BETTER TOGETHER

MEDICARE + MEDICAID

CareSource® MyCare Ohio (HMO D-SNP)



CareSource®

Ohio Department of Medicaid

Next Generation MyCare

To help you understand this notice, language help, interpretation services, and other aids and services are available at no cost to you. These services include oral translation, written translation, and other aids. You can request them by calling **1-855-475-3163 (TTY: 1-833-711-4711 or 711)** Monday through Friday, 8 a.m. to 8 p.m., Eastern Time (ET). If you have a hearing impairment, you may call **1-855-475-3163 (TTY: 1-833-711-4711 or 711)** Monday through Friday, 8 a.m. to 8 p.m., Eastern Time (ET).

Para ayudarle a entender este aviso, tiene a su disposición, previa solicitud y sin costo para usted, servicios de asistencia lingüística, de interpretación y ayudas auxiliares. Estos servicios incluyen traducción oral, traducción escrita y otros tipos de ayudas. Puede solicitarlos llamando al ***1-855-475-3163 (TTY: 1-833-711-4711 o 711)****, de lunes a viernes, de 8 a. m. a 8 p. m., hora del este (ET). Si tiene una difi cultad auditiva, puede llamar al* ***1-855-475-3163 (TTY: 1-833-711-4711 o 711)****, de lunes a viernes, de 8 a. m. a 8 p. m., hora del este (ET).*



The MyCare program provides enhanced health care benefits to Ohioans who have both Medicaid and Medicare. This program helps you get the care you need all in one plan.

If you receive both your Medicaid and Medicare benefits through a MyCare plan, your plan covers your entire health care benefit. This includes behavioral health services and long-term care services for those in the community, assisted living, and in a nursing facility. Your plan may also give you extra benefits like additional transportation, rewards, and more.

You may choose not to get your Medicare benefits from your plan. You will not lose your Medicaid, Medicare, or other public assistance benefits if you join a MyCare plan. CareSource MyCare Ohio (HMO D-SNP) is a MyCare plan that you may choose to join. You can learn more about your plan options by visiting **www.ohiomh.com**.

If you are automatically enrolled in a MyCare plan, you should receive a letter from ODM with the name of your plan, the date your new plan begins, and your options for changing your plan or coordinating your Medicare and Medicaid coverage. Once you are enrolled with your plan, you should receive a new member identification (ID) card and other information explaining your benefits.

If you only get your Medicaid benefits through your MyCare plan and want to pick a different plan for your Medicaid benefits, you can pick a different plan for up to 90 days after you joined the program. You can also change plans throughout the year for just cause. Just cause is when you are concerned with or have issues getting care due to the plan you are on. Contact the Ohio Medicaid Consumer Hotline at 800-324-8680 to discuss your options for picking a new plan.

If you want to align your Medicare and Medicaid benefits through a MyCare plan, you can enroll at any time through Medicare. Your new plan and benefits will begin on the first day of the following month. Contact Medicare at **800-633-4227** or the Ohio Medicaid Consumer Hotline at **800-324-8680** to discuss your options for getting your benefits through one plan.

You may also change plans during the annual open enrollment period.

You are eligible to be enrolled if you meet the following criteria:

- Have full Medicaid.
- Have Medicare parts A, B, and D.
- Are 21 or older.
- Are not already enrolled in a Program for All-Inclusive Care for the Elderly (PACE), a Developmental Disabilities waiver, an Intermediate Care Facility, or have other health insurance that covers both inpatient hospital stays and doctor visits.





Having a MyCare plan for both your Medicaid and Medicare benefits means you have:

- One care coordinator for your Medicaid and Medicare benefits.
- One organization responsible for your entire health care benefit.
- Communications from one source.
- One member ID card.
- One organization to contact if you need to file an appeal.

All medically necessary Medicaid-covered services will be available to all members and that all medically necessary Medicare covered services will be available to dual benefit members.

When you choose CareSource MyCare Ohio (HMO D-SNP) for both your Medicare and Medicaid benefits, you will also get these additional benefits:

The Healthy Benefits+ debit card which provides members **$300 per month** to purchase qualifying over-the-counter (OTC) items plus dental, vision and hearing services and accessories at eligible locations

For members approved for Special Supplemental Benefits for the Chronically Ill (SSBCI), members may use the Healthy Benefits+ card for qualifying items and services such as: healthy food*, utilities*, rent/mortgage assistance* and more*!

May earn up to $595 each year with My CareSource Rewards® program, which offers members incentives for completing wellness activities**

$0 Medicare- & Medicaid-covered drugs

Enhanced dental, vision and hearing benefits

Unlimited transportation to health-related locations including doctor appointments, pharmacies, gyms, grocery stores and community/wellness services

To view the full list of $0 CareSource MyCare Ohio benefits
call **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**
or visit our website at **CareSource.com/MyCare-SNP**.

*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, please contact Member Services or your Care Coordinator.

**Rewards are subject to change. Rewards may vary by age, gender, and health needs. Rewards may expire based on date of issuance. If you are no longer a CareSource member, your access to the rewards portal will be deactivated, but the reward amount will remain on the card.

Choosing a Primary Care Provider

You must choose a primary care provider (PCP) from our provider network. Your PCP will direct most of your health care needs. Your PCP will work with your care team to coordinate your health and long-term care services.

To find a PCP, you can call our Member Services department at **1-855-475-3163 (TTY: 1-833-711-4711 or 711)** or visit our website at **CareSource.com/MyCare-SNP**.

You can change your PCP for any reason. You can change your PCP to another network PCP as often as once a month if needed. To change your PCP, call our Member Services department at **1-855-475-3163 (TTY: 1-833-711-4711 or 711)** and ask for the change.

As a CareSource MyCare Ohio member, you must use network providers, facilities and pharmacies to get covered services.

You can only use an out-of-network provider for:

Emergency services.
Services at federally qualified health centers or rural health clinics.
Any other services or provider types designated by ODM (Ohio Department of Medicaid)
During or after your transition of care period that CareSource MyCare Ohio has approved you to see
Urgently needed care
Medicare hospice services.
An out-of-network provider CareSource MyCare Ohio approves you to see.

MyCare plans provide transition of care benefits for services, including providers and pharmacy. The transition period starts the first day you are effective with your MyCare plan. After the transition period, you must use providers who are part of your plan. Once you join a MyCare plan, you will get more information.



Emergency Services

Emergency services are services for a medical problem that you think is serious enough that it must be treated right away. We cover emergency care in and out of the county where you live. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate care setting. If you are not sure if you have an emergency, call your PCP or 24-Hour Nurse Advice Line.

Where can I get more information?

For more information about the MyCare plans available and for help selecting a plan, call the Ohio Medicaid Consumer Hotline at **1-800-324-8680 (TTY 711)** or visit **www.ohiomh.com**.

If you are concerned with or have issues getting care due to the plan you are on, you can change plans throughout the year for just cause. Contact the Ohio Medicaid Consumer Hotline at **800-324-8680** to discuss your options for changing your plans.

To learn more about CareSource MyCare Ohio, call **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**

This brochure is only a summary of important information. CareSource MyCare Ohio can give you a list of network providers, share information on how we pay our providers, and answer any other questions.



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

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