



BENEFICIARYSource

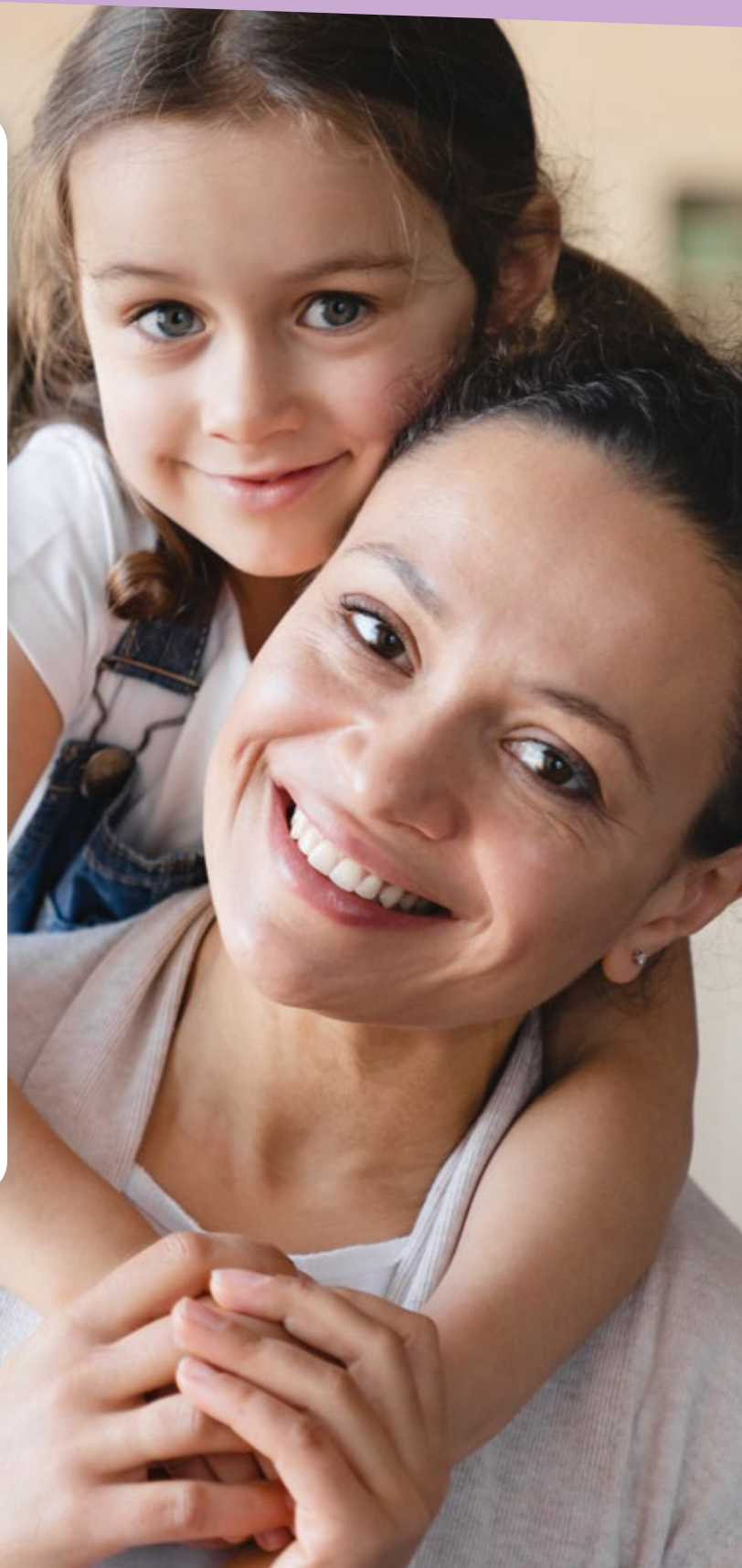
A Newsletter for TRICARE Prime® Demo by
CareSource Military & Veterans™ Beneficiaries

Welcome to TRICARE Prime® Demo by CareSource Military & Veterans™

Our goal is to make it easier for you and your family to understand your coverage, know where to go for care, and get the support you need to use your benefits with confidence.

You will get this free beneficiary newsletter twice a year. Each issue is designed to help you stay informed, make the most of your plan, and find practical tips and resources that support your health and well-being.


CareSource™
MILITARY & VETERANS





Quick Resources

Your TRICARE Prime benefits stay the same in the Demo. The difference is the added support available to help you navigate your care, understand your options, and get answers faster. When you need help, these are the best places to start:

- Visit **MyLife.CareSource.com** to view your benefits, access your digital ID card, and manage your plan in one place.
- Use Find a Doctor when you need to choose or change a provider: FindADoctor.CareSource.com
- View your Plan Documents if you want full details about your coverage, benefits, and care options: **CareSource.com/TRIplandocs**
- Call Beneficiary Services if you're not sure where to start or need help understanding what to do next: **1-833-230-2080** (TTY: 711)
- **Call the 24-Hour Nurse Advice Line** if you have a health question or are not feeling well: **1-833-687-7376** (TTY: 711)



Questions About Your Prescriptions?

Your prescription coverage is provided through the TRICARE Pharmacy Program, administered by Express Scripts®. The TRICARE website includes information about covered drugs, prior authorization requirements, and formulary details. Visit tricare.mil/CoveredServices/Pharmacy/Drugs and use the TRICARE Formulary search tools linked there.

You can also talk to a CareSource Military & Veterans pharmacist if you need help. You do not need an appointment. Call **1-844-206-5953** (TTY: 711) to speak to a pharmacist today.



Using the 24-Hour Nurse Advice Line

If you have a health question or are not feeling well, the 24-Hour Nurse Advice Line can help you decide what to do next. A nurse is available 24/7 to answer questions and help you think through your next step. Call **1-833-687-7376** (TTY: 711).





Learn More About Your Plan

Your plan documents, like your beneficiary handbook, are the best place to find full, up-to-date details about your health plan. They cover topics like benefits, where to go for care, care management, and more. You can find them at **CareSource.com/TRIplandocs**.

CareSourceMilitary.com and your beneficiary handbook include more information on:

- How to reach Beneficiary Services, including TTY services, when you need help or have questions.
- How to request an interpreter, including for American Sign Language, when you talk with us or with your provider.
- How to request materials in another language or format, like large print or Braille, at no cost.
- How to locate a provider and where to get care, including:
 - How to choose your Primary Care Manager (PCM) and schedule a visit.
 - How to see a specialist or mental health provider and how to get emergency care by either going to an emergency room or calling 911.
 - Where to get care if your PCM is not available or is outside their normal office hours.
 - How to get care if you travel outside of the plan area and the rules that apply if you need to see a provider outside of the plan area.
- How you can connect with our Care Management program through your provider or a self-referral.
- How our care team can support you, especially during times of transition or if you or your family members have complex care needs.
- Your prescription drug benefits, including covered medications, any limits on coverage or required authorizations, and how a provider can help you ask for an exception if your medication is not covered.
- Your financial responsibility, including any premiums, copays, coinsurance, or other charges you may owe, and what to do if you get a bill that doesn't look right.
- Your rights and responsibilities as a beneficiary.
- How we manage care, benefits, access to services, and other issues.
- What to do if you're not satisfied with your experience, including how to appeal a decision about your coverage, benefits or services.



If you prefer printed copies of your plan documents or need help finding the right information, call [Beneficiary Services](#).



Tips for Finding the Right Provider

Use the Find a Doctor tool at **FindADoctor.CareSource.com** to search for PCMs, specialists, urgent cares, hospitals, clinics and more. You can filter by where the provider is located, their gender, specialty, board certification and more to find a provider who will meet your needs.

Provider information can change. Before your visit, take an extra step to confirm details, especially if you are seeing a new provider after a PCS move or other transition:

- Call the provider's office and ask, "Do you accept the TRICARE Prime Demo by CareSource Military & Veterans?" Some offices hear "TRICARE" and assume a different contractor.
- If the provider's office is telling you something that doesn't sound right, call Beneficiary Services for help. They can also help if you're having trouble finding a provider.



Care Management: Extra Support When You Need It

For beneficiaries with more complex health needs, care management can provide extra support and help make care easier to navigate. A CSMV Care Manager can help coordinate care, answer questions, and connect you to the right resources so you can feel more supported and confident in your care.



No Referrals for In Network Specialists; Simple Referral for Out of Network.

You do not need a referral to see a network specialist. If out-of-network specialty care is needed, your network provider can help you access that care with a simple referral through the plan.



Myths vs Facts: Vaccines

Vaccines are one of the safest and most effective ways to protect your health. If you have questions about what vaccines you or your family may need, talk with your provider. Here are a few common myths and the facts:

1 **Myth:** Getting sick from diseases that vaccines can prevent is just part of life.

Fact: **Vaccines can prevent diseases that can cause lasting problems.**

Vaccines help your body learn how to fight off these diseases. This protects you if you get exposed to them.

2 **Myth:** I don't need to be vaccinated because others are already protected.

Fact: **When many people are vaccinated, it helps protect everyone.** This helps those who can't get vaccinated, like babies or pregnant women. But if too many people don't get vaccinated, the disease can spread again.

3 **Myth:** You can get sick from a vaccine.

Fact: **It's unlikely for someone to get sick from a vaccine.** Most vaccines are made from germs that have been killed or weakened, so they can't make you sick. An individual might have minor or temporary side effects like a sore arm or a low fever. Serious side effects are rare.

Avoid the Flu! Get Your Flu Shot.



Flu season can disrupt work, school, travel, and daily routines. Making a plan to get your flu shot can help protect you and your family and keep you ready for what's ahead. For more information on the flu shot, visit [CareSource.com/flu](https://www.caresource.com/flu).



Moving or Traveling This Summer?

Summer often means travel, schedule changes, or a PCS move. Before plans shift, make sure you know where to find your plan details, digital ID card, and provider resources. If you are not sure where to start, Beneficiary Services can help!



Nutrition and Affordability

With food prices rising, many families are looking for ways to stretch their grocery budget without sacrificing nutrition. These simple tips can help you eat well, stay healthy, and save money.



Shop at the Commissary:

Your nearest commissary sells food at prices below other grocery stores. Visit [Shop.commissaries.com](https://www.shop.commissaries.com) to learn more.



Make a Plan:

Before you go to the store, make a list of what you already have. This will help you avoid buying what you do not need.



Important Food Groups: Buy plenty of whole grains that can last, such as oatmeal and brown rice. These are easy to freeze and store. When buying vegetables and fruits, buy what is in season. This is when they are cheaper.



Protein:

Meat can be expensive, so buy what is on sale. Look for lean meats that are good for grilling and broiling. Buy larger packs if you can, as it is cheaper in the long run. Beans are a great way to add protein to your diet. They are affordable and can be added to many meals.





Kick Nicotine Pouches to the Curb

Nicotine pouches may seem like a safer alternative to smoking or vaping, but they can still be harmful and addictive. If you are trying to quit, small changes over time can make a difference.

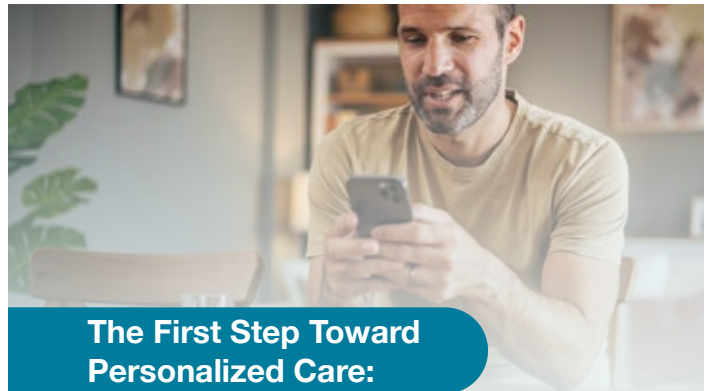
Here are a few tips that may help:

- Use a lower dose of nicotine replacement therapy (NRT) than your pouches.
- Practice “mini quit” sessions. Don’t use a nicotine pouch when you normally would. You’ll gain experience dealing with cravings and grow more confident.
- Wait longer between pouches. Each extra minute can help you learn to deal with cravings.
- Change your routines. For example, if you normally use nicotine after a meal, go for a walk. If you buy nicotine at a specific store, change your route to not pass the usual location.

If you’re struggling to quit, you have access to free programs that can help.

Tobacco Quit Lines offer free coaching and programs.

Call 1-877-270-STOP (1-877-270-7867) in Georgia, or 1-877-U-CAN-NOW (1-877-822-6669) in Florida to connect with your state’s Tobacco Quit Line.



The First Step Toward Personalized Care:

Complete the Health Needs Assessment (HNA)

Completing the Health Needs Assessment (HNA) puts you in the driver’s seat of your health journey. It helps you get a personalized care plan and connects you to programs that can support your health and quality of life.

What is it?

A short set of questions about your health needs and preferences.

Why does it matter?

It helps us tailor support to you, so you can make choices about your care with less guesswork.

How do I take it?

The easiest way is to complete your HNA in CareSource MyLife. Go to **MyLife.CareSource.com/Assess**.

What happens next?

You may receive a personalized care plan journey, including optional programs, coaching, and care team support based on your goals.

How do I get help?

Call our assessment team at **1-833-230-2011** (TTY: 711).



We're Working for You: Quality Care, Privacy and Support

We want you to get high quality care and service. We do that through our Quality Program and by protecting your privacy. Our HIPAA/Beneficiary Consent and privacy practices go over routine consent and how it lets us use and share information about you. They also tell how we use authorizations and how you can choose if you want us to share personal health information that is not covered by routine consent. If you would like a list of disclosures or want to make choices about sharing information beyond routine consent, call Beneficiary Services. We let you know how and when new health care technology is added as a benefit.

To help ensure you get the care you need, people who make coverage decisions do not receive financial incentives for those decisions. An independent external appeal process is available for certain utilization management decisions.

We also offer free, optional programs that may help you navigate care and reach your health goals. You may receive information by mail or phone. In some cases, we may invite you based on information from a provider, pharmacy, or other health care source. You can opt in or opt out by calling Beneficiary Services.

- **Care Management:** Nurses and clinical staff can help you coordinate care, especially for complex needs or transitions.
- **MyHealth:** Tools for adults 18 and older to set and track health goals.
- **Medication Therapy Management:** Support to understand and use medications safely and correctly.





We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost. We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you.

Call **1-833-230-2080** (TTY: 711) if you need any of this help. We are open Monday through Friday, 8 a.m. to 6 p.m. We are here for you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.

Mail: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, OH 45401
Phone: 1-844-539-1732 (TTY: 711)
Fax: 1-844-417-6254
Email: CivilRightsCoordinator@CareSource.com

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

Mail: U.S. Department of Health and Human Services
200 Independence Ave., S.W.
Room 509F, HHH Building
Washington, D.C. 20201
Mail the complaint form found at
www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf.
Phone: 1-800-368-1019 (TTY: 1-800-537-7697)
Online: ocrportal.hhs.gov

You can find this notice at **CareSourceMilitary.com**.

CSMV-TRICARE-M-4332805

Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2080 (TTY: 711)**.



Obtenga ayuda gratuita en su idioma a través de intérpretes y otros materiales en formato escrito. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame **1-833-230-2080 (TTY: 711)**.

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على المساعدات والدعم مجاناً. اتصل على الرقم **1-833-230-2080 (TTY: 711)** للصم وضعاف السمع أو الهاتف النصي **1-833-230-2080 (TTY: 711)**

通过口译员和其他书面材料，获得您所使用语言的免费帮助。如果您有残疾，可以获得免费的辅助设备和支持。请致电：**1-833-230-2080 (TTY: 711)**。

Erhalten Sie kostenlose Hilfe in Ihrer Sprache durch Dolmetscher und andere schriftliche Unterlagen. Beziehen Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Rufen Sie folgende Telefonnummer an: **1-833-230-2080 (TTY: 711)**.

Obtenez une aide gratuite dans votre langue grâce à des interprètes et à d'autres documents écrits. Si vous souffrez d'un handicap, vous bénéficiez d'aides et d'assistance gratuites. Appelez le **1-833-230-2080 (TTY: 711)**.

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị với thông dịch viên và các tài liệu bằng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi **1-833-230-2080 (TTY: 711)**.

Grick Hilfe mitaus Koscht in dei Schprooch mit Iwwersetzer un annere schriftliche Dinge. Grick Aids un Hilfe mitaus Koscht wann du en Behinderung hoscht. Ruf **1-833-230-2080 (TTY: 711)**.

आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी शी मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मु त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-833-230-2080 (TTY: 711)**.

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-833-230-2080 (TTY: 711)**. 로 문의하세요.

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Gba ìrànጓwọ̀ọ̀fẹ̀nì èdè rẹ̀ pẹ̀lú àwọn ògbifẹ̀ àtì àwọn ohun èlò míràn tí a kọ̀ sílẹ̀. Gba àwọn ìrànጓwọ̀ àtì àtìlẹ̀yìn ọ̀fẹ̀bí o bá ní àìlera kan. Pe **1-833-230-2080 (TTY: 711)**.



Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at mga ibang nakasulat na materyales. Makakuha ng mga libreng pantulong at suporta kung may kapansanan ka. Tumawag sa **1-833-230-2080 (TTY: 711)**.

مور کولی شو ستاسو د روغتیا پاملرني په اړه ستاسو په ژبه کې او د نورو بنو (يعني فارمیتونو) له لارې له تاسو سره وړیا مرسته وکړو. آیا زموږ د موادو لوستلو لپاره ملاتړ یا مرستې ته اړتیا لرئ؟ آیا تاسو له مور سره خبرو کولو لپاره د ژبې خدمتونه غواړئ؟
زنگ یا ووهئ په **1-833-230-2080 (TTY: 711)**

ವ್ಯಖ್ಯಾ ಸ್ತುತ ಉ ಮರಿಯು ಇತರ ರಾತ್ಪೂರ್ವ್ ಮೆಟಿರಿಯಲ್ಸ್‌ನೊ ಮಿ ಭಾಷಲ್ ಡಿವಿಡ ಸಹಾಯಾನ್ವಿಪೊಂದಂಡಿ. ಒಕವೆಳ ಮಿಕ್ಕು ವೈಕಲ್ಯಂ ಡಂಟೆ, ಡಿವಿಡ ಡಪಕರಣಾಲು ಮರಿಯು ಮಧ್ವತು ಪೊಂದಂಡಿ. ಕಾಲ್‌ ಡೆವಂಡಿ:
1-833-230-2080 (TTY: 711).

दोभाषे र अन्य लिखित सामग्रीह को माध्यमद्वारा आ नोभाषामा निशुल्क मददत प्राप्त ग्नुहोस् । तपा लाई अशक्तता छ भने निशुल्क सहायता र स फ़मथराप्त ग्नुहोस् । **1-833-230-2080 (TTY: 711)** मा कल ग्नुहोस् ।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပို့ဒ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် -
1-833-230-2080 (TTY: 711).

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2080 (TTY: 711)**.

Bök jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bök jerbalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejnin utamwe. Kalle **1-833-230-2080 (TTY: 711)**.

CSMV-TRICARE-M-4316464



P.O. Box 8738
Dayton, OH 45401-8738

VISIT US

CareSourceMilitary.com

CONTACT US

Beneficiary Services:

1-833-230-2080 (TTY: 711)
Monday through Friday, 8 a.m.
to 6 p.m. Eastern Time (ET)

24-Hour Nurse Advice Line:

1-833-687-7376 (TTY: 711)

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X.com/**CS_Military**



Instagram.com/**caresourcemilitary**

Your Plan at Your Fingertips

CareSource MyLifeSM gives you the features you need in one place to manage your plan. You can log in to your secure account to view your benefits, access your digital ID card, and use helpful, personalized tools and resources designed to make managing your care easier.

Set up your account today!

Visit **MyLife.CareSource.com** or get the app through the App Store[®] or Google Play[®].