

## Health Tips: Advice from a Nurse

Winter is here. We chatted with one of our Humana – CareSource™ nurses to get some tips to keep you and your family healthy during the coldest part of the year.

**Q: With flu season, what kind of things can we do to stay healthy?**

**A:** Getting a flu shot each year is the best way to prevent the flu. We recommend that everyone 6 months and older get a flu shot. Humana – CareSource Members may receive an annual flu shot for no charge.

**Q: Where can I get a flu shot? How do I find a place that offers flu shots near me?**

**A:** Flu shots are available in many health care settings. They could be doctors' offices, or public health clinics, employee health clinics, departments of health and university health clinics. Sometimes pharmacies and supermarkets offer flu shots too. You can call your primary care provider (PCP) about availability in your area.

Doctor visits can become more frequent in the colder months. Here are some tips for your next office visit:

- Take your Humana – CareSource ID card. Please show it before you get services.
- Be on time. If you have to cancel, call 24 hours in advance.
- If possible, find child care for any of your children who don't need to see the doctor. This can help the doctor focus on the person who needs care.
- If you bring a child, bring a book or small toy to help your child pass the time.





## ***Extra help when you need it***

Getting the health care you need can be difficult and confusing. Our case management team is here to help. We offer personalized help to members with the highest health risk. Do you have:

- A complex condition or more than one illness?
- Increased trips to the emergency room?
- A need to access care frequently?

If so, you might qualify for this free benefit. We will:

- Help you coordinate all of your health needs.
- Help you overcome barriers to care and find your way through the health care system.
- Meet with you face to face at your home or doctor's office to offer support and teach you about your health.

You can call us at **1-855-743-1242** (TTY: 1-800-648-6056 or 711) to learn more about our case management program.

## ***You can control your asthma***

Coughing. Wheezing. Shortness of breath. If you have asthma, you know these symptoms can signal an attack. And it can be scary and dangerous if it isn't controlled. That's why many people take a daily medicine to help prevent flare-ups. Your doctor may refer to it as a controller medication. Over time, it reduces the swelling in your airway so you can avoid an asthma attack. It is one of the best ways to keep your asthma in check.

Do you take an asthma controller medication? If so, follow these tips:

- Take it as often as prescribed, **even when you don't have symptoms**.
- Be sure to fill your prescriptions on time so you don't run out of medicine.
- Ask your doctor any questions you have about your medicine or asthma.

If you want more information about asthma, Humana – CareSource can help. We can also help you understand your medications and get your prescriptions filled. Just call us at **1-855-743-1242** (TTY: 1-800-648-6056 or 711).

## **Direct access reminder**

As a Humana – CareSource member, you can go to many types of providers without contacting your primary care provider (PCP) first. Just call them to make an appointment. Please remember:

- All female members are allowed to self-refer to a participating:
  - Certified nurse midwife
  - Obstetrician
  - Gynecologist
- If you are female, and your PCP is not a women’s health specialist, you may self-refer to one for covered preventive care services such as:
  - Prenatal care
  - Breast exams
  - Mammograms
  - Pap tests
- All members have the right to get a second opinion from a qualified provider in our network. If a qualified provider is not able to see you, Humana – CareSource must set up a visit with a provider not in our network.
- If Humana – CareSource is unable to provide a necessary and covered service in our network, we will cover the service out of network for as long as we are unable to provide the service in network. If you are approved to go out of network, this is your right as a member. The service will be provided at no cost to you.

For more details, please see your Provider Directory. Or you can find it online at **CareSource.com/KY**. Just click on “Members,” then “Find a Doctor/Provider.”



## ***Humana – CareSource offers care guidelines***

Humana – CareSource has guidelines for you and your doctor about getting appropriate care. These are guidelines for care that experts recommend, and we have approved.

We have guidelines for many common conditions. We also have guidelines for preventive care by age and gender. Talk to your doctor about the best care for you. You and your doctor should work together to create a treatment plan that is tailored to meet your specific needs.

You can find the guidelines on our website. Just visit **CareSource.com/KY**. Click on “Providers.” Then click “Member Care,” then “Clinical Guidelines.”



## Is it a cold or the flu?

Do you know the difference between a cold and the flu? A cold is caused by a virus and clears up by itself in one to two weeks. The flu can be more serious. It can lead to more complicated illnesses like pneumonia.

What may seem like a cold might be the flu. Here is how to tell the difference.

Cold Symptom	Flu Symptom
Low or no fever	High fever
Sometimes a headache	Headache is common
Stuffy, runny nose	Sometimes a stuffy nose
Sneezing	Sometimes sneezing
Mild, hacking cough	Cough that might get worse
Slight aches and pains	Often severe aches and pains
Mild fatigue	Fatigue that doesn't go away
Sore throat	Sometimes a sore throat
Normal energy level	Exhaustion

You can call our 24-hour nurse advice line any time to talk to a nurse who can answer your health questions. Just call 1-866-206-9599 (TTY: 1-800-648-6056 or 711).



## We can help you stop smoking

When you quit smoking, your health starts to get better right away. It's never too late to quit. Talk to your doctor about the best stop-smoking strategy for you. You can also call us at 1-855-891-9986 (TTY: 1-800-648-6056 or 711) for help to stop smoking for good.

## Help us keep fraud out of health care

If you think your Humana – CareSource ID has been stolen, or if you think a doctor, pharmacy or member is committing fraud, waste or abuse, you should report it to us by:

- Calling 1-855-852-7005 (TTY: 1-800-648-6056 or 711)  
Then, follow the prompts for reporting fraud; or
- Writing us a letter or completing our Confidential Fraud, Waste and Abuse Reporting Form. Send it to:

*Humana – CareSource  
Attn: Special Investigations Unit  
P.O. Box 1940  
Dayton, OH 45401-1940*

**You do not have to give us your name when you call or write.** There are other ways you may contact us that are not anonymous. If you are okay with giving your name, you may also contact us by:

- Emailing\* us at [fraud@caresource.com](mailto:fraud@caresource.com)  
*\*Most email systems are not protected from third parties. This means people may access your email without you knowing or saying it's okay. Please do not use email to tell us information that you think is confidential. Some examples are your social security number, member ID number, or medical diagnoses. If you will be sharing confidential or health information please use the form, or phone number to report your concerns This can help protect your privacy.*

or;

- Faxing us 1-800-418-0248

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





## ***Babies First Program***

Getting the care you and your baby need is very important to keeping you both healthy. Our Babies First program rewards you for getting the care you need. With Babies First, you can earn up to \$150 in gift cards. All you have to do is:

- See your OB/GYN doctor regularly while you are pregnant.
- See your OB/GYN doctor after the baby is born
- Make sure your child sees the doctor for well-baby visits during their first 15 months.

For more details about the program, you can call our Member Services Department.

***Feel Good!*** is a publication of 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).*

**Visit us online at [CareSource.com/KY](http://CareSource.com/KY) 7**



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## HOW TO REACH US

Member Services: **1-855-852-7005**  
(TTY: 1-800-648-6056 or 711)

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

Follow us on Facebook and Twitter

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## *Tell a Friend*

Being a Humana – CareSource member has a lot of advantages. If you know someone who could use our services, please tell them about Humana – CareSource. They can call us or visit us online.

