

Blood pressure basics

Blood pressure is how hard your blood pushes against the walls of blood vessels as it flows through your body. Blood pressure normally rises and falls. Blood pressure that stays high all the time is not healthy. If it is not treated, it can cause strokes, heart attacks or even death.

High blood pressure usually has no signs or symptoms. That's why your doctor should check your blood pressure at each visit. If you have high blood pressure, your doctor may give you medicine and help you make diet or exercise changes to control it. **Make sure to follow your doctor's advice. It can help you get better.**





Take our health survey

Have you ever asked yourself ***“How healthy am I?”*** or ***“Could I be healthier?”*** We can help you find out.

Take our health risk assessment. It's a quick and easy online quiz. Go to **CareSource.com/KY** and click on “Health Survey” under Quick Links. When you finish, you'll get your personal health score and a plan to help you live a healthier life.

Renew your benefits each year

Being a Humana – CareSource member has a lot of advantages.

They include:

- No copays
- Large health partner network
- 24-hour nurse advice line
- Care management for chronic health conditions
- And more

To keep your benefits, you must renew them each year. Renewal is not automatic. Watch your mail. The Kentucky Department of Community Based Services (DCBS) will send you a notice and instructions when it is time to renew.



Schedule a well-child visit this summer

Another busy school year will be here soon. Now is a great time to put a well-child visit on your schedule before things get too hectic. These exams help to:

- Track a child's growth, development and overall health
- Prevent future illnesses
- Make sure immunizations are up to date

School-age children (ages 3-20) need a well-child visit once a year. Babies age 2 and under need them more often. Humana – CareSource covers you for these exams.

Call your child's doctor today to make an appointment. Kick the school year off right with a healthy start and a child who is ready to learn.



Need a ride?

Kentucky Medicaid may be able to help you get a ride to your appointments. You can get a list of transportation companies and find out how to contact them. Just call the Kentucky Medicaid transportation phone line at **1-888-941-7433**.



Keep your winning smile

Good dental care is an important part of your health. You should visit your dentist for a routine dental exam every six months. Humana – CareSource covers these exams for all members regardless of age. They help make sure your teeth and gums stay healthy.

Do you need help finding a dentist near you?

Use our Find a Doctor/ Provider tool at **CareSource.com/KY**. Click on “Find a Doctor/Provider” to get started.

Explanation of benefits statements

Humana – CareSource sends Explanation of Benefits statements to members. The statements go to randomly selected member households. This helps us to monitor for potential fraud, waste and abuse or medical identity theft.

This statement is **not** a bill. Please help us by checking it for these things:

1. Are there any services, supplies or equipment listed that you did not receive?
2. Are there any services that were billed more than once?
3. Are any of the dates of service listed unfamiliar to you?

If you suspect errors or fraud, please let us know. You can report your concerns to us in a variety of ways.

Anonymous options:

- Call **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Choose the menu option for reporting fraud.
- Write us a letter or complete our confidential Fraud, Waste and Abuse Reporting Form. You can find the form at **CareSource.com/KY**. Mail it to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other options:

- Send an email to **fraud@caresource.com**.
- Send a fax to 1-800-418-0248.

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

Did you know?

My CareSource™ is a personal online account that can help you get the most out of your member experience. You can:

- Change your doctor
- Request a new ID card
- View claims and plan details
- And more

Sign up now! It's fast, convenient and secure. Just visit **MyCareSource.com** to get started.

4 Visit us online at CareSource.com/KY



Women's wellness

Women have special needs when it comes to their health.

Preventive care can help find problems early when they are easier to treat.

Have you had these checkups?

If not, make an appointment today.

- **Pap test:** Starting at age 21, get a Pap smear every 3 years until you are 65. If you are 30 or older, you may choose to switch to a combination Pap smear and human papillomavirus (HPV) test every five years until the age of 65. If you are older than 65 or have had a hysterectomy, talk with your doctor or nurse about whether you still need to be screened.
- **Chlamydia screening:** If you don't always use a condom or if you are pregnant, you should be screened for this sexually transmitted disease. It can be passed from an infected mother to her baby during a vaginal birth.
- **Mammogram:** Talk with your health care provider about whether you need a mammogram.



Care for mom and baby

A healthy pregnancy starts with you.

Follow these steps:

Before you are pregnant

- Start early. Set goals and talk to your doctor about having children. Ask your doctor about medical conditions you may have and how pregnancy would affect them.
- Don't smoke. If you do, try to quit. Smoking can cause serious harm to you and your baby.
- Take a prenatal vitamin. It contains folic acid that can help prevent major birth defects.
- For more tips, visit www.cdc.gov/preconception/women.html.



While you are pregnant

- If you think you might be pregnant, call your doctor right away to schedule a visit.
- Get regular care. Your doctor will schedule many checkups for you over the course of your pregnancy. Don't miss any. They are all important. Follow your doctor's advice.
- Sign up for our Babies First program. You can earn up to \$150 on a rewards card. The card can be used to buy products to keep you and your baby healthy. For more details, see your Member Handbook or visit CareSource.com/KY.

After the baby is born

- Schedule a postpartum (after birth) visit to see your doctor. You should go between three and eight weeks after you deliver. This visit helps make sure you are recovering well. It gives you a chance to ask your doctor any questions you may have.
- Take your baby to the doctor for well-child visits. This will help to make sure your baby is developing in a healthy way. The doctor may also give required immunizations at these visits. Look in your Member Handbook. It shows how often your child should get a well-child exam.

Know where to seek care?

Do you know when to see your primary care provider (PCP) for health care and when to go to an emergency room (ER)?

See your PCP for most of your health care needs. Your PCP knows you and your medical history. Your PCP is in the best position to notice changes in your health status and decide on the best treatment for you.

ER doctors do not see you on a regular basis. They do not focus on long-term issues or routine care. They only take care of what needs medical attention right away. You may have to wait a long time at the ER while patients with more critical needs are seen first.

A list of conditions commonly treated at an ER can be found in your Member Handbook. They include loss of consciousness, uncontrolled bleeding or broken bones. If you don't know what to do, you can get help from our 24-hour nurse advice line. Just call **1-866-206-9599**.



Transitioning Care

If your child sees a pediatrician, as they approach their eighteenth birthday they may need to change to an adult focused health care partner. Member Services can provide information to help with a smooth transition in selecting a new primary care practitioner for your family member.

Drug list updates

Humana – CareSource covers all medically necessary Medicaid-covered drugs. You can search the drug list on our website. It can help you find out which drugs are covered.

Quarterly changes and updates to the list are online, too. Just go to this link:
[CareSource.com/members/kentucky/medicaid/benefits-and-services/pharmacy](https://www.caresource.com/members/kentucky/medicaid/benefits-and-services/pharmacy)

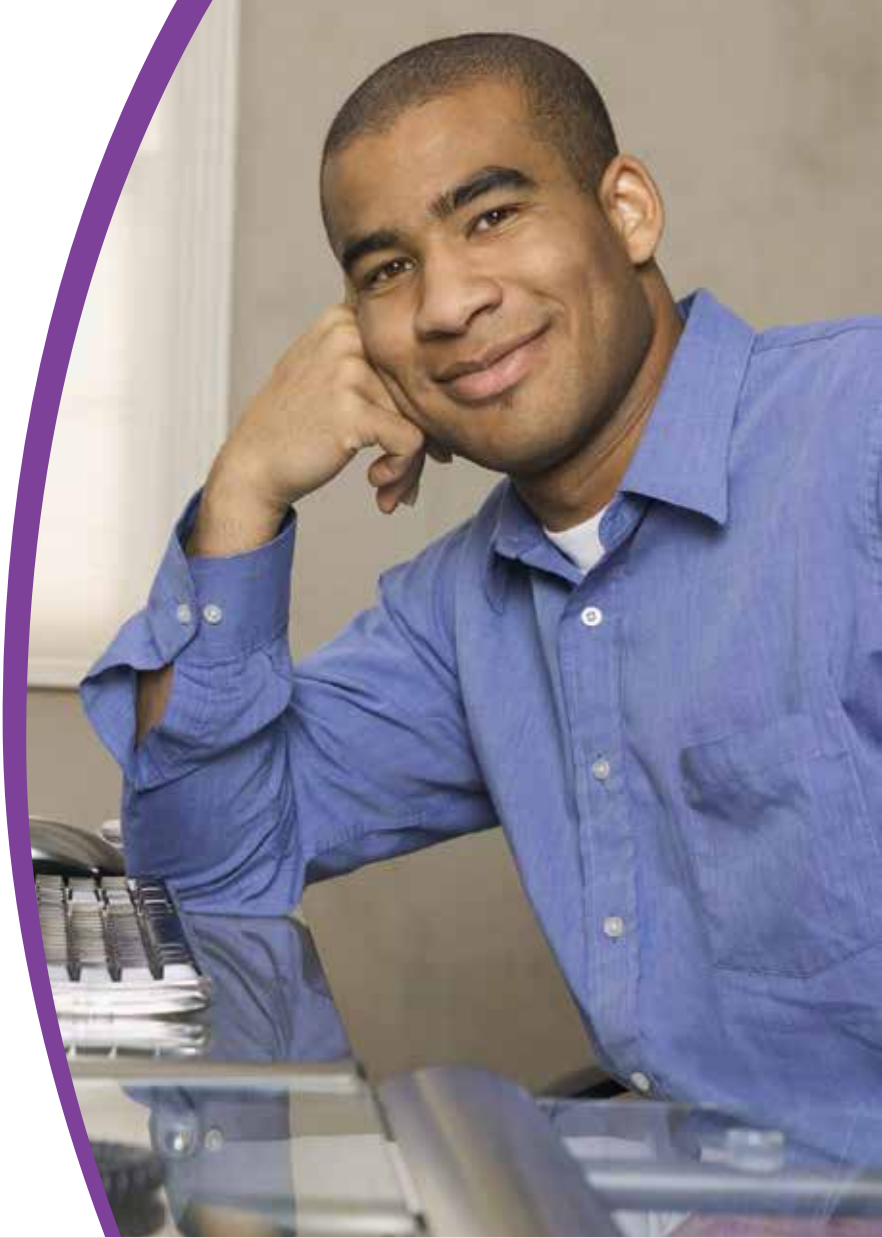
If you don't have access to the Internet, please call Member Services. We will help you.

Check us out online

You are busy. We get it. That's why we offer up-to-date information and helpful tools on our website. You can:

- Find a doctor or pharmacy with our easy-to-use search tool.
- Learn about your benefits and other services in our Member Handbook.
- Find out how to get a new member ID card.
- See a list of drugs that are covered on our plan.

This information and much more is at your fingertips. Just visit **CareSource.com/KY**. If you don't have internet access, Member Services can help you. Just call **1-855-852-7005** (TTY: 1-800-648-6056 or 711).



Suicide warning signs

Do you or a loved one struggle with mental illness or substance use? If so, they may have a greater risk for committing suicide. Some warning signs include:

- Talking about wanting to hurt themselves
- Changes in mood, diet or sleeping patterns
- Increase in substance use
- Spending increased time alone
- Acting depressed

Other risk factors include previous suicide attempts or a family history of suicide or violence. When warning signs appear, reach out for help. It is important to get support as soon as possible. If you or someone you know shows suicide warning signs, call the National Suicide Prevention Lifeline at **1-800-273-TALK** (1-800-273-8255). You can also call our Behavioral Health line to speak to a representative at **1-877-380-9729**.

Source: www.cdc.gov/violenceprevention/suicide

Looking at what's new

Humana – CareSource looks at new health care services. We also look at new ways to provide them. We review new studies to see if services are proven to be safe and effective. We also look at new studies to evaluate whether or not to cover a specifically requested service. We do this to make sure you have the best possible care options.

Humana – CareSource reviews the following as we become aware of new technologies or new uses for existing ones:

- Health care services
- Medical devices
- Therapies
- Treatment options

Coverage is based on:

- Updated Medicaid and Medicare rules
- Guidelines about technology from outside sources
- Food and Drug Administration (FDA) approval
- Recommendations from other medical sources

If we have a new covered benefit, we will let you know through:

- The Member Handbook
- A letter or newsletter
- Our website



Summer brings insect bites and stings

We can help. Give us a buzz.

Insect bites or stings can cause the human body to react with swelling, pain, burning or itching. Call our 24-hour nurse advice line if you get a bite or sting. A nurse can teach you how to remove a stinger or what to do to ease the symptoms.

Our nurses can answer your questions about allergy signs and symptoms that need to be examined by a doctor. The nurses can also explain how you and your children can prevent bites and stings. Our nurses are available day or night, so call **1-866-206-9599** anytime.

Feel Good! is a publication of Humana – CareSource, a managed health care plan serving the Commonwealth of Kentucky.

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*Si usted prefiere esta información en Español, favor de llamar a Humana – CareSource al **1-855-852-7005** (TTY 1-800-648-6056 or 711).*

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Louisville, KY 40252 -1529

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HOW TO REACH US

Member Services Department:
1-855-852-7005
TTY: 1-800-648-6056 or 711
CareSource.com/KY

24-Hour Nurse Advice Line:
1-866-206-9599

Member rights update

One of our member rights statements has been updated. It pertains to Indian Health Service, Tribally Operated Facility/Program, and Urban Indian Clinic (I/T/U) providers.

The new statement clarifies that members eligible to receive services from a participating I/T/U provider or an I/T/U primary care provider may receive services from that provider if the provider is part of the Humana – CareSource health partner network.

See our website for the full list of member rights and responsibilities. Go to:

**CareSource.com/members/kentucky/
medicaid/member-information/rights-
and-responsibilities**



Did you know?

Humana – CareSource does not reward our own staff for denying coverage or services. We do not reward them for making decisions that lead to underutilization. Your health is always our top concern.