

# MemberSource

Fall 2010

A newsletter for aged, blind or disabled CareSource members

## 5 Great Reasons to Stay With CareSource

We cover all of the same benefits as traditional Medicaid. We also offer other benefits like:

- 1.** No co-pays on health care visits.
- 2.** Free transportation for each member to and from your doctor's office.
- 3.** A large provider network. We have primary care providers, hospitals and specialists to care for you.
- 4.** Our Babies First program where pregnant moms can earn \$150 in gift cards.
- 5.** CareSource 24, our 24-hour nurse advice line plus case management nurses to help you coordinate your care.

Please tell your friends and family why you choose CareSource.



## Open Enrollment coming in November

Once a year in Ohio, you can switch from one Medicaid managed health care plan to another. This "Open Enrollment" period is in November. We value you as members and hope you will stay with us. You don't have to do anything if you want to stay with CareSource.

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### How to reach us

Member Services: 1-800-993-0780 (TTY: 1-800-750-0750 or 711)  
CareSource 24, 24-Hour Nurse Advice Line: 1-866-206-0554





## Why check your blood pressure?

**Q:** *Every time I go to the doctor, she checks my blood pressure. Why is this so important?*

**A:** 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,

depending on your activity. 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.

You might not know if your blood pressure is high because there are usually no signs or symptoms of it. That's why your doctor should check your blood pressure at each visit. If you have high blood pressure, your doctor can give you medicine and help you make diet or exercise changes to control it.

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



You can call CareSource 24, our 24-hour nurse advice line, any day of the week to talk to a nurse who can answer your health questions. Just call **1-866-206-0554**.




## We're at your fingertips

Our Member Portal makes it easy for you to stay in touch with CareSource. You can:

- ▶ **Check your eligibility**
- ▶ **Change your Primary Care Provider**
- ▶ **Update your address and phone number**
- ▶ **And more**

And you can use it any hour of the day or night, 7 days a week. Just go to our website at **www.caresource.com** and sign up for the Member Portal. It's fast, easy and convenient.



## What can a CareSource case manager do for you?

**More than you might think!**

CareSource has registered nurses, social workers and other outreach workers on staff who can work with you one-on-one to help coordinate your health care needs. They can help you:

- ▶ **Better manage your health conditions such as asthma, diabetes or high blood pressure**
- ▶ **Understand your medicines and symptoms**
- ▶ **Find local resources to help you with other issues that affect your health like food and housing**
- ▶ **Support your doctor's plan of care**
- ▶ **Live a better quality of life**

To contact a CareSource case manager, call **1-800-993-6902** (TTY: 1-800-750-0750 or 711).

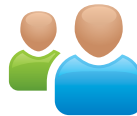


## 3 easy ways to keep your doctor appointments

Life is busy. We juggle family, school, work and a host of other things all at once. It's not always easy to remember doctor appointments. And it is important to keep them so you can stay healthy. Here are a few tips to make sure you don't miss the next one.



**1. Use a calendar.** Write all of your appointments on it. Keep it in a place where you will see it often.



**2. Family reminders.** Ask a family member or a close friend to help you remember important appointments. You can do the same for them.



**3. Check your voicemail.** Many doctor's offices offer phone call reminders for upcoming appointments. If yours doesn't, ask them to call you the day before your visit.



## October is National Breast Cancer Awareness Month



Breast cancer is one of the most common forms of cancer in women. Learn what you can do to find and prevent breast cancer, including getting appropriate screenings. If you are 40 or older, talk to your doctor. He or she can help you decide when a mammogram is right for you based on your health and family history.



## ID card quiz

Take this short quiz. When should you show your CareSource member ID card? **When you:**

- See your primary care provider (PCP)
- See a specialist
- Go to the emergency room
- Stay at a hospital
- Get medical supplies
- Get a prescription filled
- Get medical tests
- Use CareSource transportation services
- All of the above

If you answered “all of the above”, you are right. You need your ID card each time you get medical services. Your card proves you are covered by CareSource. Be sure to keep it in a safe place and take it with you when you need it.



## Keep your heat on this winter

Cold weather is just around the corner. Do you need help paying your heating bills? If so, there is a state program that can help you if you're eligible. It is called the Home Energy Assistance Program (HEAP).

You must fill out a form and apply for help first. To learn more, contact the Ohio Department of Development at 1-800-282-0880.

## Interpreter services

***We can help you connect in any language***

Is there a CareSource member in your family who:

- ▶ **Does not speak English as a primary language?**
- ▶ **Is vision- or hearing-impaired?**
- ▶ **Has limited reading skills?**

If so, we can help. We offer sign and language interpreters. They can help you communicate with CareSource or your health care provider.

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 at **1-800-993-0780** (TTY: 1-800-750-0750 or 711) to arrange services. There is no cost to you. We want you to understand your health care and coverage benefits.





# 3 ways to manage your diabetes

## Fact:

Diabetes is the leading cause of new cases of blindness in adults 20-74 years of age.\*

## What you can do:

If you have diabetes, get an eye exam every year. It can help prevent complications. CareSource covers a yearly exam if you have been diagnosed with diabetes.

You should also:

1. **Get your cholesterol checked at least once a year.**
2. **Get a hemoglobin A1c test at least twice a year. This is a test that checks your blood sugar control.**
3. **Get your blood pressure checked each time you go to the doctor.**

CareSource offers disease management services for members with diabetes. We can answer your questions and help you understand diabetes and what you can do to control it. Just call us at **1-800-993-6902** (TTY: 1-800-750-0750 or 711). We're here to help you stay healthy.

\*Source: [www.diabetes.org](http://www.diabetes.org)



## Tame your temper with these proven techniques

Everyone gets angry. It is a natural reaction to a threat or stress. But anger must be released in proper ways.

Uncontrolled anger is not healthy. Rages or outbursts can affect your relationships. These tips can help you get your anger under control.

**Take a break.** Count to 10 before reacting. Get some space from what you are angry about. This will give your frustrations some time to subside.



**Get some exercise.** Physical activity can reduce stress. It can serve as an outlet for your emotions, especially if you are about to erupt. Go for a brisk walk or run, swim, lift weights or shoot baskets.

**Find a solution.** Don't focus on what made you mad. Work with the person who angered you to resolve the issue. If you can forgive the other person, it will help you both. You can't expect everyone to behave exactly as you want.



**Seek help.** See a therapist or counselor. It can help you learn how to recognize your anger warning signs before you blow up and how to cope with your anger. Ask your primary care doctor for advice or a referral to a licensed professional.

Source: [www.mayoclinic.com](http://www.mayoclinic.com)



## CareSource offers a Medicare Advantage plan

Did you know we have a Medicare Advantage Special Needs Health Plan? It is called CareSource Advantage (HMO). People eligible for both Medicaid and Medicare Part A and Part B can sign up. The plan also has Medicare prescription drug coverage and many more benefits.

CareSource Advantage (HMO) is in these counties:

- ▶ **Butler**
- ▶ **Cuyahoga**
- ▶ **Delaware**
- ▶ **Franklin**
- ▶ **Greene**
- ▶ **Hamilton**
- ▶ **Lorain**
- ▶ **Lucas**
- ▶ **Madison**
- ▶ **Mahoning**
- ▶ **Medina**
- ▶ **Montgomery**
- ▶ **Stark**
- ▶ **Summit**
- ▶ **Trumbull**
- ▶ **Warren**
- ▶ **Wood**

This plan will help you get the most out of your health care coverage.

For more details, call **1-800-708-8729** (TTY: 1-800-750-0750 or 711).  
Or visit our website at **[www.caresource.com](http://www.caresource.com)**.



## MemberSource

is a publication of CareSource, a nonprofit, public-sector managed health care plan serving Northwest, West Central, Southeast, East Central, Central and Northeast Central regions of Ohio.

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**ACCREDITED**  
HEALTH PLAN (for Medicaid)  
HEALTH CALL CENTER