

WINTER 2017

Feel Good!

A Newsletter for Humana – CareSource Members

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We Appreciate You!

Thank you for being a Humana – CareSource member. Sticking with us has many advantages and benefits. They include:

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

We appreciate your trust in us to help you get the care you need.

Tell a friend

Do you know someone who could use our services?
Let your friends and family know about us.

Humana[®]


CareSource[®]

Vist us online at [CareSource.com/KY](https://www.CareSource.com/KY) 1

Are You Ready for Cold and Flu Season?

It's cold and flu season. Are you ready? Colds are very common. They are caused by viruses. No medicine or shot will cure a cold. Flu symptoms are similar to a common cold. They include a runny nose, sore throat and a bad cough.

A flu shot can help protect you from getting the flu. Experts recommend that everyone older than 6 months of age should get a flu vaccine each year.

If left untreated, the flu can cause serious infections like pneumonia. It can even be life-threatening. Flu shots are available in many health care settings. They include doctors' offices or health clinics. Sometimes pharmacies and supermarkets offer flu shots, too. Call your health care provider about where to go in your area. Humana – CareSource covers these vaccines.

If you are having cold or flu symptoms, call our 24-hour nurse advice line. There are ways to feel better. Our nurses can let you know how to ease your symptoms and avoid an unnecessary doctor visit, or determine if you need to seek medical attention.

We're available night or day to provide simple and useable advice to help you start feeling better today. The number is located on your member ID card.

Understanding Health Insurance

Health insurance can be confusing. We get it. That's why we're here to help. Knowing some common terms can help you get the most out of your health care benefits. Here are a few:

- **Benefits** – Health care services that are covered by Humana – CareSource.
- **Member** – An eligible Medicaid beneficiary who has joined Humana – CareSource and receives health care services from participating providers.
- **Participating provider** – A doctor, hospital, pharmacy or other licensed health care professional who has agreed to provide services to Humana – CareSource members. They are listed in our provider directory. Find one near you at <https://findadoctor.CareSource.com>.
- **Service area** – The geographical locations where Humana – CareSource is an option as a health plan for Medicaid members.



Winter Wellness

Many people feel sad and tired in the winter. This may be caused by a lack of sunlight during the winter months. It can also be caused by the stress of the holiday season. Treatment is available.

If you feel sad, depressed and tired, talk to your doctor. Together, we can figure out if your blues are just a passing mood or something more serious.

Holiday Schedule

Our Member Services department is open Monday through Friday from 7 a.m. to 7 p.m. Eastern Standard Time (EST), except on these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- The day before Christmas
- Christmas Day

A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

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:

[CareSource.com/members/kentucky/medicaid/my-pharmacy/preferred-drug-list/](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 your member ID card. We will help you.

Women's Health Tips

Women have special needs when it comes to their health. Preventive care can help find problems early when they are easier to treat.

Breast cancer

October was Breast Cancer Awareness Month. It's not too late to make sure you are up to date with breast cancer screenings. A mammogram can help find breast cancer early.

If you get a mammogram:

- Try not to have it during your period or the week before. Your breasts may be tender or swollen then.
- Don't wear deodorant, perfume or powder on the day of your mammogram. They can show up as white spots on the x-ray.

Talk to your health care provider about breast cancer and whether you need a mammogram.

Heart disease

Heart disease is the leading cause of death for women in the U.S.* It's not just a "man's disease."

Are you at risk? These factors may increase your chances of getting heart disease:

- Diabetes
- Diet high in saturated fats and cholesterol
- Family history of heart disease
- High blood pressure
- High cholesterol
- Obesity
- Physical inactivity
- Tobacco use

Talk to your doctor. You can learn how to lower your risk for heart disease.

Colorectal cancer

Regular screening for this type of cancer begins at age 50. It can begin earlier if you are high risk. After age 75, ask your doctor how often you should get this test.

There is more than one test for this type of cancer. It affects men as well as women. Talk to your doctor about which test is best for you.

**Source: www.cdc.gov*

More Women's Wellness

Have you had these checkups? If not, talk to your health care provider to see if you need them.

- **Cervical cancer screenings:** With regular screenings, this is one of the easiest cancers to prevent. A Pap smear checks for cell changes that occur before cancer develops. The human papillomavirus (HPV) test looks for the viruses that can cause cervical cancer.
- **Chlamydia screening:** If you don't always use a condom or if you are pregnant, you should be screened for chlamydia. It is a sexually transmitted infection. It can be passed to a sexual partner or from an infected mother to her baby during a vaginal birth.



Take Control of Diabetes

Do you have diabetes? If so, be sure to schedule regular checkups with your health care provider. This can help keep your diabetes under control and avoid other health problems. Your health care provider will tell you how often you need checkups and screenings.

Diabetes can affect your whole body. Here are some important tests to get:

- **Dilated retinal eye exam** – Diabetic eye disease is a serious problem. It can lead to loss of sight. Finding it early can help save your sight. An eye doctor can check your eyes for any problems.
- **Hemoglobin A1C test** – This blood test shows how your blood sugar is being managed over a three-month time period.
- **Kidney tests** – A simple urine test can show how well your kidneys are working.
- **Foot exam** – Diabetes can hurt the nerves in your feet. A regular foot exam can check for signs of nerve problems.

Your diabetes health care provider may want you to get other screenings too.

Suicide Prevention

We understand that life can get complicated and that problems can feel overwhelming, but Humana – CareSource is committed to helping our members, no matter what they need. Being healthy – both physically and mentally – is a strong foundation for a purposeful life.

Suicide is preventable and it is never the only option. If you or someone you know is struggling with suicidal thoughts, depression, or a mental illness, you don't have to handle this alone.

Humana – CareSource offers counseling and treatment options. Talk with your health care provider to take steps in getting help.

If you are in crisis:

- **Call 911.**
- **Call the toll-free National Suicide Prevention Lifeline at 1-800-273-TALK (8255).** This is a free service available 24 hours a day, 7 days a week. All calls are confidential.
- **Text the Crisis Text Line.** Text “HOME” to 741741 from anywhere in the United States, anytime.

<http://www.suicidepreventionlifeline.org>

CareSource Behavioral Health
Resource Page: [CareSource.com/
medicalconditions/managing-
healthconditions/behavioral-health/](https://www.caresource.com/medicalconditions/managing-healthconditions/behavioral-health/).

Find a Doctor/Provider: <https://findadoctor.caresource.com>.

RSV: Who Is at Risk?

Respiratory syncytial virus, or RSV, is a respiratory virus. It infects the lungs and breathing passages. In adults and older children, it usually causes mild cold-like symptoms. But RSV can cause severe problems – even pneumonia – for infants and older adults.

RSV facts

- Since RSV is a virus, antibiotics will not help it go away.
- RSV is contagious.
- Those with a higher risk of complications from RSV include children who:
 - Are younger than six months old
 - Were born prematurely
 - Are regularly exposed to tobacco smoke

Talk to your child's doctor about ways to help prevent and treat RSV. You can also call our 24-hour nurse advice line with questions. The number is located on your member ID card.

Did You Know?

My CareSource® is your personal online account. It 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
- Update your contact information
- And more!

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



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: 1-800-648-6056 or 711).

Schedule a Well-Child Exam Today

Children need to see the doctor even when they are not sick or hurt. These visits are called well-child exams. The Medicaid program calls them early and periodic screening, diagnostic, and treatment (EPSDT) services. These exams are available to our Medicaid members from birth through the end of the month of their 21st birthday.

We cover EPSDT exams at no cost to you. Children should have exams at the following ages:

- 0-1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- One per year at ages 3-20

EPSDT exams include:

- Physical exam
- Comprehensive health and developmental history review of the child and family
- Developmental, mental health, and substance use screenings, including a height and weight check, and referrals as needed
- Immunizations (shots), as recommended
- Dental, vision and hearing screenings and referrals to specialists as needed
- Lab tests (including blood lead level tests, etc.)
- Risk assessment screenings with guidance and health education appropriate to each age
- Other tests and health care, as needed

Call your child's primary care provider (PCP) to schedule an exam. To learn more about the EPSDT program, please see your member handbook. You can also visit our website for more details.

EPSDT Special Services are available for some Members (0-21) when services are "medically necessary" and approved. These include further diagnosis (testing), treatment and other necessary health care. Some services may require a referral from your PCP or prior authorization by Humana – CareSource. Please see your member handbook to see what services require a referral and/or prior authorization.

Where's a nurse when you really need one?

Just a phone call away!

Dealing with an injury or illness can be stressful. Getting an answer doesn't have to be. You can call our team of professional nurses 24 hours a day, 7 days a week. Our nurses are ready to talk through your symptoms. They will help you figure out your next steps for care. A nurse will advise on how to care for an illness or injury at home or provide guidance about whether and when to see a health care provider.

Do you have a sick newborn and need advice? Or maybe you're not feeling well, but you're unsure if you should seek medical care. Stop worrying and start dialing. Call our 24-hour nurse advice line. The number is on your member ID card.

Concerned About Addiction? We Are Here to Help.

On average 91 Americans die every day from an opioid overdose*. As prescriptions of opioids for pain management increased, so did misuse of these drugs for non-medical purposes. Addiction has been the result for many individuals.

Humana – CareSource believes in recovery. We have a holistic approach that includes clinical care and access to opioid treatment and detoxification. We are determined in the battle against opioid abuse. We are making it easier than ever for you to get help. Your primary care provider (PCP) has screening tools to assess your risk toward misuse of drugs or alcohol. Drugs are available to increase the chance of recovering from an opioid overdose. Talk to your health care provider or pharmacist for more information. Both mental health and addiction services are covered by Humana – CareSource. You can get more information in your handbook, from Member Services or at **CareSource.com/KY**.

If you are struggling with a drug or alcohol problem, take action now. We are here to help you get the care you need.

For help in finding a provider go to **Findadoctor.CareSource.com** or call **1-877-380-9729**.

** Centers for Disease Control and Prevention. www.cdc.gov/drugoverdose/epidemic/index.html. Retrieved August 2017.*



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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

Use Our Mobile App on the Go

You can get the CareSource mobile app at no cost to you. Use it to manage your Humana – CareSource health plan on the go.

Our convenient and easy-to-use mobile app lets you:

- View your digital insurance ID card
- Access your secure My CareSource® account
- Find a health care provider near you (get directions or make a call)
- Call our 24-hour nurse advice line, and speak with a nurse 24/7
- Call and speak with Member Services
- And much more!

The mobile app is available for both iPhone® and Android™ systems. Get it through the App Store for Apple or Google Play today.

