

# Feel Good!

SPRING 2015

A newsletter for Humana – CareSource® members



## Keep your heart healthy

Heart disease is the leading cause of death for men and women. Here are some tips to help 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. Play with your kids. Just 30 minutes a day most days of the week can make a difference.
- **Don't smoke.** Smoking can increase your risk of heart disease. If you don't smoke, don't start. If you do smoke, talk to your doctor about ways to quit. Humana – CareSource has a program to help you. Call the Humana – CareSource Tobacco Free Quit Line at **1-855-891-9986**.

\*Source: [www.cdc.gov/Features/HeartMonth](http://www.cdc.gov/Features/HeartMonth)

Humana®

CareSource™

## ***We want to know what you think***

Humana – CareSource® participates in the national Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The survey asks questions about you or your child's health and the care you get. It also asks about the service you receive from Humana – CareSource and your doctors.

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.

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



## ***Drug list updates***

Humana – CareSource covers all medically necessary Medicaid-covered drugs. Our searchable drug list is 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.

## ***Drug treatment for Hepatitis C***

Hepatitis C is a virus. You can get it if infected blood enters your body. One of the most common ways this happens is by sharing needles or other equipment to inject drugs. Another way is from infected ink or needles used for tattoos.

Hepatitis C can cause liver damage or failure. Some cases are treated with drugs. If you are taking drugs for Hepatitis C, make sure you adhere to your care plan. Treatment is only successful if you don't skip any doses of your medicine.

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

You can help combat health insurance fraud. Be sure to protect your personal information. Never let someone else use your Humana – CareSource ID card to access health care services. This is illegal. It could put you at risk for identity theft.

If you suspect someone has used an ID card that does not belong to them, please let us know right away. Call us at **1-855-852-7005** (TTY: 1-800-648-6056 or 711). Follow the prompts to report fraud. You can choose to remain anonymous. Your report will remain confidential to the extent permitted by law.



## ***Help for mental health and substance use issues***

Humana – CareSource now covers care management services for more behavioral health issues. They include:

- Children with severe emotional disabilities
- Adults with severe mental illness
- Members with substance use disorders
- Members with mental health, substance use and complex physical health issues at the same time

Talk to your behavioral health care provider. He or she can help you decide if these services are right for you.

## 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 PCP 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**. Then click “Find a Doctor/Provider.”

Our directory includes data such as:

- Provider address and phone number
- 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. We want you to have the data you need to make informed choices.

### 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 toward your health goals. Over time, they can learn what is normal and not normal for you. Be honest about your health. Your PCP can help you stay as healthy as possible.

## Did you just have a baby?

If so, be sure to schedule a follow-up visit with your obstetrical (OB) provider.

You should have your postpartum (after birth) checkup **3-8 weeks after you deliver the baby**. You might go at a different time if your doctor tells you to. This visit helps make sure you recover the way you should.



## ***Benefit basics***

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. Please read it carefully. We update it each year. 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.

You can find the most recent Member Handbook updates on our website at: **[CareSource.com/members/kentucky/medicaid/member-information/member-handbook](https://www.caresource.com/members/kentucky/medicaid/member-information/member-handbook)**

If you don't have access to the Internet, call Member Services. We can help make sure you have the most current information.



# 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, 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 and questions are addressed. You can reach us between 7 a.m. and 7 p.m. Eastern Standard Time (EST) Monday through Friday. You can always call our 24-hour nurse advice line if you have questions about your health.

You can also call or email us about utilization management (UM) issues. You can send an email through the “Tell Us” form on our website. If you call us or we call you about UM issues, we will tell you our name, title and organization name. This will let you know you are talking to the right person.

## 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.

**6 Visit us online at [CareSource.com/KY](https://www.caresource.com/KY)**

## 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.

## 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.

Guidelines are updated as needed or at least every two years. You can access them on our website at **CareSource.com/KY**.



## ***Your privacy is our priority***

At Humana – CareSource, we respect your right to privacy. We protect any data used to identify you or document your health, your medical care or payment for health care services.

We provide you with a notice of our privacy practices. It explains how, when and why we use or share your information. It also explains your right to see your data and how to get access to it.

You can find the notice in your Member Handbook. Or you can look on our website at **CareSource.com/KY**. Go to the “Members” section of the website to get started. Click on “Medicaid.” Then click on “Member Information” and choose “Privacy Practices.”

***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**

## *You have rights*

As a member of Humana – CareSource, you have certain rights. You also have responsibilities. Knowing them will help you make the best choices about your health care.

For a complete list of your rights and responsibilities, 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**.

