



2026 FIRST EDITION

MEMBER *Source*

A Newsletter for HAP CareSource™ MI Coordinated Health (HMO D-SNP)

Extra Benefits May Be Available for YOU!

Special Supplemental Benefits for the Chronically Ill (SSBCI)

SSBCI is designed to offer extra benefits to those with certain serious chronic health conditions. The goal is to help improve your health. The Centers for Medicare & Medicaid Services (CMS) requires us to verify your chronic health condition for these extra benefits. You can see the list of extra benefits you may be able to get in the *Using Your Healthy Benefits+ Card* article on page 9.

How can I get these extra benefits?

To get the extra benefits, you must meet all of the following criteria:

- ① A documented diagnosis of a serious and complex health condition that significantly impacts health or functioning.
- ② High risk for hospitalization or other adverse health outcomes.
- ③ Require intensive care coordination.

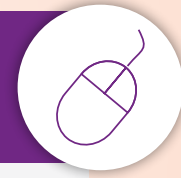
If you still need to document your serious and/or complex health condition, call Member Services. Learn more at [CareSource.com/mi/plans/mich/benefits-services/SSBCI/](https://www.caresource.com/mi/plans/mich/benefits-services/SSBCI/).



HAP CareSource™



Important Resources



CareSource MyLifeSM:
MyLife.CareSource.com



Find a Doctor:
FindADoctor.CareSource.com



Plan Documents:
CareSource.com/MICHplandocs



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



Find My Prescriptions:
CareSource.com/MICHfindRX



Rewards:
CareSource.com/MICHrewards



Questions About Your Prescriptions?

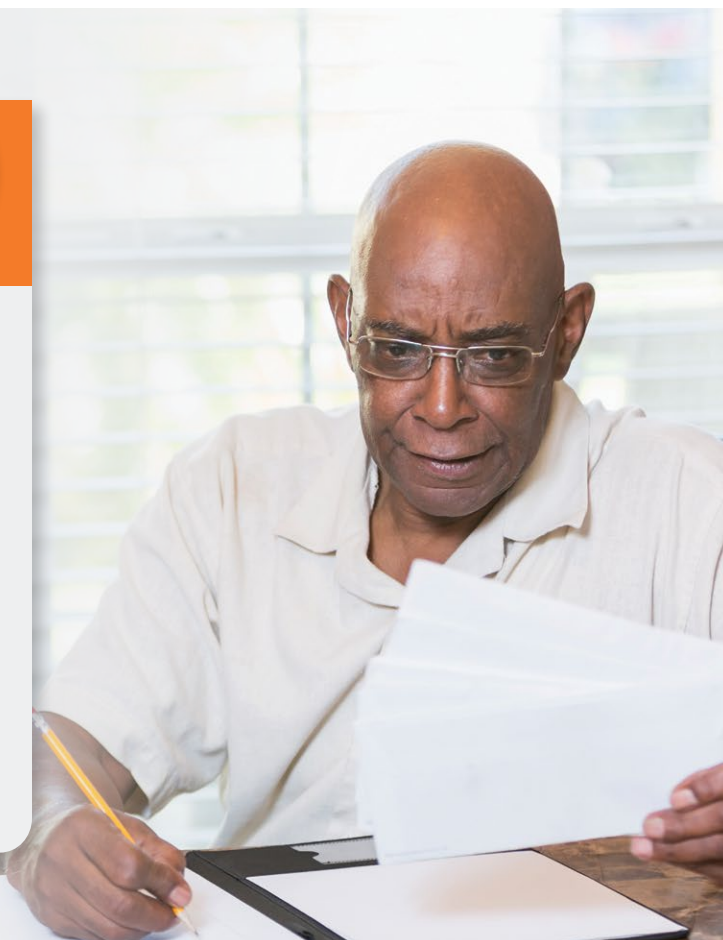
Find out if a drug is covered at CareSource.com/MICHfindRX. You can also talk to a HAP CareSource pharmacist! You do not need an appointment. Call **1-833-230-2073** (TTY: 711) to speak to a pharmacist.



What to Do if You Get a Bill



You get all medically necessary Medicaid covered services at no cost to you. This is unless your plan has copays. Medically necessary means you need the services to prevent, diagnose, or treat a medical condition. You should not be billed for these services. Call Member Services if you get a bill. Services covered by your plan can be found in your member handbook. You can find the handbook at **CareSource.com/MICHplandocs**. You can also get a printed copy sent to you when you call Member Services.



Avoid the Flu! Get Your Flu Shot Today.



Make a plan to get your flu shot before the flu gets to you. Get all your vaccinations on time to keep you and your loved ones safe. Getting vaccinated helps you stay healthy. It also helps stop the spread of illnesses. For more information on the flu shot, visit **CareSource.com/flushot**.

You and your family may be eligible to earn a \$50 reward for getting your flu shot. Learn more at **CareSource.com/MICHrewards**.



Myths vs Facts: Vaccines

Vaccines help keep us healthy. Some things about vaccines can be confusing. It's good to know how vaccines help us stay healthy. Here are some common myths and the facts about vaccines:

- 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.

Remember, vaccines are a safe way to keep everyone healthy! Please talk to your provider if you have any questions or concerns.

Source: The American Academy of Allergy, Asthma, and Immunology





Learn More About Your Plan



Your plan documents are the best place to find up-to-date information about your health plan. You can find your plan documents at **CareSource.com/MICHplandocs**. There are many topics covered. This can include plan benefits, services, and extra benefits. You can also find information about where to go for care, pharmacy and prescription drugs, and more!

Your plan documents will help you get the most out of your plan. Call Member Services to ask for printed copies.



Using the 24-Hour Nurse Advice Line

Remember if you have health care question or are not feeling well, reach out to the 24-Hour Nurse Advice Line. They are available 24/7. Call **1-833-687-7370** (TTY: 1-833-711-4711 or 711) to speak to a nurse today.



Spring into Good Mental Health

Ready to make the most of Spring and feel rejuvenated?

Try these activities:



Get Your Hands Dirty.

Grow a plant or two in your own garden! If you grow veggies or herbs, you can add them into healthy meals. Many plants do well in pots and can grow with light from a window. Green beans, tomatoes, basil, and rosemary are easy to grow. Plus, many public libraries offer seeds or host plant swaps to help you get started.

Prioritize Sleep.

More sunlight this season may make you feel like staying up later – but don't fall for this. Getting enough sleep will help you be energized for all the things you want and need to do.

Go Outside.

Whether it's taking a walk or reading outside, getting some sunlight can do wonders for your mental health. Don't forget to wear sunscreen!

Revamp Your Living Space.

Organize household items. This can leave you feeling brand new for a new season. Plus, you'll easily be able to find things when you need them.

Want more ideas?

Check out CareSource MyLifeSM for tools to help improve your outlook and mood. Visit **MyLife.CareSource.com** or get the app through the App Store[®] or Google Play[®].

Sources:

Psychology Today. 5 Ways to Boost Your Mental Health for Spring, Brown University Health. Spring into Self-Care





Help Us Help You!

Share Your Feedback Surveys You May Get in 2026

You may be asked to take surveys. Tell us about your time with HAP CareSource. We want to hear from you! Here are a few examples:

- **Health Assessments** ask about your health and needs. We may reach out to make you aware of programs or support. These can help with your health care needs. Go to MyLife.CareSource.com/Assess.
- **Consumer Assessment of Healthcare Providers.** We use Press Ganey to run this survey. They are a vendor approved by the Department of Health and Human Services (HHS).
- **Member Satisfaction** Surveys help us measure our progress toward serving you better. We want you to suggest us to friends and loved ones.

Your feedback always matters. We look forward to hearing from you!

Thank you for taking our surveys.

Four Tips to Kick Nicotine Pouches to the Curb

Nicotine pouches may seem like a safe way to help quit tobacco products. Did you know they can still be harmful and addictive? Quitting can be a challenge, but it's possible! Check out these tips:

- 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, the Tobacco Quit Line can help. They offer free quit coaching and more. Call **1-800-QUIT-NOW (800-784-8669)** to enroll or ask questions.

***Sources:** American Lung Association. Zyn 101: What to Know About Big Tobacco's Latest Addiction, Ex Program. How to Quit Zyn and Other Nicotine Pouches*





Nutrition and Affordability

With food prices rising, it is more important than ever to shop on a budget. Here are some basic tips and tricks that can help you eat well, stay healthy, and save money!

1

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.



2

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.



3

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.



If you need help paying for healthy food, you may qualify for Supplemental Nutrition Assistance Program (SNAP). Learn more and apply at fns.usda.gov/snap.

Source: The Mayo Clinic Health System



Using Your Healthy Benefits+ Card

Reduce your out-of-pocket costs with your Healthy Benefits+ card. You can get **\$210 each month** to help cover costs for:

- Over-the-counter (OTC) items
- Additional dental, vision, and hearing services and accessories

Plus, if you have one or more qualifying conditions*, you may also use the allowance for more items and services such as:



Healthy Food



Home &
Bathroom
Safety Items



Household
Cleaning
Supplies



Utilities



Pest Control
Retail Items



Personal Care
Items



Rent & Mortgage
Assistance



Indoor Air
Quality Items



Pet Care Items (not
including veterinary
or grooming visits)

Here are some reminders about your card.

- Use this same card for My HAP CareSource Rewards.
- When you buy something, money comes out of the most restricted allowance first. For example, if you buy something that qualifies for rewards but not OTC items, the money will automatically come out of rewards.
- If you don't use the full amount of your Healthy Benefits+ allowance each month, it will roll over! That means these funds won't expire until December 31, 2026.

You can shop in-store, online or over the phone.

Visit **HealthyBenefitsPlus.com/MICH** or call Member Services to learn more.

**The benefits mentioned are Special Supplemental Benefits for the Chronically Ill (SSBCI). You may qualify for SSBCI if you are at high risk for hospitalization and require intensive care coordination to manage one or more chronic conditions, such as cardiovascular disorders, diabetes, overweight/obesity/metabolic syndrome, chronic and disabling mental health conditions, or neurologic disorders. For a full list of qualifying chronic conditions or to learn more about other eligibility requirements for SSBCI, talk to your Care Coordinator.*





Thank You

For Being a HAP CareSource Member

We care about you. We want you to learn about your benefits, services and what programs are available. You can find more information in your member handbook, available on HAPCareSource.com.



Learn about your plan.

Find the benefits and services covered under your plan at **HAPCareSource.com**. Learn:

- The toll-free number to call if you have questions. How to reach us if you need TTY services.
- How to get interpreters for sign language or in the language you speak. They can help you talk with us or your providers. You can also get materials in other formats like large font or braille. This is all at no cost to you.
- Your pharmacy benefits, this includes:
 - A list of covered drugs, also known as a Preferred Drug List (PDL).
 - If there are limits on any medications. You can also learn about generic substitution, therapeutic interchange and step-therapy.
 - How to get medications not on the PDL. Learn how providers can help you get an exception.
- Your financial responsibility. You will find the form to submit a claim to get paid back if you paid for covered services.
- Your rights and responsibilities as a member.
- How we manage care, benefits, access to services and other issues.

- How to let us know if you are unhappy with us. You will also find how to appeal a decision that affects your coverage, benefits or services.



Take your Health Risk Assessment (HRA)

By answering a few questions about your current health and habits, we can give you tips and tools and connect you to programs and services to help improve your health and wellbeing. Take the HRA in one of these ways:

Phone: Call **1-833-230-2011** (TTY: 711) Monday through Friday from 7 a.m. to 6 p.m. (ET).

Online: Sign up or log in to **MyLife.CareSource.com**. You can also find it at MyLife.CareSource.com/find-my-assessment.



Find a Provider

Visit **FindADoctor.CareSource.com** for a list of our providers. Find providers like primary care providers (PCPs), specialists, hospitals, clinics and more. Choose a provider who will meet your needs. Filter by where they are located, their gender, specialty, board certification and more. You can also learn:

- How to choose your PCP and schedule a visit.



- How to see a specialist, mental health provider and get emergency care.
- Where to get care if your PCP is not available or it is outside of their normal office hours.
- How to get emergency care, either going to an ER or calling 911.
- How to get care if you travel outside of the plan area. Learn more about rules if you need to see a provider outside of your plan area.



Learn how we manage your plan.

We want you to get the best care. We do this:

- Through our Quality Program. It is here to make sure you get good care and service.
- By our commitment to protect your privacy. Our privacy practices and HIPAA/Member Consent goes over routine consent and how it lets us use and share health information about you that includes but is not limited to your race and ethnicity, languages you speak, sexual orientation, and if you have a disability. They also go over how we use authorizations. You can choose if you want us to share personal health information that is not covered by routine consent. Ask us for a list of where your information was shared.
- By letting you know how and when we add new technology as a benefit.
- Through our policy that does not let those who make coverage decisions benefit financially from them.
- By having an independent external appeal process for utilization management decisions.



Learn about free health and wellness programs.

Our free programs can help you reach your best health. You may get materials about them in the mail. We may also call you about them. We may sign you up if we hear from your provider, pharmacy or other healthcare source. Call Member Services to opt-in or out. A few of these programs are:

- **Care Management:** We have a team of nurses and qualified clinical professionals who works with you, your providers, and any caregivers to help you meet your health needs. They help you navigate the health care system. They can also help coordinate your care.
- **MyHealth:** Adults age 18 and older get interactive tools and small step guides to help set and track your health goals.
- **myStrengthSM:** Get personalized support to better your mood, body and spirit. Visit bh.mystrength.com/CareSource to sign up.
- **Medication Therapy Management:** Learn about your medications and the right way to use them.



Questions? Please call Member Services. The number is on the back of this newsletter. We are here to help.



HAP CareSourceTM





Keep Your Health Care Coverage



You may have recently received information from the Michigan Department of Health and Human Services (MDHHS) about annual renewal of your Medicaid eligibility. There are a few reasons you may have received this packet. If your financial situation has changed, you may no longer meet certain income or asset limits for the zero-cost sharing Michigan Medicaid Program.

Fill out the packet from MDHHS as soon as possible.

We don't want you to have a gap in coverage! You have options for support when renewing:

- Renew your Medicaid coverage through MI Bridges online at Michigan.gov/MIbridges.
- Call the Member Help Line at **1-800-642-3195 (TTY: 1-866-501-5656)**, available Monday through Friday, 8 a.m. to 7 p.m. Eastern Time (ET).
- Call or go to your local MDHHS office.
- If you are no longer eligible for Medicaid, call a HAP CareSource Medicare Expert at **1-877-308-6027 (TTY: 1-833-711-4711 or 711)**.

We're always here to help!

If you have questions or concerns, call Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**. We are open seven days a week, 8 a.m. to 8 p.m., ET.

Medication Adherence Made Easier



Sometimes, managing your medicine can seem like another chore on your to-do list. Taking them correctly is key. This means taking the right dose at the right time. It also means picking them up from the pharmacy on time. Many pharmacies offer ways to make it easier for you to get your medicine:



Ask about filling all your medications on the same day.



Ask about getting your medicine delivered right to your door with mail-order delivery.



Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2057 (TTY: 1-833-711-4711 or 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 al **1-833-230-2057 (TTY: 1-833-711-4711 o 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 **1-833-230-2057 (TTY: "الهاتف النصي للصم وضعاف السمع": 1-833-711-4711 أو 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**1-833-230-2057 (TTY 专线: 1-833-711-4711 或 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 **1-833-230-2057 (TTY: 1-833-711-4711 oder 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 **1-833-230-2057 (TTY: 1-833-711-4711 ou le 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 **1-833-230-2057 (TTY: 1-833-711-4711 hoặc 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 **1-833-230-2057 (TTY: 1-833-711-4711 odder 711)**.

आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-833-230-2057 (TTY: 1-833-711-4711 या 711)**।

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-833-230-2057 (TTY: 1-833-711-4711 또는 711)**. 로 문의하세요.

በአስተርጓሚዎች እና በሌሎች የጽሑፍ ቁሳቁሶች በቋንቋዎ ከክፍያ ነፃ እርዳታ ያግኙ። የአካል ጉዳት ካለብዎት ከክፍያ ነፃ እርዳታ እና ድጋፍ ያግኙ። ወደ **1-833-230-2057 (TTY: 1-833-711-4711 ወይም 711)** ይደውሉ።

Gba ìrànṣíwọ́ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn ògbifọ̀ àti àwọn ohun èlò mírán tí a kọ sílẹ̀. Gba àwọn ìrànṣíwọ́ àti àtílẹ̀yìn ọ̀fẹ́ bí o bá ní àìlera kan. Pe **1-833-230-2057 (TTY: 1-833-711-4711 tàbí 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 **1-833-230-2057 (TTY: 1-833-711-4711 o 711)**.

په خپله ژبه کې د شفاهي ژباړونکو او نورو لیکل شویو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلومات لری نو وړیا ملاتړ او مرستې ترلاسه کړئ. دی شمیرې ته زنگ ووهئ
1-833-230-2057 (TTY: 1-833-711-4711 یا 711).

दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-833-230-2057 (TTY: 1-833-711-4711 वा 711)** मा फोन गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် **1-833-230-2057 (TTY: 1-833-711-4711 သို့မဟုတ် 711)** သို့ ဖုန်းခေါ်ဆိုပါ။

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2057 (TTY: 1-833-711-4711 oubyen 711)**.

Bök jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bök jербalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejin utamwe. Kall e **1-833-230-2057 (TTY: 1-833-711-4711 ak 711)**.

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CMS/MDHHS Approved: 09/11/2025



HAP CareSource™
Non-Discrimination Notice

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 **1-833-230-2057 (TTY: 1-833-711-4711 or 711)** if you need any of this help. We are open Monday through Friday, 8 a.m. to 8 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: HAP CareSource MI Coordinated Health
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 **HAPCareSource.com**.





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

VISIT US

HAPCareSource.com

CONTACT US

Member Services:

1-833-687-7370 (TTY: 1-833-711-4711 OR 711) Seven days a week, 8 A.M. to 8 P.M. (ET)

24-Hour Nurse Advice Line:

1-833-687-7370 (TTY: 1-833-711-4711 OR 711)

JOIN US



Facebook.com/HAPCareSource



X.com/HAPCareSource



Instagram.com/CareSource

Important Plan Information

A World of Health and Well-Being Just For You

It's a world of health and well-being set up just for you! CareSource MyLifeSM has all the features you need to manage your plan. Log in to your secure account, view your benefits, access your digital ID card and so much more. Plus, CareSource MyLife is easy to use! You will even get tips and resources tailored to you.



Set up your account today!

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

