



WINTER 2023

# MEMBER *Source*

A Newsletter for CareSource® MyCare Ohio (Medicare-Medicaid Plan) Members

## Do I Need a Flu Shot?

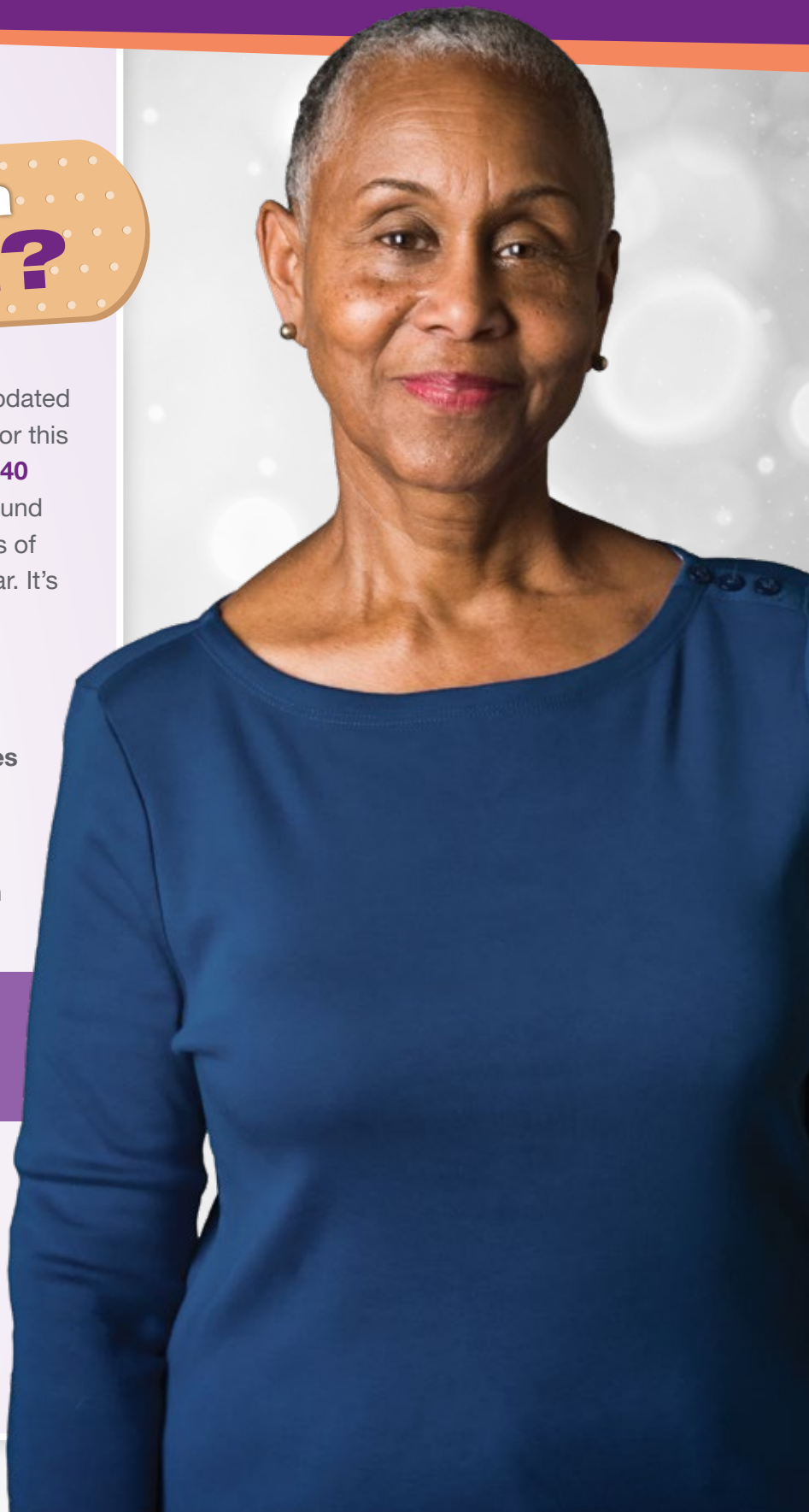
Flu season is here. It is time to get an updated flu shot that works against the flu virus for this season. **Get your flu shot and earn a \$40 reward!** To keep yourself and those around you healthy, almost everyone six months of age and older needs a flu shot every year. It's especially important for:

- ✓ People over 64 years old
- ✓ People who live in nursing homes
- ✓ Pregnant women
- ✓ Anyone with a chronic condition like asthma or diabetes

Where can I get my flu shot? Where can I learn more about the flu shot? For more information, visit [CareSource.com/flushot](https://www.caresource.com/flushot).

*\*Rewards are only available to MyCare Medicare and Medicaid members.*

  
**CareSource**®



# Your 2024 Benefit Highlights

We're here to help you make your health and wellness a priority in 2024! In September, you got updated plan materials for 2024. These outline everything offered through your plan for the new year. **Here are some of the highlights!**



## Pharmacy Benefits

You now have the option to fill most drugs up to a 102-day supply. You can get a 102-day supply from your pharmacy or through mail order.

## Dental, Vision, Hearing Benefits



Routine dental cleanings and exams are covered once every 6 months.



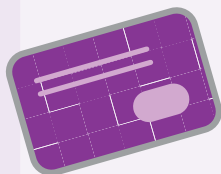
Hearing aids are covered by the plan once every 4 years for conventional and 5 years for digital or programmable.



Routine exams and eyewear are covered.

- If you are under the age of 21, routine eyewear is covered once a year.
- If you are between the ages of 21-59, routine eyewear is covered once every two years.
- If you are over the age of 59, routine eyewear is covered once a year.

Learn more about your dental, vision and hearing benefits in the Member Handbook at [CareSource.com/oh/plans/mycare/plan-documents/](https://www.CareSource.com/oh/plans/mycare/plan-documents/).



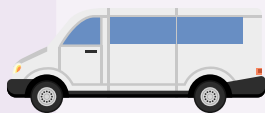
## NEW! One Healthy Benefits+™ card to use for your over-the-counter (OTC) allowance, flex allowance, and rewards!\*

- Use your quarterly \$100 OTC allowance on commonly used health related items.
- You get a yearly \$500 flex allowance. Use this allowance on dental, vision and hearing accessories beyond what your plan already covers!

**Rewards** Use the same card to redeem your My CareSource® Rewards! By participating in healthy activities, you can earn up to \$365 to use at stores like Walmart®.

Learn more about your allowances and rewards at [www.HealthyBenefitsPlus.com/MyCare](https://www.HealthyBenefitsPlus.com/MyCare).

*\*The Healthy Benefits+ card and rewards are only available to MyCare Medicare and Medicaid members*



## Transportation\*

In 2024, you get 60 one-way trips health related trips! You can schedule trips to your health visits, pharmacy, gym and grocery store. Call Member Services to schedule a ride.

*\*Enhanced transportation benefits are only available to MyCare Medicare and Medicaid members.*

**Questions? Call us. We're excited to serve you for another year!**



## Life HACKS:



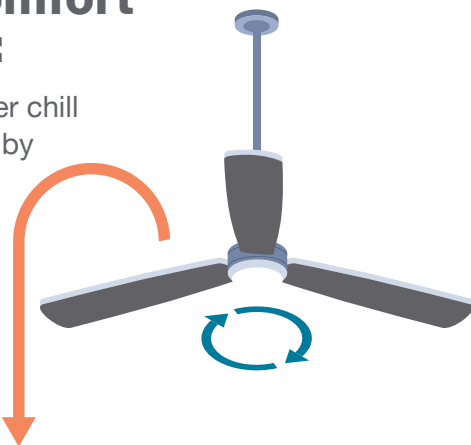
### Winter Wonder Hack:



Say goodbye to windshield fog! Don't throw out silica packets from new packages! Rescue a few and leave them on your dashboard. These little moisture-magnets will do wonders, keeping your windshield clear all winter.

### Winter Comfort Unlocked:

Embrace the winter chill with a cozy home by changing the direction of your ceiling fan. Set your fan to rotate clockwise at a low speed. This creates a gentle updraft, pushing warm air down from the ceiling. You'll enjoy a toasty living atmosphere. Plus, you'll save on heating costs!



### Frost-Free Mirrors:

Tired of foggy mirrors after every shower? Apply a thin layer of shaving cream to your mirrors and wipe it off with a clean cloth. This leaves you with a clear reflection even in the coldest months.



## Give Yourself the Gift of a *Stress-Free Holiday Season!*

The holidays can be a happy and joyful time. They can also be stressful. What can you do if your season feels more hectic than happy?

### Stressed about plans?

Give yourself permission to have a night off to do your favorite relaxing activities.

### Stressed about money and gift giving?

Give loved ones the gift of your time. Offer to babysit, make them dinner, or help them with a house project.

### Stressed about holiday traditions?

Take a year off from traditions that do not bring you joy. Make new traditions!

Share even more ideas to stay stress-free with other CareSource members through CareSource Circle, our online community. You can give feedback on your health plan through surveys and discussion boards, find healthy recipes, and get tips for a healthy life. If you love to share your opinions, join CareSource Circle at [CareSource.com/CircleOHMyCare](https://www.caresource.com/CircleOHMyCare).





# Living with Dementia

If you have dementia, taking care of yourself needs to be a priority. We have some tips for you or your loved ones to make living with dementia a little bit easier.

- See or talk to your provider on a regular basis. Make notes ahead of time with questions you want to ask or updates you need to give them.
- Create routines to make things easier. Keep mealtimes the same. Always keep important items, like medication and your phone, in the same place. Keep track of activities on a calendar or white board.
- Maintain relationships with family or friends that are supportive and helpful.
- Take breaks when you are doing a hard or overwhelming task.
- Ask for help when you need it.

## Sources:

National Institute on Aging, [www.nia.nih.gov/health/alzheimers-caregiving-caring-yourself](http://www.nia.nih.gov/health/alzheimers-caregiving-caring-yourself)  
Alzheimer's Association, [www.alz.org/help-support/](http://www.alz.org/help-support/)



**YOU  
ASKED  
FOR IT!**



## ***Your most asked questions to Member Services—answered.***

### ***What if I don't understand what my provider is telling me during my visit?***

Your provider is your partner in care. You want to fully grasp what they are saying about any health concerns, conditions, and care you might need. If you have a hard time understanding what your provider is telling you during a visit, there are ways you can ask them to be clearer. You can ask them to talk more slowly or repeat information. You can also repeat what you heard back to them to make sure you both are on the same page.

Ask your provider to use plain language instead of medical jargon. You can also ask for a printed copy of notes from your visit to take home with you so you can review what you talked about. The Cleveland Clinic has a full list of helpful questions and tips you may want to check out. Go to [www.My.ClevelandClinic.org/patients/information/questions-to-ask-your-doctor](http://www.My.ClevelandClinic.org/patients/information/questions-to-ask-your-doctor) to view the list.



## Your Path to Better Living Starts by Taking Your Medicine!

Taking your medicine exactly as prescribed can help you live a healthier life.

Ask your health care provider or pharmacist questions when you have them. They can explain how your medicine can help you. Keep track of when you take your medicine. Consider taking your medicine as part of your daily routine such as when you brush your teeth or eat dinner. If you take it when you eat, check to see if your medicine should be taken on a full or empty stomach. Taking these steps will help you get on a path to better living!



## Interpreter Services for You

Are you more comfortable speaking a language other than English? We can have someone at your health visits speak in the language you want. This includes American Sign Language.

Call Member Services. Ask for an interpreter to be at your next health visit. We will need to know at least five days ahead. Your provider can set this up with us.

We want you to have your health information explained the best way for you.

## Use the Mobile App to Call Teladoc!

Use our mobile app to connect with Teladoc® for telehealth services. You can speak to a provider 24/7 from wherever you are through Teladoc. Use Teladoc at no cost to you. The CareSource mobile app is available for iPhone® and Android® systems.

Once you download the app, sign in to your My CareSource® account. On the main screen under **Services**, find the **Telehealth** button. Tap it to go to the Teladoc page.

You can then tap the phone number to call Teladoc right from the app. You can also call Teladoc directly at 1-800-TELADOC (835-2362) or visit **Teladoc.com/MyCare**.

*Save time and worry when you use Teladoc.*



# Stay with CareSource – Renew your Coverage

Each year, the state of Ohio has you renew your Medicaid coverage. This is called redetermination. You must have Medicaid coverage to be eligible for MyCare Ohio. Each person has a different redetermination date. When it is time for you to renew, you will get a packet in the mail from the state. Fill out the packet and return it to the state as soon as you can. We do not want you to have a gap in your health coverage!

Always keep your contact information up to date. That way, you won't miss getting your renewal packet in the mail.

**Below are ways you can stay up to date. They are also the same resources you can use to renew your coverage.**

- Visit your local County Department of Job and Family Services. You can make an appointment or just walk in when they are open.
- Call 1-800-324-8680 (TTY: 711).
- Log in to [www.benefits.ohio.gov](http://www.benefits.ohio.gov).

*We want you to stay a CareSource member!*



## Know A Scam When You See One

If it seems too good to be true, it probably is. Don't share your private information. Don't give money to anyone who says you must pay them to keep your health coverage. This is a scam.

CareSource or the state will never:

- Say that you are in legal trouble.
- Ask for your credit card or bank numbers.
- Ask for your social security number.
- Ask you to pay in gift cards.
- Threaten you in any way.

If you get a call or message that doesn't seem right, tell us. Call Member Services and ask to report fraud.





# *Health Care with Heart<sup>®</sup> and You*

At CareSource, we want you to get the best care for YOU. Different backgrounds and life experiences put some of us at risk for certain illnesses and diseases.

You may hear from us soon. When you do, we may ask you questions we haven't before. This helps us give you the care you need. Some of the things we may ask you about are:

- Preferred language
- Geographic information
- Interpreter needs
- Race
- Ethnicity
- Chosen name
- Gender identity/pronouns
- Sexual orientation
- Sex assigned at birth
- Legal sex

We may ask you these questions on the My CareSource<sup>®</sup> portal or the phone. You don't have to share this information. If you do, it can help us give you the high-quality care you need. CareSource follows state and federal security and privacy laws whenever we ask for or use your information. We do not share what you choose to tell us outside of CareSource. This includes your response to all questions, even the new ones we may ask. The data you share is used for programs and services so we can better serve you.



## Pharmacy Updates

CareSource has a searchable drug list on **CareSource.com**. Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **Ohio** and **MyCare** to find out which drugs are covered. It is where the most current updates can be found. Call Member Services if you do not have access to the Internet. We can help you find out if a medication is covered and how much it will cost.





# *Eating Healthy During the Winter Months*

Eating foods high in vitamins can help keep you healthy during cold and flu season. They can also help boost your mood during the cold and dark months.

It may seem harder to choose healthier foods in the winter. When fresh fruits and vegetables aren't as easy to get, frozen or canned options are just as good. Choose the low or no sodium options in canned veggies. Stick with fruits packed in water or 100% juice to skip the added sugar syrups.



Lower levels of vitamin D are linked to depression. It can help to eat and drink more of it during winter. Milk, cereals, salmon, and red meat are good sources. It may also be good to add vitamin D supplement. Talk with your provider about this before you start taking one.



Vitamin C helps your body fight colds and can also improve your mood. It can be found in many fruits like oranges, pineapples, and kiwis. It is also in many vegetables like broccoli, sweet potatoes, and peppers.

If you want a sweet treat, try dark chocolate. It has antioxidants and fiber that are good for you. It can also fuel the brain!

## **Sources:**

*Cleveland Clinic*, [www.health.clevelandclinic.org/5-foods-for-winter-weather/](http://www.health.clevelandclinic.org/5-foods-for-winter-weather/)

*Everyday Health*, [www.everydayhealth.com/diet-nutrition/best-winter-fruits-to-help-keep-you-healthy/](http://www.everydayhealth.com/diet-nutrition/best-winter-fruits-to-help-keep-you-healthy/)

*Everyday Health*, [www.everydayhealth.com/depression/fall-and-winter-foods-with-mood-boosting-benefits/](http://www.everydayhealth.com/depression/fall-and-winter-foods-with-mood-boosting-benefits/)







# Food Safety Tips

Holidays are coming! Many involve friends and yummy food. Sadly, one in six Americans will get sick from food that was mishandled this year. Don't be one of them! Stay safe this season by following these steps for safe food handling.

1. **Clean.** Wash your hands and workspace after each task. Wash or rinse your vegetables and fruits.
2. **Separate.** Keep meat away from other foods. Use separate cutting boards for meats and vegetables.
3. **Cook.** Cook food to the safe temperature. Use a good food thermometer.
4. **Chill.** Refrigerate leftovers within 2 hours. Make sure your fridge is cooled to 40 degrees or below. Keep cold foods cold.

You can learn more about how to cook and prepare food safely at [www.FoodSafety.gov](http://www.FoodSafety.gov).

## Limit Your Exposure to PFAs



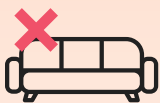
NON-STICK COOKWARE



FAST FOOD PACKAGING



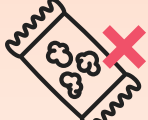
WATER RESISTANT CLOTHING



STAIN RESISTANT FURNITURE



STAIN RESISTANT PRODUCT



MICROWAVE POPCORN BAGS

Per- and Polyfluoroalkyl Substances (PFAs) are used to make everyday products. They are found in microwave popcorn bags, fast-food wrappers, and non-stick cookware. They are even used to make our clothes, carpets, shoes, and couches water and stain-proof.

PFAs may have some helpful uses. However, there is growing research that shows they may be harmful to our health. PFAs have been linked to high cholesterol, changes in metabolism, and some cancers.

It is hard to avoid PFAs. There are choices you can make to limit your exposure:

- ✓ **Read the label.** If you see the words *fluoro* or *perfluoro*, it likely has PFAs.
- ✓ **Switch out your non-stick cookware.** Try cast iron or stainless steel instead.
- ✓ **Bring your own to-go box.** Use glass or metal containers for leftovers.

Visit the Centers for Disease Control website at [atsdr.cdc.gov/pfas](http://atsdr.cdc.gov/pfas) to learn more about PFAS.

Sources: National Institute of Health, [www.niehs.nih.gov/health/topics/agents/pfc/index.cfm](http://www.niehs.nih.gov/health/topics/agents/pfc/index.cfm)

**English:** We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at **1-855-475-3163** (TTY: 1-833-711-4711 or 711), 8 a.m. - 8 p.m., Monday – Friday. Someone who speaks your language can help you. This is a free service.

**Spanish:** Contamos con servicios gratuitos de intérprete para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o de medicamentos. Para obtener los servicios de un intérprete, llámenos al **1-855-475-3163** (TTY: 1-833-711-4711 o 711), de 8 a. m. a 8 p. m., de lunes a viernes. Una persona que habla español puede brindarle ayuda. Este servicio es gratuito.

**Chinese Mandarin:** 我们提供免费口译服务，以回答您对我们的健康或药物计划的任何问题。如要获取口译服务，请在周一至周五的上午 8:00 至晚上 8:00 致电 **1-855-475-3163** (聋哑人电传打字服务专线：1-833-711-4711 或 711) 联系我们。届时，我们将安排会讲普通话的人员为您提供帮助。此项服务免费提供。

**Chinese Cantonese:** 我們提供免費的口譯服務，以回答您可能對我們的健康或藥物計劃擁有的任何疑問。如需口譯員，請致電 **1-855-475-3163** 聯絡我們 (TTY 聽障電話專線：1-833-711-4711 或 711)；服務時間為：週一至週五上午 8 點至晚上 8 點。我們將安排會說繁體中文的人員為您提供幫助。此項服務免費提供。

**Tagalog:** Mayroon kaming mga libreng serbisyo ng interpreter upang sagutin ang anumang mga katanungan na maaaring mayroon ka tungkol sa aming plano sa kalusugan o gamot. Upang makakuha ng interpreter, tawagan lang kami sa **1-855-475-3163** (TTY: 1-833-711-4711 o 711), 8 a.m. - 8 p.m., Lunes - Biyernes. Matutulungan ka ng isang taong nagsasalita ng Tagalog. Libreng serbisyo ito.

**French:** Des services d'interprétation vous sont proposés gratuitement pour répondre à toutes vos questions sur notre programme relatif à la santé ou aux médicaments. Pour obtenir un interprète, contactez-nous au **1-855-475-3163** (téléscripteur : 1-833-711-4711 ou 711) de 8 h 00 à 20 h, du lundi au vendredi. Une personne parlant français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có các dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào mà quý vị có thể có về chương trình sức khỏe hoặc thuốc của chúng tôi. Để có thông dịch viên, chỉ cần gọi cho chúng tôi theo số **1-855-475-3163** (TTY: 1-833-711-4711 hoặc 711), 8 giờ sáng - 8 giờ tối, từ Thứ 2 đến Thứ 6. Một người nói Tiếng Việt có thể giúp quý vị. Dịch vụ này miễn phí.

**Russian:** Мы бесплатно предоставляем услуги устного перевода в случае, если у вас могут возникнуть вопросы о нашем медицинском или лекарственном плане. Для получения услуг устного перевода, просто позвоните нам по номеру **1-855-475-3163** (телетайп: 1-833-711-4711 или 711) с 8:00 до 20:00 с понедельника по пятницу. Вам может помочь человек, говорящий на русском языке. Эта услуга предоставляется вам бесплатно.

**Arabic:** لدينا خدمات المترجمين الفوريين للإجابة على أي أسئلة قد تكون لديك حول خططنا الصحية أو الدوائية. للحصول على مترجم فوري، فقط اتصل بنا على **1-855-475-3163** (TTY: 1-833-711-4711 أو 711)، 8 صباحاً حتى 8 مساءً، من الإثنين إلى الجمعة. يمكن لشخص يتحدث اللغة العربية تقديم المساعدة لك. هذه الخدمة مجانية.

**Italian:** Disponiamo di servizi gratuiti di interpretariato per rispondere a qualsiasi domanda in merito al nostro piano sanitario o farmaceutico. Per richiedere un interprete è sufficiente chiamarci al numero **1-855-475-3163** (TTY: 1-833-711-4711 o 711), dalle 8.00 alle 20.00, dal lunedì al venerdì. Potrai ricevere assistenza da qualcuno che parla italiano come te. Il servizio è gratuito.

**Portuguese:** Oferecemos serviços de interpretação gratuitos para responder a quaisquer perguntas que possa ter sobre o nosso plano de saúde ou medicamentos. Para obter um intérprete, basta ligar para **1-855-475-3163** (Teletipo: 1-833-711-4711 ou 711), das 8:00 às 20:00, de segunda a sexta-feira. Alguém que fale [Português] pode ajudá-lo. Este serviço é gratuito.

**French Creole:** Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou kapab genyen sou plan sante oswa medikaman. Pou w jwenn yon entèprèt, jis rele nou nan **1-855-475-3163** (TTY: 1-833-711-4711 oswa 711), 8 a.m. - 8 p.m., Lendi – Vandredi. Yon moun ki pale kreyòl kapab ede w. Sa se yon sèvis gratis.

**Polish:** Oferujemy bezpłatne usługi tłumacza, który odpowie na wszelkie pytania dotyczące naszego planu opieki zdrowotnej lub planu leczenia farmakologicznego. W celu skorzystania z usług tłumacza prosimy o kontakt pod numerem **1-855-475-3163** (TTY (dalekopis): 1-833-711-4711 lub 711), od 8:00 do 20:00, od poniedziałku do piątku. Asystent mówiący po polsku udzieli Państwu pomocy. Usługa jest bezpłatna.

**German:** Bei Fragen zu unserem Gesundheits- oder Arzneimittelplan steht Ihnen ein kostenloser Dolmetscherdienst zur Verfügung. Um einen Dolmetscher in Anspruch zu nehmen, rufen Sie uns einfach montags bis freitags von 8.00 Uhr bis 20.00 Uhr unter **1-855-475-3163** (TTY: 1-833-711-4711 oder 711) an. Jemand, der Deutsch spricht, wird Ihnen weiterhelfen. Dieser Dienst ist kostenlos.

**Korean:** 건강 플랜이나 처방약 플랜에 대하여 궁금하신 점에 대해 답을 드릴 때 무료 통역 서비스를 이용하실 수 있습니다. 통역가가 필요하시면 **1-855-475-3163** (TTY: 1-833-711-4711 또는 711)으로 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 전화 주십시오. 한국어를 구사하는 담당자가 도와드릴 수 있습니다. 본 서비스는 무료로 제공됩니다.

**Hindi:** हमारी स्वास्थ्य या दवा योजना के बारे में आपके हो सकने वाले किसी भी प्रश्नों का उत्तर देने के लिए हमारे पास निःशुल्क दुभाषिया सेवाएं हैं। दुभाषिया प्राप्त करने के लिए, बस हमें **1-855-475-3163** (TTY: 1-833-711-4711 या 711), 8 a.m. - 8 p.m., सोमवार - शुक्रवार, पर कॉल करें। हृदी में बात करने वाला कोई व्यक्ति आपकी मदद कर सकता है। यह सेवा निःशुल्क है।

**Japanese:** 医療保険または医薬品プランに関するご質問にお答えするため、無料の通訳サービスがあります。通訳をご希望の方は、**1-855-475-3163** (TTY: 1-833-711-4711 または 711) までお電話下さい。月～金曜日、午前8時～午後8時にご利用いただけます。日本語を話す通訳者が対応いたします。こちらは無料サービスです。

---

## Notice of Non-Discrimination

CareSource complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status. CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille or audio at no charge. Please call Member Services at the number on your CareSource ID card if you need any of these services. If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

**Mail:** CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947  
Dayton, Ohio 45401

**Email:** [CivilRightsCoordinator@CareSource.com](mailto:CivilRightsCoordinator@CareSource.com)  
**Phone:** 1-800-488-0134 (TTY: 711)  
**Fax:** 1-844-417-6254

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

**Mail:** U.S. Dept of Health and Human Services  
200 Independence Ave, SW Room 509F HHH Building  
Washington, D.C. 20201

**Online:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

**Phone:** 1-800-368-1019 (TTY: 1-800-537-7697)

Complaint forms are found at: <http://www.hhs.gov/ocr/office/file/index.html>.

**MyCareOhio**  
*Connecting Medicare + Medicaid*

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

H8452\_OH-MYC-M-1568751-V.3  
CMS/ODM Approved: 8/29/2023



P.O. Box 8738  
Dayton, OH 45401-8738  
**CareSource.com**

## HOW TO REACH US

Member Services Dept:

**1-855-475-3163**

**(TTY: 1-800-750-0750 or 711)**

CareSource24®

24-Hour Nurse Advice Line:

**1-866-206-7861**

## Join Us



Facebook.com/**CareSource**



Twitter.com/**CareSource**



Instagram.com/**CareSource**

## Important Plan Information

“

***Tell Us  
What You  
Think!***

”

We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

**[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)**

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

H8452\_OH-MYC-M-2309003 | ODM Approved: 9/29/2023

***+MyCareOhio***  
*Connecting Medicare + Medicaid*

© 2023 CareSource. All Rights Reserved.