

2024 Member Handbook Update

Information has changed since the 2024 Member Handbook was printed and posted on **CareSource.com**.

There is update to the Transportation section. When possible, please schedule your transportation 48 hours before you need a ride. You can get a ride in the same day for urgent trips like:

- when you are discharged from the hospital,
- need to go to an urgent care, or
- need to go to an urgent visit to your provider.

Questions? Call Member Services at **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**. We are open Monday through Friday, 8 a.m. to 8 p.m. We are here to help.

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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.

MyCareOhio
Connecting Medicare + Medicaid

ATTENTION: If you speak Spanish, language services, free of charge, are available to you. Call **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**, Monday – Friday, 8 a.m. – 8 p.m. The call is free.

ATENCIÓN: Si habla español, tiene disponible los servicios de asistencia de idioma gratis. Llame al **1-855-475-3163 (TTY: 1-833-711-4711 or 711)**, de lunes a viernes, de 8 a.m. a 8 p.m. La llamada es gratuita.