



SPRING 2024

MEMBER *Source*

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



Your Voice Matters & We Want to Hear it!

What you think about your CareSource health plan and the services we provide **matters**. Your feedback helps us ensure you get the highest quality of care.

We partner with Centers for Medicare and Medicaid Services (CMS) each spring to ask you about your health care experiences. Members are chosen at random to take the survey. Your information is anonymous. It may come to you by email, mail, or phone call.

Here's what we learned from last year's survey:

Areas we scored well in include:

- Rating of health plan and drug plan.
- How well our providers coordinate care.
- Customer service.

Areas we've been working on to improve your experience include:

- Quicker access to needed care.
- Communications that are easier to understand.
- Easier access to additional support like food, housing, transportation.

If you receive the survey, we hope you will take it.
If you have already taken the survey, thank you!

Need help getting to know your plan?

If you have questions about your plan or overall health care, we can help!

Whether it's information on benefits, health conditions, or covered drugs, on **CareSource.com** you will find:

- Important plan documents
- 24/7 Nurse Advice line numbers
- Covered drug list
- Find a Doctor/Provider tool
FindADoctor.CareSource.com

**Call us at 1-855-475-3163
(1-833-711-4711 or 711)**

We can help:

- Schedule a doctor's visit
- Get translation services
- Find a ride to an eligible provider visit or service
- Talk with a Care Manager


CareSource®



Welcome to your 2024 CareSource[®] MyCare Ohio (Medicare-Medicaid Plan)!

Get the care you need this year. Use the benefits and services that CareSource has to offer. Here are some of the highlights for 2024:

- ✓ No copays for health care visits.
- ✓ Dental, vision, and hearing benefits.
- ✓ No copays for prescriptions.



Know what's covered

You can see what is covered in your plan documents at **CareSource.com/oh/plans/mycare/plan-documents/**. Some benefits vary depending on if you have both your Medicare and Medicaid with CareSource MyCare Ohio or if you have your Medicaid only. Not sure which you have? Call our Member Services and they can help you. This way you can make the most of the benefits and services in your plan!



Find a Doctor/Provider

Find an in-network provider near you. Go to **FindADoctor.CareSource.com**. Click on **Get Started** and fill out location information. Under the **Choose Plans** page, scroll to Ohio and filter the results under **Medicare** by selecting **MyCare** from the list.



Use our CareSource24 Nurse Advice Line

We can help any time you have health-related questions. Call our CareSource24[®] Nurse Advice Line at **1-866-206-7861 (TTY: 1-833-711-4711 or 711)**. We are here for you 24 hours a day, 7 days a week, 365 days a year.

See more of the benefits and services available to you at **CareSource.com/oh/plans/mycare/benefits-services/**. Call Member Services with any questions you have. The phone number and our hours of operation are listed on the back of this newsletter.



Quick Tips to Help Take Your Medication on Time

It can be tricky to remember when to take your medication, especially if you take it multiple times a day or if you take several different medications. We have some tips!



Set an Alarm

Set an alarm for each medication at the time you usually take it.



Get a Pill Box

A pill box makes it easy to keep your medication with you everywhere. Can't remember if you already took your 5 p.m. pill today? Now you'll know for sure!



Download an App

There are many phone apps to help keep track of your medications. Download your favorite!



Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at **CareSource.com**. We have a searchable drug list. Go to **Find My Prescriptions** under **Member Tools & Resources**. Choose your **Ohio** and **MyCare** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.



Start Your Day with a Smoothie!

Make a Banana Oat Smoothie

Ingredients:

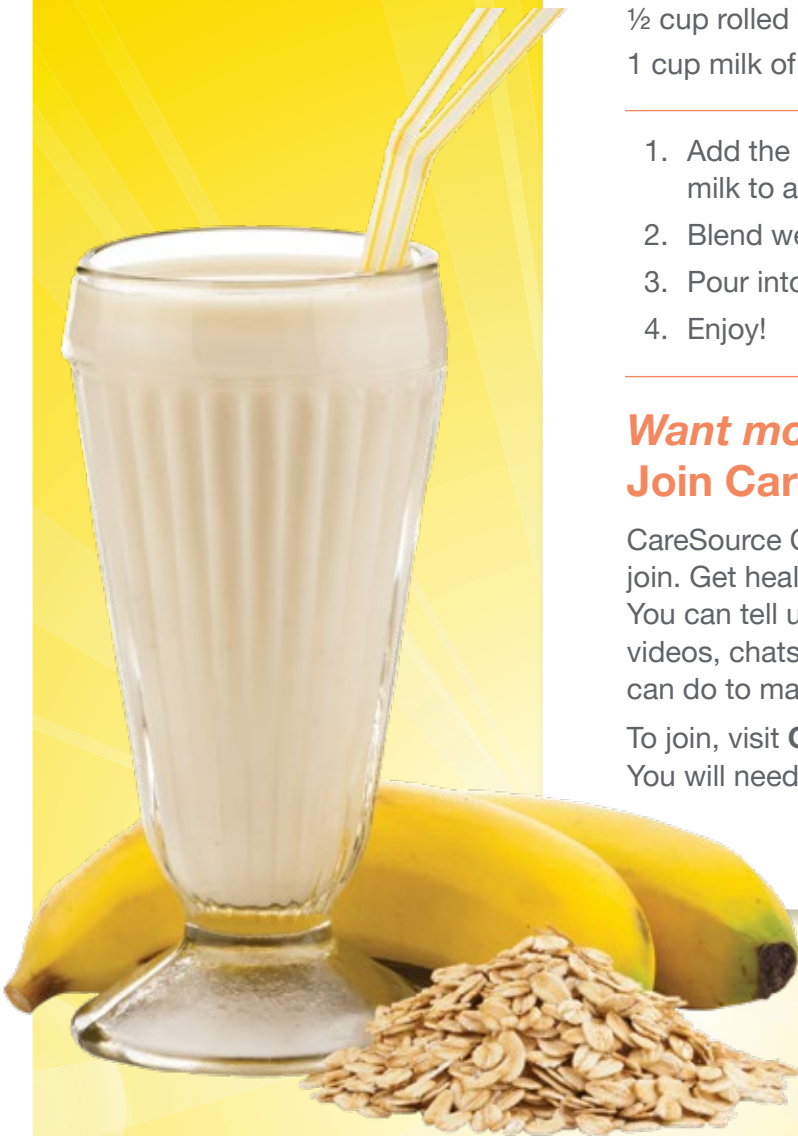
½ cup rolled oats 1 banana
1 cup milk of choice

1. Add the rolled oats, banana, and choice of milk to a hand mixer or blender.
2. Blend well.
3. Pour into a cup.
4. Enjoy!

Want more healthy recipes? **Join CareSource Circle!**

CareSource Circle is a private, online group you can join. Get health and wellness tips, recipes and more! You can tell us about your health journey through live videos, chats, and polls. You can also tell us what we can do to make your CareSource experience better.

To join, visit **CareSource.com/CircleOHMyCare**. You will need to answer a few questions to begin.



Super Filling Foods for You

Some foods you eat can help you feel fuller longer. This is helpful when you are on the go and can't eat as often.

Protein is the most filling macronutrient. Foods high in protein include lean meat, fish, eggs, or quinoa. Foods high in fiber take longer to digest and help you feel fuller longer. Oatmeal, vegetables, fruits, and legumes are all higher in fiber.

Soups and salads can be low-calorie but high in nutrients which can help fill you up.

Some great filling snacks are Greek yogurt, cottage cheese, prunes, nuts, or unbuttered popcorn.

Sources:

<https://www.healthline.com/nutrition/15-incredibly-filling-foods>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5015032/>





**YOU
ASKED
FOR IT!**



When should I use CareSource.com versus MyCareSource.com?

CareSource.com

is our public website.
This is where you can:

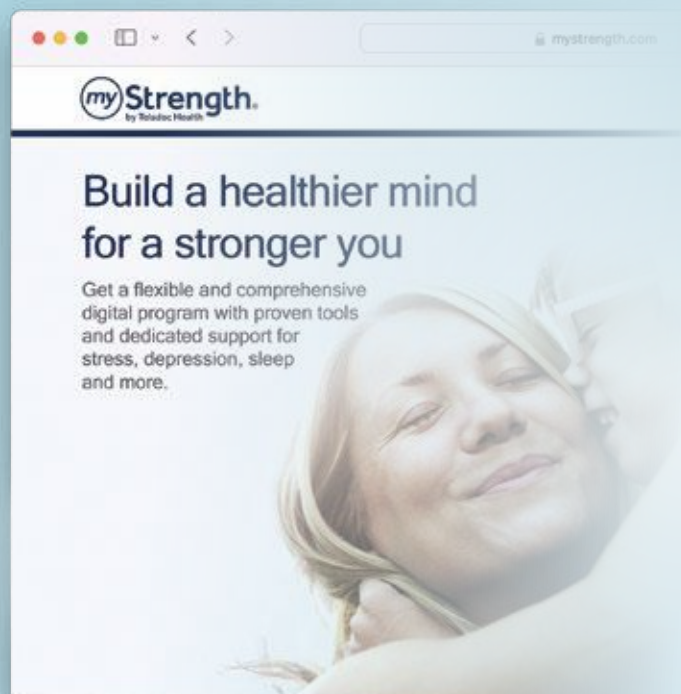
- See your plan documents.
- Read or watch educational materials and videos.
- See your overall benefits and services.
- See your mental health benefits.
- See your pharmacy benefits and formulary.
- Use the Find My Prescriptions tool.
- Get Care Management information.
- Use the Find a Doctor/Provider tool.
- And much more!

MyCareSource.com

is your personal portal account. You must log in to use your My CareSource account.
This is where you can:

- Ask for a new CareSource member ID card.
- See your claims.
- File an Appeal.
- Set your choices for email and text.
- Take your Health Risk Assessment.
- Use tools like MyHealth, myStrength and MyResources.
- Use the Find My Prescriptions tool.
- And much, much more!

If you need help finding information, call Member Services at the phone number on the back of the newsletter.



Take Charge of Your Mental Health

Our wellness tool, called myStrengthSM, offers personalized support to help improve your mood, mind, body, and spirit. You can access it online or on your mobile device at no cost to you. Visit **bh.mystrength.com/CareSource** to learn more or to sign up. You can also get it through your My CareSource[®] account.

Once you create a myStrength account, you'll see tools to help you live your best life! You can watch videos on meditation, stress reduction, chronic pain, and more. You can track your health and progress too!

Need a Ride?

CareSource Has You Covered!

Did you know you can get rides to your doctor visits and more?

We offer rides for:

- Pickups at your pharmacy
- Health care visits
- Going to the grocery
- Renewing your Medicaid benefits at your county Job and Family Services
- Going to the gym

You can get wheelchair accessible rides.
Call Member Services to schedule a ride at least two days before you need one.



If you had issues scheduling a ride, call Member Services. You can also send a letter to:

CareSource
Attn: Member Grievances
P.O. Box 1947
Dayton, OH 45401

Enhanced transportation is only available for MyCare Medicare and Medicaid members.



Break Free From Tobacco!

Take back your health and give up tobacco. Did you know smoking is the number one cause of preventable disease and death in the world? Secondhand smoke is also a serious hazard. It causes more than 41,000 deaths every year. Who will you protect by giving up tobacco?

If you want help, call the tobacco quit line at **1-800-QUIT-NOW (1-800-784-8669)**



You can also call our CareSource24® Nurse Advice Line. We can answer questions about quitting. We can answer other health questions too! We are here to help you 24/7/365. Call **1-866-206-7861 (TTY: 1-833-711-4711 or 711)**.

Source: Centers for Disease Control and Prevention, www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/.

Avoiding Microplastics

Microplastics are tiny pieces of plastic smaller than a grain of sand. They are in the ocean, soil, and air. The average person consumes about 5 grams of plastic each week. That's about the weight of a credit card! We still do not know how microplastics affect human health. Microplastics have been found in the lungs, blood and even placentas of humans.

How can you help reduce microplastics?

Limiting your daily plastic use is a good first step. Bring reusable bags to the grocery store, try a reusable water bottle instead of single-use bottles and trade a wood cutting board for your plastic board. Plastics are hidden in many of our personal care products. Common ingredients like polyethylene or polypropylene are microplastics. Limit your use of these products when you can. Small changes can make a big difference.



Sources:

*National Geographic, nationalgeographic.com/environment;
American Lung Association, lung.org/blog*



It's Not Too Late...

...to get your flu shot! It may feel like flu season is over, but it can go as late as May. Keep yourself and those around you healthy. Almost everyone six months of age and older needs a flu shot every year. It's extra important for:

- People 65 years of age or older
- People who live in nursing homes
- Anyone with a chronic condition like asthma or diabetes

Don't miss out on enjoying the spring due to the flu!

Get your flu shot today. You can even get your COVID-19 and RSV vaccines at the same time.

Learn more at
CareSource.com/flushot.

Sources: Centers for Disease Control and Prevention,
www.cdc.gov/flu/about/season/index.html.



Rewards Made Better

If you do certain healthy activities, you can earn reward dollars! This includes things like seeing your provider for a yearly visit. There have been updates to My CareSource® Rewards in 2024.

- Any unused rewards from 2023 have been added to your **new** Healthy Benefits+™ card. **Use this same card for your healthy food and over-the-counter (OTC) allowance and dental, vision, and hearing flex allowance.**
- You should have received your card at the beginning of the year. Don't forget to activate it!
- Check the dates when rewards will expire. Rewards expire one year after you get them. Your healthy food and OTC allowance expires at the end of each month. Your dental, vision and hearing flex allowance expires at the end of the year.



**Questions about the program
or your account balance?
Call Member Services. The number
is on the back of this newsletter.**

**The rewards are subject to change. They may vary by age, gender and health needs. Rewards, OTC allowances and flex allowances are only available for MyCare Medicare and Medicaid members.*





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)، من 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
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

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



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

HOW TO REACH US

Member Services Dept:
1-855-475-3163
(TTY: 1-833-711-4711 or 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-7861

Join Us

 Facebook.com/**CareSource**

 X.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.

+MyCareOhio
Connecting Medicare + Medicaid