



2026 SECOND EDITION

BENEFICIARY *Source*

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



CareSource™
MILITARY & VETERANS

We Hear *You*



Since we launched TRICARE Prime Demo by CareSource Military & Veterans, we continue to listen to find out what matters most to military families. We know how important convenient access to care, support for overall wellness, and resources that help navigate health care with confidence are to you. That feedback guides our priorities as we continue improving your experience and finding new ways to support you and your family.

The easiest way to share your feedback is through our online [Tell Us](#) form. Find it on our [Forms](#) page at **CareSourceMilitary.com**.

Know Other Families Who Could Benefit?



If TRICARE Prime Demo by CareSource Military & Veterans has made it easier for you to find care, get answers, or coordinate your family's health care, let other military families know! Eligibility and enrollment information can be found at **CareSourceMilitary.com**.

Where to Get Care

We want to make sure you have easy access to care from the right provider when you need it.



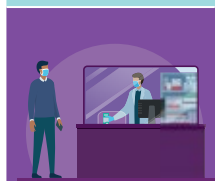
Primary Care Manager (PCM)

Used for common illnesses and advice. You will get most of your preventive care from your PCM.



Telehealth

Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth.



Convenience Care Clinics

Used for common illnesses like coughs, colds, sore throats, and to get immunizations. They are found in many local drug and grocery stores.



Urgent Care

Used to treat non-life threatening issues. When your provider is not available and your health issue cannot wait.



Emergency Services

Used for life-threatening issues. Call 911 or go to the nearest hospital ER.

Not sure where to go for care? Call the 24-Hour Nurse Advice Line at **1-833-687-7376** (TTY: 711). We are here for you 24 hours a day, 7 days a week.



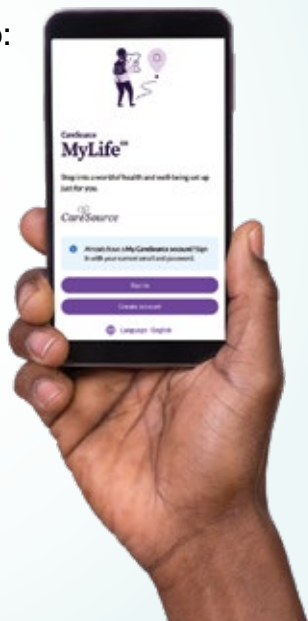
Your Health Plan, Always Within Reach

Get the most from your health plan with CareSource MyLifeSM, your digital health companion. Log in to your secure account to to:

- View, share, or print your ID card.
- Search for providers and care near you.
- Check benefits and claims.
- And so much more!

GO DIGITAL!

Get your plan information in your inbox instead of the mail. Create or sign into your account to change your communication settings. Visit **MyLife.CareSource.com**. Or get the app through the App Store[®] or Google Play[®].



Stop the Spread

Flu season is here. Protect yourself and those around you before the flu spreads in your area. Get your flu shot now! Schedule a visit with your provider, pharmacy, or clinic near you. Plus, your flu shot is FREE.



Learn more about the flu shot at
CareSource.com/flushot.

Food Safety Tips

We hear more and more about foodborne illnesses in the news. It's hard to keep track of it all! There are simple steps you can take to stay safe, no matter what the latest outbreak is.



- 1. Wash your hands often.** This is important after using the toilet and before eating. Use plain soap and water when possible. Hand sanitizer does not cut it. It is better than using nothing but does not kill all germs that can make you sick.
- 2. Wash all fruits and veggies.** Rinse them under running water before eating. You do not need special washes or vinegar to make a difference.
- 3. Remove outer layers of fruits or veggies that have been handled by other people, as applicable.** For lettuce or cabbage, throw out the outer layers and just eat the inside. For fruits and veggies like apples, peaches, and cucumbers, peel the skin off before eating.

Track outbreaks through **foodsafety.gov**. This will have the most current recalls and advisories. They also have easy food prep tips to help keep you safe.



Wellness Exam vs. Sports Physical:

What's the Difference?

Routine provider visits are a crucial part of your child's health. But, what's the difference between these two appointments?



Sports Physicals

A sports or school physical checks if your child is safe to play sports. It is a quick exam that focuses on activity safety.



Wellness Exams

A wellness exam checks much more. It looks at your child's overall health. The doctor may check growth, behavior, vision, hearing, and more. The goal is to find any problems early. This way they can be treated quickly. These visits are for children ages 21 and under. They should be done every year.

Make scheduling easier. Get your child's sports physical during their wellness visit. Providers can fill out any sports forms you need while also doing a full checkup.

ARE YOU PREGNANT?

Mom & Baby Beginnings™ Can Help



Our Mom & Baby Beginnings team is here for you during and after your pregnancy. We connect you to resources, provide direction on how to get your newborn on DEERS and enrolled in TRICARE Prime Demo, and work with your providers to make sure you are healthy and safe. We can also help coordinate care if your baby is in the NICU. Call **1-833-230-2034** (TTY: 711) to get started.

Filing a Grievance or Appeal



While we hope you are happy with CareSource Military & Veterans and the care you get, we know that things can happen. If you are not happy or disagree with a decision we make about your care, we want to know. Call Beneficiary Services and tell them your issue. We want to make it right if we can.

You can also file a grievance or appeal. A grievance is a complaint about us, one of your providers, or the care you got. An appeal is when you ask us to review a decision that denied an authorization or payment for services. The easiest way to file either of these is through CareSource MyLifeSM at **MyLife.CareSource.com**. You can also call Beneficiary Services for help. We are here for you!



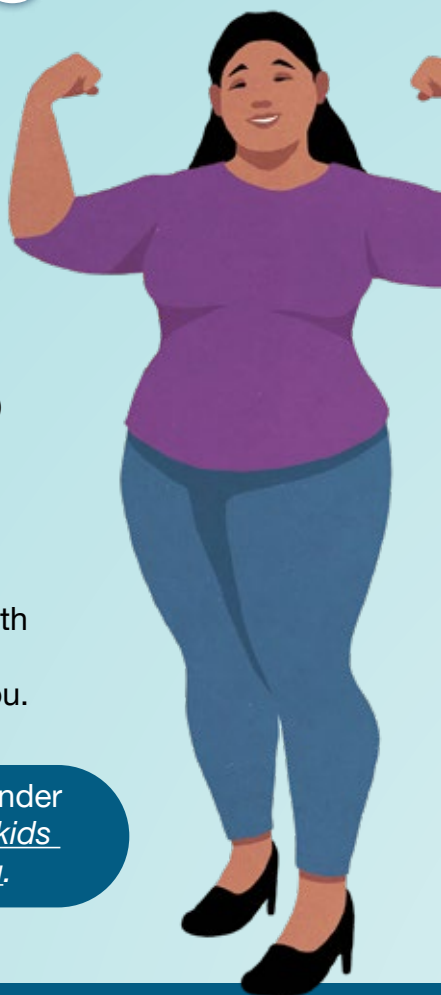
Preventive Care for Adults

Preventive care is key for the whole family.

See your Primary Care Manager (PCM) on a routine basis even if you are healthy. It helps them find and treat problems early before they get worse.

Here is a chart of common preventive care. It is only a guide. Work closely with your PCM to get your preventive care. They will know what care is right for you.

Looking for preventive care for those under 18? *View the preventive guidelines for kids and teens up to 21 years old at [aap.org](https://www.aap.org).*



*** Commonly recommended immunizations include:**

COVID-19 vaccine – most people six months and older should get the updated COVID-19 vaccine.

Flu shot – most people six months and older should get their flu vaccine each year.

Hepatitis B vaccine – adults ages 19 through 59 should be vaccinated for Hepatitis B.



Recommended Preventive Care					
	20s	30s	40s	50s	60s & Older
Annual Physical Exam	✓	✓	✓	✓	✓
Breast Cancer Screening (Mammogram)			✓	✓	✓
Cervical Cancer Screening (Pap test)	✓	✓	✓	✓	✓
Cholesterol Screening	✓	✓	✓	✓	✓
Colon Cancer Screening			✓	✓	✓
Dental Exam	✓	✓	✓	✓	✓
Diabetes Screening	✓	✓	✓	✓	✓
Immunizations*	✓	✓	✓	✓	✓
Vision Exam	✓	✓	✓	✓	✓

Measles, mumps, and rubella (MMR) vaccine – get one to two does of the vaccine if you are not already immune to MMR. Your provider can tell you if you are immune.

Pneumococcal vaccine – Adults who are 50 and older should have the pneumococcal vaccination.

Shingles vaccine – Adults over 50 should get two doses to prevent shingles.

Tetanus and diphtheria (Td) vaccine – a booster is recommended for adults every 10 years.



Heads Up! Your First-Year Enrollment Fee Waiver May be Ending Soon



When we launched TRICARE Prime Demo last year, the traditional TRICARE Prime annual enrollment fee was waived for the first 12 months for eligible beneficiaries. As we enter our second year, some beneficiaries may soon reach the end of that 12-month waiver. If TRICARE Prime annual enrollment fees apply to you, we will reach out about next steps.

The end of the waiver does NOT change your TRICARE Prime Demo benefits or support. You'll simply revert back to paying the annual enrollment fee like you would with any TRICARE Prime plan.

Care Management



Connect with a single point of contact for all your health care needs.

Get support tailored to your unique needs. Care Managers are a single point of contact working with you and your providers to coordinate your care.

Our team can help you navigate barriers like:

- ✓ Helping get your medications and supplies.
- ✓ Explaining insurance benefits and services.
- ✓ Providing education on chronic illnesses.
- ✓ Connecting to community resources.
- ✓ Finding after-hours support if you need it.



We are here to help. Call **1-844-206-6188** (TTY: 711) to reach our team and get started.





Important Resources



CareSource MyLifeSM:
MyLife.CareSource.com



Find a Doctor:
FindADoctor.CareSource.com



Plan Documents:
CareSource.com/CSMVplandocs



Report Fraud, Waste, and Abuse:
CareSource.com/ReportFWA

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)**.

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 और आपकी भाषा में अन्य लिखित सामग्रियों
संबंधी भी मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त
सहायता और सपोर्ट पाएं। 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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ያግኙ። ወደ **1-833-230-2080 (TTY: 711)** ይደውሉ።

Gba ìrànlọ́ wọ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn ọ̀gbifẹ̀ àti àwọn ohun
èlò mírán tí a kọ sílẹ̀. Gba àwọn ìrànlọ́ wọ àti àtílẹ̀ yìn ọ̀fẹ́ bí
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 پاملرنې په اړه ستاسو په ژبه کې او د نورو بڼو
(یعنې فارمیټونو) 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
ژبي خدمتونه غواړئ؟ په ووهی یا زنگ **1-833-230-2080 (TTY: 711)**.

మీ భాషలో వ్యాఖ్యాతలతో మరియు ఇతర వ్రాతపూర్వక
మెటీరియల్స్‌తో ఉచితంగా సహాయాన్ని పొందండి. ఒకవేళ
మీకు వైకల్యం ఉన్నట్లయితే, ఉచిత ఉపకరణాలను మరియు
మద్దతును పొందండి. కాల్ చేయండి: **1-833-230-2080**
(TTY: 711).

दोभासे र अन्य लिखित सामग्रीहरूका माध्यमबाट आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईं अपाङ्गता भएको व्यक्ति हुनुहुन्छ भने निःशुल्क सहायक सामग्री तथा सहायता प्राप्त गर्नुहोस्।

1-833-230-2080 (TTY: 711) मा कल गर्नुहोस्।

စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များအတွက် အခမဲ့အကူအညီကို သင့်ဘာသာစကားဖြင့် ရယူပါ။ သင့်တွင် မသန်စွမ်းမှုတစ်ခုခု ရှိပါက အခမဲ့ အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းနံပါတ်

1-833-230-2080 (TTY - 711) ကို ခေါ်ဆိုပါ။

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 kein jербalin jibañ im jibañ ko ilo an ejjelok wōnāer ñe ewōr am nañinmej in utamwe. Kalle **1-833-230-2080 (TTY: 711)**.

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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

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P.O. Box 8738

Dayton, OH 45401-8738

Important Plan Information