll get your personal health score and a plan to help you live a healthier life. You can also set up a “My Account” page, build a profile and set goals and preferences. You can try different tools, explore healthy recipes and much more.

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**Humana**®

 **CareSource**™

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Vist us online at **CareSource.com/KY** 1



## ***Your Best Weapon Against Colorectal Cancer***

You have a powerful weapon to help prevent colorectal cancer. Do you know what it is? It's regular screenings.

Screenings look for cancer or pre-cancer in people before symptoms begin. Polyps can be found and removed years before they develop into cancer. Polyps are abnormal growths that form on the inner wall of the colon or rectum. Screenings can also find colorectal cancer early, when it is highly curable.

You should have your first screening at age 50 if you do not have risk factors. If you have a family history or other risk factors, such as inflammatory bowel disease, talk to your doctor. You can discuss the best time for you to start.

The type of screening test used is based on your age, family history and other factors. Your doctor will work with you to find the best screening method and schedule for you.

You can take steps to decrease your risk of colorectal cancer. They include:

- Be more active.
- Limit alcohol.
- Maintain a healthy diet and weight.
- Don't smoke.

*Source: National Cancer Institute, National Institutes of Health*



### ***LAB TESTS***

**Q: I just went to the doctor for my annual checkup. After the exam, she gave me an order to get some lab tests done. Do I have to do this? Why is it important?**

**A: Yes. Lab tests are important. Your doctor may ask for them to:**

- Monitor your current health.
- Confirm a diagnosis.
- Compare the results to results from a previous test to look for changes in your health.
- Find out how you are responding to a treatment.
- Help develop a treatment plan for you.

Lab tests check a sample of your blood, urine or body tissue. Your doctor will analyze the samples to see if your results fall within the normal range. Results will allow your doctor to give you the best possible care for your specific needs.

## Quality Care Is Our Goal

Humana – CareSource is invested in your health. We want you to get the best care possible. That's why we have a quality program. It helps us improve our service and the care you receive.

Humana – CareSource uses the Healthcare Effectiveness Data and Information Set (HEDIS®). This helps us measure care quality. We also use the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey (see related article on page 5).

These tools help us find out how well we do in many areas. They include:

- Member access to care.
- Member health and preventive care.
- How happy you are with your health plan and doctors.

We use results to make your care better. One way is to create special programs. Some examples are the ones we have to help members with asthma and diabetes stay healthy. We design programs that focus on preventive care, too. These include tools that encourage you to get checkups and screenings

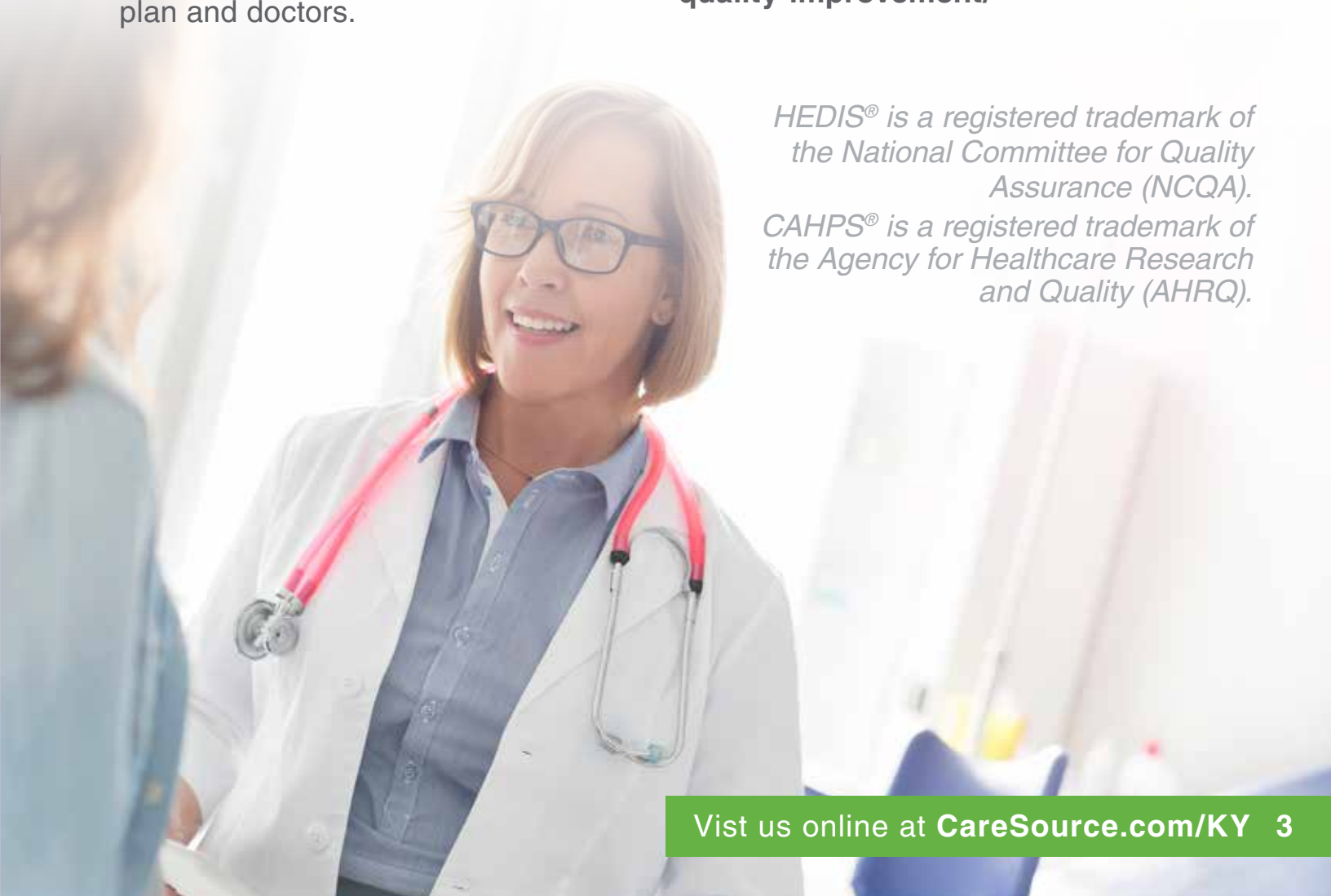
You can find out more about our quality program. You can also see more details about the progress we have made in meeting our program's annual goals and the results.

Just visit our website at:

**<https://www.caresource.com/members/kentucky/medicaid/my-plan-documents-resources/quality-improvement/>**

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).*

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*





## ***Transitioning to Adult Care***

Does your teen see a pediatrician? When children turn 18 years old, they may need to change to a health care partner who focuses on adult care.

Talk to your child's doctor. Ask if they accept patients who are 18 and older. If they do, your child can continue to get care from them. If they don't, you will need to find a new health partner for your child by age 18. If needed, Member Services can provide information to help with a smooth transition in choosing a new primary care provider for your child.



## ***Get Rid of Your Unwanted Medications***

Do you have expired drugs in your home? Do you have medications that you are not taking anymore? Leftover medications can pose a health risk for others. Toddlers, teens and pets are the most at risk.

Take these step to get rid of unwanted medications the safe way:

- Go to the nearest “take back” location to dispose of old drugs. Not all expired drugs should be thrown out or flushed down the toilet. This can pollute our waters. The safest way to get rid of your old drugs is a community “take back” program. To find a location near you, go to <https://www.deadiversion.usdoj.gov/pubdispsearch/>.
- For more details on how to properly dispose of medicines go to [www.FDA.gov](http://www.FDA.gov).
- Talk to your local pharmacist about “take back” efforts.

## ***Drug List Updates***

Humana – CareSource has a searchable drug list on our website. It can help you find out which drugs are covered. Use the “Find My Prescriptions” link under “Quick Links” to find the medicines covered under your plan.

Quarterly changes and updates to the list are online, too.

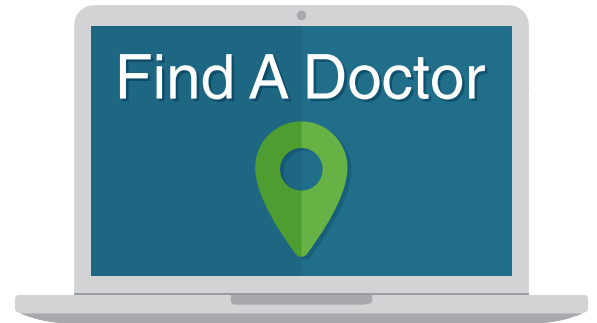
Just go to this link: <https://www.caresource.com/members/kentucky/medicaid/my-pharmacy/preferred-drug-list/>

If you don't have access to the internet, please call Member Services. The number is on the back of your member ID card. We will help you.

## ***We Make it Easy to Find a Doctor***

Do you need to find a doctor? We make it easy. You can use our online tool at any time to search for a health partner in our network.

Recent updates make it easier than ever to use. Searching is simple and intuitive. Details about health partners are more complete. You can search based on name, location, specialty and much more. You can even find out where a doctor went to medical school or if they are board certified or have other professional qualifications.



**If you need help, just use the online tutorial. It will show you how simple it is to find what you need. Go to [CareSource.com/KY](https://www.caresource.com/KY) and click on Find a Doctor/Provider to get started.**

## ***We Want to Hear from You***

Your care means a lot to us. Part of our Quality Improvement program is an annual member survey. It is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). Please take the time to participate in this survey if you receive it in the mail.

Humana – CareSource studies your responses. We take actions that will improve your health and well-being and your experience with Humana – CareSource. This is an important part of our quality commitment to you.

Last year you told us you wanted us to improve our internet information. You also wanted your benefit coverage to be easier to understand. We continue to work on these areas based on what you told us. Thank you for this feedback. If you receive a CAHPS survey in your mailbox this year, please tell us more.

Our mission is to make a lasting difference in your life. To best serve you, we need your feedback. Help us help you!





## *Use The Four R's To Prevent Fraud*

Humana – CareSource has a program to handle cases of fraud, waste and abuse. However, you are our first line of defense. Use the “four R’s.” They can help protect you and your loved ones from fraud and abuse.

- 1. Record** – Record dates of doctor’s visits, tests and services you receive on a calendar. Save receipts and statements from providers. This will help you be sure of which services you have received.
- 2. Review** – Review your Explanation of Benefits statements. Compare them to the dates on your calendar. If you find there are items that you don’t have a record of, it’s possible you may have been billed for services you did not receive.
- 3. Report** – If you suspect fraud or abuse, call us at 1-855-852-7005 (TTY for the hearing impaired: 1-800-648-6056 or 711). Follow the prompts to report fraud. We will review your report to be sure everything is OK. To see other options for reporting, visit **CareSource.com/KY**.
- 4. Remember** – Protect your member ID card. Don’t give it to anyone except your doctor or other health care provider. Never give your card to someone in exchange for a special offer, and never let another person use your card.



## Understanding High Blood Pressure

Did you know these facts about hypertension?

- It is often called the silent killer.
- It is the number one risk for heart disease.
- One in three adults have it.

Hypertension is also known as high blood pressure. It is a silent killer because most people don't know they have it until they develop a complication. It can cause injury or death when left untreated.

Blood pressure is a measure of how hard your blood pushes against the walls of the blood vessels as it flows through your body. It is measured with two numbers.

1. The top number is called systolic blood pressure. It represents the pressure in your blood vessels when your heart beats.
2. The bottom number is called diastolic blood pressure. It represents the pressure in your blood vessels when your heart rests between beats.

High blood pressure can lead to heart attack, stroke, heart failure and other problems. Changing your lifestyle can help control it. Your doctor may recommend you eat a healthy diet with less salt, exercise regularly, quit smoking, limit alcohol, and maintain a healthy weight.

Sometimes these changes aren't enough. Your doctor may prescribe medicine to help lower your blood pressure. Here are some tips:

- Always take your medicine as your doctor advises.
- Take a list of all your current medications to every doctor's visit. Some drugs, such as cold or pain medicines, can raise your blood pressure.
- Don't stop taking any drugs that may affect your blood pressure without talking to your doctor first.

High blood pressure is a treatable problem. If you haven't had your blood pressure checked lately, it is time. Your doctor should check your blood pressure at every visit.

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



If you don't have internet access, don't worry. We can still help you. Call Member Services with your questions. **Just dial 1-855-852-7005** (TTY for the hearing impaired: 1-800-648-6056 or 711).



Humana – CareSource  
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## HOW TO REACH US

Member Services Dept:

**1-855-852-7005**

(TTY: 1-800-648-6056, or 711)

24-Hour Nurse Advice Line:

**1-866-206-9599**



## ***Have You Had Your Flu Shot?***

Want a way to keep the flu away? The number one way to prevent the flu is to get the flu vaccine. The vaccine can help keep you from getting the flu. If you do get sick, it can make the symptoms less severe. It can also help keep you from spreading the flu to others.

Everyone six months of age and older should get a flu vaccine each year by the end of October, but getting the vaccination later is okay. If you haven't been vaccinated this season, schedule yours today.

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

KY-HUCM0-1296

KDMS Approved 4/25/2017

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Thank you for being a Humana – CareSource member. We want to remind you that you can find the most up-to-date information about your benefits and services on our website at [CareSource.com/KY](https://www.caresource.com/KY). You will find many helpful items that you can read or print such as:

- Information about Humana – CareSource’s Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about Humana – CareSource’s Case Management Program and how you or your caregiver may self-refer to the Program.
- Information about Humana – CareSource’s Disease Management Programs and how you may self-refer to the Programs.
- Information about how to contact staff if you have questions about how we manage care and services (UM) and the toll-free number to call to contact staff.
- The availability of TDD/TTY services.
- Humana – CareSource’s policy prohibiting rewards to health partners or employees for not providing services to you.
- A description of the availability of an independent external appeals process for clinical decisions about the health care you receive from Humana – CareSource.
- Humana – CareSource’s member rights and responsibilities statement.
- Information about benefits and services included in, and excluded from, coverage.
- Information about our pharmacy procedures and coverage of drugs including copayments; Humana – CareSource’s drug list along with restrictions and preferences; how to use our pharmacy procedures; an explanation of limits and quotas; how to receive coverage for non-formulary drugs and an explanation of how practitioners can provide information to support an exception; and Humana – CareSource’s

processes for generic substitution, therapeutic interchange, and step-therapy.

- Information about copayments and other charges for which you are responsible.
- Information about restrictions on benefits that apply to services obtained outside Humana – CareSource’s system or service area.
- Information about how you may obtain language assistance to talk with us about how we manage care and services or to obtain information about benefits, access to services and other issues.
- Information about how you may submit a claim for covered services, if applicable.
- Information about how you may obtain information about network practitioners and the professional qualifications of primary care and specialty care practitioners, including medical school attended, residency completed, and board certification status.
- How you may obtain primary care services, including how to choose and access a primary care practitioner.
- How you may obtain specialty care and behavioral health services and hospital services.
- How you may obtain care after normal office hours.
- How you may obtain emergency care, including Humana – CareSource’s policy on when to directly access emergency care or use 911 services.
- How you may obtain care and coverage when you are out of Humana – CareSource’s service area.
- How you may voice a complaint.
- How you may appeal a decision that adversely affects coverage, benefits or your relationship with Humana – CareSource.
- How Humana – CareSource evaluates new technology for inclusion as a covered benefit.
- Humana – CareSource’s notice of privacy practices and confidentiality policies including what a “routine consent” is and how it allows Humana – CareSource to use and disclose information about you; how Humana – CareSource uses authorizations and your right to approve the release of personal health information not covered by the “routine consent;” how you may request restrictions on the use or disclosure of personal health information, amendments to personal health information, access to your personal health information or an accounting of disclosures of personal health information; Humana – CareSource’s commitment to protect your

privacy in all settings and Humana – CareSource’s policy on sharing personal health information with plan sponsors and employers.

There is other information about Humana – CareSource and our services on the website that is useful to know.

Our Physician and Hospital Directories allow you to select a physician or hospital that best meets your needs. You can search for a physician by specific characteristics such as gender or language spoken. You can search for a hospital by location and name.

You can manage your health on our website. A personal health assessment is available for you to use. This helps you assess your current health and determine risks. It also allows you to track your progress in improving behaviors and lets you know when to obtain preventive services.

Our website also contains information and interesting tools to help you better understand what you can do to improve your health.

The most recent information about Humana – CareSource, our services and coverage of drugs is always available on our website. If you would like more information, call Member Services at 1-855-852-7005 (TTY: 1-800-648-6056 or 711).

Thank you,

Humana – CareSource