

# Feel Good!

SPRING 2014

A newsletter for Humana – CareSource® Members



## Have a healthy heart

Heart disease is the leading cause of death for men and women. February was American Heart Month. Here are some tips for helping to keep your heart healthy\*.

- **Eat a healthy diet.** Fruits and vegetables are a great way to help prevent high cholesterol. High cholesterol can make you more likely to get heart disease. Your doctor can check your cholesterol levels.
- **Keep a healthy weight.** Being overweight or obese can increase your risk for heart disease. Your doctor can help determine your body fat to see if you are in a healthy range.
- **Exercise regularly.** Take a walk, go for a bike ride, or play with your kids. Just 30 minutes a day most days of the week can make a difference.
- **Don't smoke.** Smoking can greatly increase your risk of heart disease. If you don't smoke, don't start. If you do smoke, talk to your doctor for ways to quit.

\*Information provided by the CDC at <http://www.cdc.gov/Features/HeartMonth/>.

Humana®

CareSource™

## ***We listen to you***

Humana – CareSource is participating in the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The CAHPS survey asks questions about you or your child's health. The survey will also ask you about how quickly you get care, and about the service you receive from Humana – CareSource and your primary care provider. Your feedback is important to us. If you get a CAHPS survey in the mail, please follow the directions to complete and return the survey.



## ***Pharmacy Tips: Medication adherence***

Adherence means taking your medicine at the same time every day as directed on your bottle. Your pharmacy may also give you a handout with your medicine. This can help you learn about your medicine and how to take it. It is very important for you and your doctor that you take your medication as you should. It can help your treatment to go as planned and will allow your provider to make sure you are getting better the way you should.

## Find a doctor online

You can search for participating Humana – CareSource doctors on our website at any time. Our online directory is the most current list of doctors and other health care providers that Humana – CareSource members can go to for care. You can look for a primary care provider (PCP) on our website too. A PCP may be a physician, nurse practitioner or physician assistant. He or she may be trained in family medicine, internal medicine or pediatrics. If you are looking for a specialist, first ask your primary care provider to suggest one for you.

Our Find a Doctor/Provider feature is easy to use. You can search for the type of doctor you need and for doctors who are close to where you live. Just visit **CareSource.com/KY**. Go to the Members section of the website to get started.

### OUR DIRECTORY INCLUDES DATA SUCH AS:

- Provider address, phone number and office hours
- Providers who are accepting new patients
- Languages spoken by the provider
- Board certifications
- Hospital information
- And more

You can also get a printed list of Humana – CareSource providers by calling Member Services at **1-855-852-7005**. You might also want to know where a provider went to medical school, if they completed a residency, or other professional qualifications. If so, just call Member Services. We want you to have the data you need to make informed choices about your providers.

## Behavioral health – Autism

Autism can take many forms. People with autism may have problems with social, emotional and communication skills. They may repeat certain behaviors and not like a change in activities. Autism usually begins in early childhood. Early intervention is very important. If you think your child is not developing appropriately talk with your provider. You can call us, too. There are resources available to you.



### ESTABLISH A RELATIONSHIP WITH YOUR PCP

Finding a Primary Care Provider (PCP) who knows you can help you get the care you need. They can help you set and work towards your health goals. Over time, they can know what is normal and not normal for you. Be honest about your health and they can help you become a healthier you.

## *You have rights*

As a member of Humana – CareSource, you have certain rights. You also have responsibilities. We want to make sure you know what they are. It will help you get the care you need.

These are just a few of your rights and responsibilities. For a complete list, you can:

- Look in your Member Handbook.
- Call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711).
- Visit our website at **CareSource.com/KY**.

### **YOU HAVE A RIGHT:**

- To get information about Humana – CareSource, our services, our providers, and your rights and responsibilities.
- To be treated with respect and with regard for your dignity and privacy.
- To take part in choices about your health care with your providers.
- To discuss information on any appropriate or medically necessary treatment options for your condition. This can be done regardless of cost or benefit coverage.
- To be able to file an appeal or a complaint about Humana – CareSource or the care you receive.
- To tell us your ideas about our member rights and responsibilities policy.

### **YOU ALSO HAVE THESE RESPONSIBILITIES:**

- Keep scheduled doctor appointments. Be on time. And if you have to cancel, call 24 hours in advance.
- Always carry your Humana – CareSource ID card and present it before receiving services.
- Never let anyone else use your ID card.
- Provide the information that Humana – CareSource and your providers need in order to care for you.
- Understand as much as you can about your health issues. Take part in reaching goals that you and your provider agree upon.
- Follow the advice and instructions for care you have agreed upon with your providers.
- Use only participating or approved providers.



## ***Benefit basics/Enhanced member benefits***

Understanding your health care benefits can be confusing. That's why we give all new members a Member Handbook. It explains what your benefits are and how to get them. It includes:

- Covered services
- Enhanced benefits, like our Babies First program and interpreter services
- Services that are not covered
- What services require a referral from your Primary Care Provider (PCP)
- What services need a prior authorization from Humana – CareSource
- How you can contact us with questions about prior authorization or utilization management
- Any limits on benefits
- Any costs you may be responsible for
- How to get a current list of covered drugs
- Things you may need to do as a Humana – CareSource member. This includes:
  - Contact us
  - Get a new ID card, if needed
  - Let us know if you have other insurance
  - Know your member rights and responsibilities

Please read it carefully. It will answer many of your questions about benefits.

### ***Fraud Alert – Protect your ID card***

Protect your Humana – CareSource ID card like you would a credit card. In the wrong hands, a health insurance card is a license to steal. Don't give out policy numbers to door-to-door salespeople, telephone solicitors or over the Internet. Be careful about disclosing your insurance information. If you lose your card, report it to Member Services immediately.

Remember, if you think a doctor or another member is committing fraud, waste or abuse, report it to us. You can call us at **1-855-852-7005** (TTY: 1-800-648-6056 or 711). You may choose to remain anonymous. If you do, please give us as many details as you can since we will not be able to call you back.





## ***Members should know***

Below are some important notices. Knowing them will help you get the most from your Humana – CareSource benefits. If you need more details about them, you can:

1. Look in your Member Handbook.
2. Visit our website at **CareSource.com/KY**.
3. Call Member Services at **1-855-852-7005** (TTY: 1-800-648-6056 or 711).

### **WE ARE HERE FOR YOU**

If you ever need help, please let us know. You can call, e-mail or visit us to ask questions or raise concerns. We want to make sure your concerns are taken care of and your questions are answered. You can reach us between 7 a.m. and 7 p.m. Eastern Standard Time (EST) Monday through Friday. And you can always call our 24-hour nurse advice line if you have questions about your health.

### **WE CAN HELP YOU CONNECT IN ANY LANGUAGE**

Is there a Humana – CareSource member in your family who:

- Does not speak English?
- Is vision- or hearing-impaired?
- Has limited reading skills?

If so, we can help. We offer sign and language interpreters. You can get help over the phone or in person. We can also provide some printed materials in other languages or formats. Or we can explain materials orally, if needed.

Just call Member Services to arrange services. There is no cost to you.

## LET US KNOW IF YOU HAVE A COMPLAINT

We hope you are happy with Humana – CareSource and our service. If you are not happy with us or a provider, please let us know. This includes if you do not agree with a decision we have made, also called an appeal. We want to help you resolve the issue.

There are several ways you can file a complaint or appeal. To find out more, please use one of the three ways listed at the top of this “Members Should Know” article.

## IF YOU GET A BILL

Humana – CareSource pays for medically necessary Medicaid-covered services. They are available at no charge to you. You should not be billed for these services unless you have agreed in advance and in writing to pay for specific care. If you receive a bill, please call us.

## LOOKING AT WHAT'S NEW

We look at new health care services not covered by Kentucky Medicaid. Then we decide if they will be a covered Humana – CareSource benefit. We do this to make sure you have the best possible care options that are proven safe and effective.

Your Member Handbook describes the types of new services we consider. It also tells what our decisions are based on.



## CARE GUIDELINES

Humana – CareSource can give you and your doctor information about care for many common conditions such as asthma and diabetes. These are guidelines for care recommended by experts and endorsed by us. We also have guidelines for preventive care by age and gender. You can access them on our website at [CareSource.com/KY](http://CareSource.com/KY).

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

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

## 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**

Follow us on Facebook and Twitter

 Facebook.com/CareSource

 Twitter.com/CareSource

## Diabetes screenings/ background

Meet Gloria, a new member of the Humana – CareSource family! Gloria has diabetes, and wants to help you manage your diabetes too! Follow Gloria throughout the year as she gets her diabetes care to stay healthy. This season, Gloria is focusing on getting all of her yearly diabetes screenings. Here's Gloria's screenings checklist and how often she gets the tests:

- Special diabetes eye exam (once a year)
- Urine test to check her kidneys (once a year)
- Cholesterol (LDL-C) check (once a year)
- A1C test to test her blood sugar (at least twice a year)
- Blood pressure check (at each doctor visit)

Check back next season to see what else Gloria will be doing to stay healthy with diabetes.

**8 Visit us online at CareSource.com/KY**

