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:
1-833-687-7360 (TTY: 1-833-711-4711 OR 711)

JOIN US

Facebook.com/HAPCareSource

X.com/HAPCareSource

Instagram.com/HAPCareSource

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HAP CareSource™

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

Important Plan Information

2026 SECOND EDITION

MEMBER*Source*

A Newsletter for HAP CareSource Medicaid Members



HAP CareSource™

Let's Talk About Stress vs. Anxiety

What is Stress?

Stress is a bodily or emotional response to something. You might get sweaty hands or have changes in hunger. Your mind may feel wired or antsy. Stressful moments can be one-time or frequent. Stress often fades when the cause goes away.

What is Anxiety?

Anxiety is the body's natural response to stress. You may feel fear or dread of what could come. You may have a racing heart, an upset stomach or have a hard time sleeping. If these feelings stop you from living your daily life, it could be an anxiety disorder.

Tips:

- ✓ **Practice deep breathing.**
  Try to inhale for four counts, hold and exhale for four counts.
- ✓ **Stay active.**
  Movement like walking, yoga or stretching can be a big help.
- ✓ **Try mindfulness.**
  Focus on what you can feel, hear, see, smell and taste. These cues can help bring your attention back to the present moment.
- ✓ **Build a support network.**
  Connect with friends or family.
- ✓ **Get professional help.**
  Talk to a mental health provider if stress or anxiety is impacting your daily life. Use our Find a Doctor tool to find one near you.



Can't Find a Provider Near You?

Teladoc Health® has mental health providers available seven days a week from 7 a.m. to 9 p.m. Eastern Time (ET). Call 1-800-TELADOC (835-2362) or visit **CareSource.com/TeladocHealth**.

Need Help Now?

Call or text 988 to reach a crisis counselor 24 hours a day, 7 days a week.

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 always 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.

Think you may be sick and need advice about where to get care? Talk to a nurse 24/7 through our 24-Hour Nurse Advice Line. The number is on the back of this newsletter.



Talk to a HAP CareSource Pharmacist!

Have questions about a medication? Want to know which drugs interact with each other? Need to know more about a prescription? Talk to a HAP CareSource pharmacist! You do not need an appointment. Call **1-833-230-2073** (TTY: 711) to speak to a pharmacist.

Need to look up a medication?
Want to find out if it is covered by your plan? It's easy when you use our Find My Prescriptions tool. Visit **CareSource.com/MICHfindRX** to get started.



Use Your Primary Care Provider (PCP) to get a Specialist Visit

It can take weeks or longer to get in to see a specialist like a mental health provider. While you do not need a referral to see a mental health provider, a referral from your PCP may help you get a visit faster. It also helps your PCP stay aware of other services you get. This can improve your overall care.

Bones: Your Body's Foundation



Did you know that your skeleton rebuilds itself about every 10 years? Old bone tissue is replaced with new bone.
In younger adults, the amount of bone lost and replaced is about equal. As we age, that process can shift, ending up with loss of bone strength.

There are things you can do to keep your bones strong:

1. **Eat a healthy diet.** Include dairy products like milk and yogurt, whole grains like oats and wheat, and leafy green veggies like spinach and broccoli. This will ensure you get plenty of calcium.
2. **Stay active!** Weight bearing exercise or strength training is best for making bones stronger. If you don't have weights, you can use milk jugs or canned goods. Use them to make your arms and legs stronger. Exercise can also lower your risk of falls.
3. **Avoid nicotine.** Whether you smoke cigarettes or vape, nicotine use can stop new bone from forming. Vaping is even shown to increase your risk for fractures and osteoporosis.
4. **Limit alcohol.** Heavy alcohol use lowers your bone mass. It can increase your risk of falling and breaking a bone, too.
5. **Talk to your provider.** Ask your doctor if you need a Bone Density test for Osteoporosis or if you need treatment to reduce bone loss and build bone strength.

Learn more about bone health from the American Academy of Orthopedic Surgeons at **OrthoInfo.org**.

Protect Yourself and Others from STIs

Sexually Transmitted Infections (STIs) are mainly spread through sexual activity. Here are a few common STIs:

- **Human Papillomavirus (HPV)** may cause genital warts. Some forms of HPV raise the risk of developing cervical cancer.
- **Chlamydia** can lead to serious health problems if not treated. It can cause pelvic inflammatory disease (PID) in women. This can cause issues if you become or try to get pregnant. Men rarely have long-term health issues from chlamydia. They are more likely to spread the STI.
- **Human immunodeficiency virus (HIV)** tends to get worse over time. Without treatment, HIV can lead to AIDS, which is life-threatening. Treatment is key because it helps keep HIV under control, protects your body's immune system and helps people stay healthy and live longer.
- **Gonorrhea** can cause serious health issues for both men and women. The good news is that it can be treated with antibiotics.

How can you stay safe?

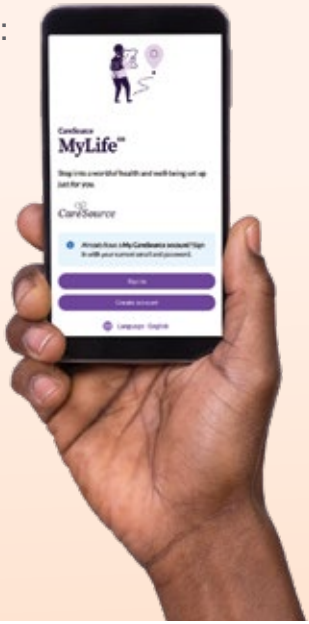
- **Get tested.** You may not know if you have an STI. Many STIs have no symptoms or only cause mild symptoms early on.
- **Get vaccinated.** Some STIs have a vaccine. The HPV vaccine prevents the virus that causes cervical cancer.
- **Limit your sexual partners.** Lower your risk of STIs by only having sex with one partner who only has sex with you. Use condoms each time.

Always talk with your provider about your care plan. They can help you learn more about STIs and your options.

Your Health Plan, Always Within Reach

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

Learn more about the flu shot at CareSource.com/flushot. Plus, you may be eligible to earn a **$50** reward when you get your flu shot. Learn more at **CareSource.com/MICHrewards**.

Preventive Care for Women



Preventive care is key for the whole family. It is especially vital to women. From the early teens to reproductive years, perimenopause to menopause, women have unique health needs at each stage of life.

Here is a chart of preventive care for women. It is only a guide. Work closely with your provider. They will know what care is right for you.

Looking for preventive care for men?
Check out the guidance at medlineplus.gov/menshealth.

*** Earn rewards when you get this care!**
Learn more at **CareSource.com/MICHrewards**

	20s & Younger	30s	40s	50s	60s & Older
Annual Physical Exam	✓	✓	✓	✓	✓
Annual Dental Exam	✓	✓	✓	✓	✓
Bone Density Screening					✓
Breast Cancer Screening* (Mammogram)			✓	✓	✓
Cervical Cancer Screening (Pap test)*	✓	✓	✓	✓	✓
Chlamydia Screening	✓				
Colorectal Cancer Screening*			✓	✓	✓
Flu Shot*	✓	✓	✓	✓	✓
HPV Vaccine	✓				
Tetanus and Diphtheria (Td) Vaccine	✓	✓	✓	✓	✓

Don't Lose Your Health Coverage!

Stay With HAP CareSource

We love that you are a member of HAP CareSource! We want to make sure you can stay on your health plan. Medicaid eligibility reviews happen each year. Some people need to renew their Medicaid coverage each year to keep their health plan. We cannot renew for you. You need to renew through the Michigan Department of Health & Human Services (MDHHS).

If you need to renew, you will get a letter or packet in the mail from MDHHS about your eligibility. This can happen at any time throughout the year. Make sure they have your updated contact information so that you can get this mail on time. Respond to any mail you get from MDHHS as soon as you can.

Renew in one of these ways:

ONLINE:
Go to MI Bridges.

PHONE:
Call **1-833-599-6444**
(TTY: 866-501-5656).

MAIL:
Fill out the form and mail it back right away to your local MDHHS office.

IN PERSON:
Visit your local MDHHS office.

Taking Your Medicine Helps You Enjoy Life More



Medicine plays a crucial role in managing your health. Taking your medicine as prescribed—on time, at the right dose, and for as long as your provider says—can help you live healthier and feel better.

If it's hard to take your medicine, ask for help. Skipping doses or stopping too early can cause your illness to get worse. Your provider can help you find ways to make it easier. Small daily actions can lead to better long-term health and quality of life.

Tip: Your plan benefits allow you to fill your maintenance medications up to a 90-day supply. Ask your pharmacist to switch to 90 days or set up automatic refills so you have your medication when you need it.

Important Resources





CareSource MyLife: MyLife.CareSource.com



Find a Doctor: FindADoctor.CareSource.com



Find My Prescriptions: CareSource.com/MICHfindRX



Plan Documents: CareSource.com/MICHplandocs



Rewards: CareSource.com/MICHrewards



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

Open Enrollment *Made Easy*

We make it easy for you to keep your coverage.

1 **Step 1: Medicaid Renewal**
You must renew your Medicaid coverage every year. If you forget or no longer qualify, you may lose your health plan. Renewing can be confusing. That's why we've outlined all the steps on page 9.

2 **Step 2: Medicare Open Enrollment**
Medicare Open Enrollment is October 15 through December 7. If you renewed your Medicaid coverage and are still eligible, you'll make your Medicare choice next.

Filing a Grievance or Appeal

While we hope you are happy with HAP CareSource 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 Member 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 payment for a benefit or service. The easiest way to file either of these is through CareSource MyLife℠ at **MyLife.CareSource.com**. You can also call Member Services for help. We are here for you!

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 **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 مجانًا. اتصل على الرقم **1-833-230-2057** (**TTY: "الهاتف النصيّ 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 Helfe mitaus Koscht in dei Schprooch mit Iwwersetzer un annere schriftliche Dinge. Grick Aids un Helfe 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 डिसएबिलिटी 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.

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Gba ìrànlọ́wọ́ ọ̀fẹ́ ní èdè rẹ pẹ̀lú àwọn òǵbifọ̀ àti àwọn ohun èlò míràn tí a kọ sílẹ̀. Gba àwọn ìrànlọ́wọ́ àti àtìlẹ́yìn 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)**.

مورِ کولی شو ستاسو د روغتیا پاملرنې په اړه ستاسو په ژبه کې او د نورو بڼو (یعني فارمیټونو) له لار ي له تاسو سره و ړیا مرسته وکړو. آیا زمو ږ د موادو لوستلو لپاره ملاتړ یا مرستې ته اړتیا لرئ؟ آیا تاسو له مورِ سره خبرو کولو لپاره د ژبې خدمتونه غواړئ؟ په ووهئ یا زنګ **1-833-230-2057 (TTY: 711)**.

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్‌తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-833-230-2057 (TTY: 1-833-711-4711 లేదా 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 कल गर्नुहोस्।

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

Bōk jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bōk jerbalin 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)**.

HAP CareSource is an HMO D-SNP with a Medicare and state Medicaid contract. Enrollment in HAP CareSource depends on contract renewal.

MDHHS | MI Coordinated Health
Michigan Department of Health & Human Services