



FALL 2025

MEMBER *Source*

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

Have a mental health emergency and need help now?

Call 988 or text HOME to 741741 to reach a crisis counselor. They are available 24 hours a day, 7 days a week.

Know Where to Go When You Need Care

Whether it's a common cold or a heart attack, know the best place to get care for each situation.



Primary Care Provider (PCP)

Used for common illnesses and advice. You get most of your preventive care from your PCP. You should see them the most often.



Telehealth

Used for common illnesses and advice. Visit with a provider by phone or computer from wherever you are. Ask your provider if they offer telehealth. You can also talk to a doctor 24/7 through Teladoc. Call 1-800-853-2362 or visit [Teledoc.com/MyCare](https://www.Teledoc.com/MyCare) to get started.



Convenience Care Clinics

Used for common illnesses like coughs, colds, sore throats and to get shots. They are found in stores like CVS® and Kroger®.



Urgent Care

Used to treat non-life-threatening issues like illnesses or a deep cut. Go here if you cannot get a visit with your PCP quickly and your health issue cannot wait.



Emergency Room

Used for life-threatening issues like chest pain or a head injury that must be treated immediately. You do not need approval from us to get emergency care. Call 911 or go to the nearest ER.



Not sure where to go for care? Call our 24-Hour Nurse Advice Line. The number is on the back of your member ID card. We are here for you 24 hours a day, 7 days a week.


CareSource®

Better Together:

Exciting Changes Coming Soon!

Starting January 1, 2026, your CareSource® MyCare Ohio (Medicare-Medicaid Plan) will change to CareSource® MyCare Ohio (HMO D-SNP). We're making it easier than ever to get the care you need. Here are some answers to questions you may have about the upcoming changes.

Why is my plan changing?

The Centers for Medicare & Medicaid Services (CMS) wanted to simplify care and services for those eligible for both Medicare and Medicaid. Since 2014, they have been learning how to do this through the Medicare-Medicaid Plan type. Now, those plans are going away and we're bringing you even better care through our CareSource MyCare Ohio (HMO D-SNP) plan.

What does this mean for me?

CareSource MyCare Ohio (HMO D-SNP) is designed to deliver you a better person-centered care experience. You will keep your CareSource doctors, your trusted CareSource care team and enhanced benefits and services.

How will I know what's changing?

Starting this fall, you will get information on the benefits and services included with your new plan.

We're here to help you through all these changes. Visit **CareSource.com/MyCare2026** to learn more. You can also call Member Services. The number is on the back of this newsletter.

We're excited to keep bringing you Health Care with Heart®.



Keeping Your Bones Healthy Is As Easy As 1-2-3!



Some things that affect bone health can't be controlled, like sex, race or family history. The good news is that there are some things you can control to help keep your bones healthy.

1. Diet

Eat enough foods with calcium and vitamin D.

2. Exercise

Weight-bearing exercises like walking, jogging, climbing stairs or even dancing can help. Doing exercises with free weights can help, too! Don't have free weights? Use something you have around the house like filled water bottles or canned goods!

3. Choose Healthy Habits

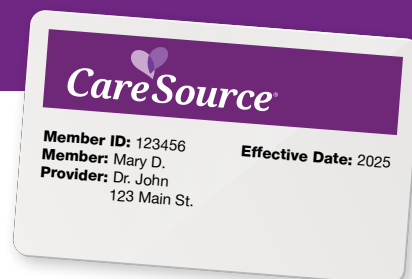
Avoid drinking too much alcohol and using tobacco. These things weaken your bones.

Source:

Mayo Clinic. www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/bone-health/art-20045060.

You Asked For It!

Your Top Questions to Member Services Answered



When will I get my member ID card?

Call Member Services if you never received your member ID card or if your information is incorrect.

Once you get your ID card, make sure to keep it with you. It is the key to using your benefits. You will need to show it to your health care providers.



I lost my member ID card. What should I do?

If you lose your member ID card, you can request a new printed member ID card through CareSource MyLife. You can also call Member Services to get a new one sent to you.



I changed my primary care provider (PCP). Do I need a new member ID card?

Your PCP is listed on your member ID card. We will send you a new card if you change your PCP. Make sure you get rid of your old ID card when you receive your new one.



Protect Your Choice

The health care plan you choose is up to you, and we're happy you chose us! We want you to stay with us. You may get information in the mail about other Medicare options. We have a few tips to help you protect your choice when it comes to your health plan.

If someone calls you, be sure you know who it is. We will never call and identify ourselves as "Medicare." We are CareSource® MyCare Ohio (Medicare-Medicaid Plan) and we will say so. If someone says they are "from Medicare" ask them which Medicare plan.

You may receive mail that is suspicious or only promotional in nature. This mail likely does not need your attention. You can double check with a friend or relative. The mail will often use words like "the best" or "the most". This type of mail is often used to collect your contact information.

A decision on a health plan is not one to take lightly or make quickly. Always check the facts before making a switch.

Questions? You can call Member Services or talk with your Care Manager. You can also call the Centers for Medicare and Medicaid Services (CMS). Remember, it's your choice.

ADHD Paralysis and Brain Dumps



Source:

Attention Deficit Disorder Association.
<https://add.org/adhd-paralysis/>

ADHD paralysis happens when a person with ADHD is overwhelmed by emotion, information, decisions or the world around them. This makes it hard to focus, prioritize and move forward.

One thing you can do to help get through a bout of ADHD paralysis is doing a daily brain dump. This is a list of thoughts you write down, either on paper, your phone or your computer. Get everything out of your crowded brain!

Some of these thoughts may not require any attention. Cross them off your list. Prioritize and sort the thoughts that are left. If they have deadlines, you can add them to your calendar or break them into smaller tasks. Crossing these smaller tasks off your list can help you feel motivated to tackle larger ones.



A Healthier You with Healthy Benefits+

Each quarter you get a \$100 over-the-counter (OTC) allowance plus a \$500 dental, vision and hearing flex allowance each year. You can use your card to shop online, in store and over the phone at participating stores.

Your funds cover many types of items like:

OTC Items

Like vitamins and supplements, allergy, cold and flu medicine and more.

Dental, Vision and Hearing Services

Get services and accessories beyond what the plan already covers. This could be another pair of glasses or an additional dental cleaning. Use your card at any dentist, eye doctor or hearing care location that accepts Visa®.



If you don't use your funds, they will roll over! You can use them until the end of 2025.

This list does not include all eligible items. See a full list of eligible items at www.HealthyBenefitsPlus.com/CareSource and on the Healthy Benefits+ mobile app.

Rewards, OTC allowances and flex allowances are only available for MyCare Medicare and Medicaid members.

A Healthier You with Healthy Benefits+

Dial 9-8-8 for Crisis Help

The 9-8-8 Lifeline is for anyone that is having problems with their mental health. If you need help dealing with your feelings or with drug or alcohol use, the Lifeline can help. You can talk or text by calling or entering 9-8-8. You can chat on the website. If you are deaf or hard of hearing, you can use video calls on the website at [988Lifeline.org](https://988lifeline.org). Counselors are ready to help you 24 hours a day.

You are not alone!



Depression and Aging

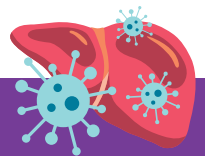
As you age, life changes can cause anxiety, sadness, stress or loneliness. Many people accept this as part of the aging process and don't ask for help. This may make their feelings worse over time.

Depression is not part of aging. Look out for the signs that you or someone you know may be suffering from depression. Possible signs include:

- extreme worry over health,
- tearfulness,
- feelings of worthlessness, or
- changes in weight or sleep.

Talk with your provider if you notice any of these in yourself or a loved one.

Source: Centers for Disease Control and Prevention, www.cdc.gov/aging/depression/index.html.



Testing and Care for Hepatitis C and HIV

Hepatitis C (HCV) and human immunodeficiency virus (HIV) are caused by viruses. If HCV is not treated it can hurt the liver. It can lead to liver cancer or liver failure. If HIV is not treated it can lead to AIDS.

Getting tested is the only sure way to know if you have HCV or HIV. Knowing your status lets you get early care and protect others. Ask your provider if you should get tested.

You can live well with HCV or HIV. Getting proper care can keep you healthy. Learn what you can do to protect yourself and others from HCV and HIV at the link below.

Source: National Institutes of Health, <https://hivinfo.nih.gov/understanding-hiv/fact-sheets/hiv-and-hepatitis-c>



Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at [CareSource.com](https://www.caresource.com). We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose your **State** 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



What Can Care Management Do For You?

We created this program with you and your health in mind. Your care team includes nurses, pharmacists, a social worker and health specialists. We can help you with these things and more:



Coordinating your care.



Managing your health condition.



Accessing rides to provider visits.



Finding work.



Getting community support.



Tracking your rewards.

Call your Care Manager if you have questions. If you leave a message, please allow one business day for them to return your call. If you don't know who your Care Manager is, please call Member Services.



Tips for Your Next Telehealth Visit

You can use your phone, tablet or computer to talk to a provider. Telehealth lets you get quick health advice from home. Use these tips to get the most out of your visit:

- Find a quiet place with a reliable internet connection.
- Decide if you'll use your computer, phone or tablet.
- You may need to download an app or create an account. Make sure you do this well before your visit time.
- Have your medical history on hand.
- Write down any questions you want to ask ahead of time.
- Take notes during your visit.

Your providers may offer telehealth visits. Check with their office. If they don't, or if they have limited hours, you may use Teladoc® at no cost to you. Call 1-800-TELADOC (835-2362) or visit [Teladoc.com/MyCare](https://www.teladoc.com/MyCare) to get started.

Fall into Healthy Habits and Earn Rewards



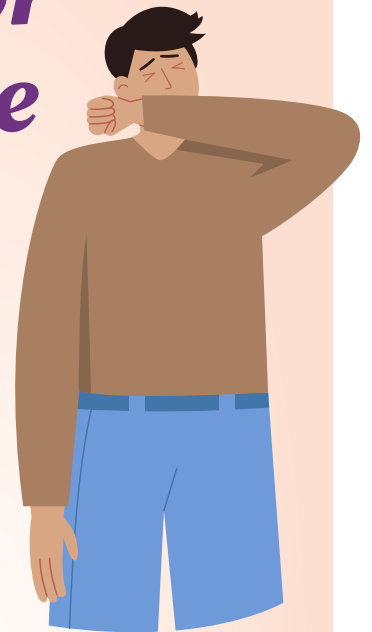
Did you get a flu shot this year? Did you get an annual wellness exam? If so, you earned reward dollars. Your rewards are loaded onto your Healthy Benefits+ card. Use your card at stores like Walmart®. If you haven't done any healthy activities yet, it is not too late! You have until the end of the year to do eligible activities to earn rewards in 2025.



Questions? Call Member Services. The number is on the back of the newsletter.

**The rewards are subject to change. They may vary by age, gender and health needs. Rewards are only available for MyCare Medicare-Medicaid members only. My CareSource rewards expire one year after issuance.*

How to Avoid or Manage RSV



Respiratory Syncytial Virus infection (RSV) may seem like the common cold. But it can become severe, especially in young children and older adults.

What's the best way to protect yourself? Wash your hands and clean surfaces often. Try to keep your distance from others if they are sick.

If you can, get an RSV vaccination each year! They are available for infants, some young children and those who are pregnant. Adults 60 and older may be able to get them too.

If you or anyone close to you gets sick:

- ✓ Wash hands and clean surfaces often.
- ✓ Cover coughs and sneezes.
- ✓ Don't touch your eyes, nose or mouth.
- ✓ Avoid others who are not sick.

For more info, visit www.cdc.gov/rsv/causes/index.html.

Sources: Centers for Disease Control and Prevention, www.cdc.gov/rsv/vaccines/index.html



BLAST to the **PAST** with these **EXERCISES!**

Exercise looks different for everyone. Popular exercises have also changed throughout time. Switch up your fitness routine with these trends from the past!



➤ **Hula-hooping**

You may have used a hula hoop when you were young as a toy. It can be a fun exercise for adults too. It gets your whole body moving and increases your heart rate.

➤ **Roller Skating**

Roller skating can help build your core strength. You can build your lower body strength by moving the muscles in your hips and legs. Make it a social event and skate with your friends!

➤ **Jazzercise**

While leg warmers and sweat bands may come to mind, Jazzercise is an upbeat way to get your body moving. Jazzercise blends music with dancing, stretching, and strengthening your muscles.

➤ **Zumba**

Zumba combines Latin and international music with dance. to create a workout for all ages. It's like a big dance party! Zumba helps build your strength and flexibility. It may also relieve stress and can boost your mood.

➤ **Online Fitness Classes & Games**

A more modern version of exercise are online fitness classes and games. These are a great way to stay active from the comfort of your own home. You have access to on-demand home fitness programs on the Silver&Fit® website and mobile app.

What is most important is finding a way to stay active that you enjoy!

This content is for informational purposes only. It is not meant to take the place of professional medical advice, diagnosis or treatment. Always talk to a qualified health provider with any questions you may have.

Improving Health Communications

We know you get a lot of information about your health and health care. It can make it hard to know what to act on and what you really need to know.

We work with your providers and use the claims they send to us to keep your data up to date. If you are getting reminders or communications from us that don't seem right for you based on your medical history, talk with your provider. They may need to update your claims or medical records with us. You can ask them to share these updates with us.

This helps us make sure we are sending the right types of health care reminders and communications to you for your unique health needs.

NEW!

CareSource MyLife

Have you used My CareSource? Whether you have used it online, through the mobile app or are just now finding out about it, we have a new experience waiting for you.

It's a new world of health and well-being set up just for you! CareSource MyLife has all the same great features as My CareSource. Log in to your secure account, view your plan, view your digital ID card and so much more.

CareSource MyLife is easy to use. Plus, you can get tips and resources tailored to you.

Set up your account today!

Visit **CareSource.MyLife.com** or get the app through the Apple App Store® or Google Play®.



Test Your Vision



Can you see this hidden Image?

If not, you may want to get your eyes examined. Talk to your provider to see if you need a vision test.



Stay Healthy and Prevent the Flu

Flu viruses can spread from coughing or sneezing. You may also get the flu by touching something with a live flu virus on it, and then touching your mouth or nose. Help stop the spread of the flu by washing your hands often for at least 15-20 seconds. The best way to prevent the flu is to get a flu vaccine each year. You could even earn a reward when you get your flu shot! Visit **CareSource.com/FluShot** to learn more.



3-STEP GUIDE

FOR Meditating



Stress is something that affects everyone. The good news is, there are many ways to manage stress. One way is through meditation. Here's how to meditate right at home!

- STEP 1:** Sit or lie down in a quiet area where distractions are limited.
- STEP 2:** Take slow, deep breaths. Pay attention to these breaths. Place your hand on your tummy or chest to help you stay focused.
- STEP 3:** If you start to get distracted, don't worry – it's OK! Just notice it and try to focus on your breathing again.

Stress affects all of us. By meditating regularly, you can help manage your stress better. Good luck!

Source: MedlinePlus. medlineplus.gov/ency/patientinstructions/000874.htm.



Breast Cancer **AWARENESS**

Breast cancer is the second most common cancer in the United States. It is the second-leading cause of cancer death in women. There is no sure way to prevent breast cancer, but there are ways to lower your risk.



Get regular physical exercise.



Have a healthy weight.



Eat healthy foods.



Limit alcohol.

The earlier breast cancer is found, the better chance for successful treatment. Women between ages 50 and 75 should get a mammogram at least once every two years. All women should talk with their provider about when to start screening. Staying informed is key!

Source: Siteman Cancer Center,
<https://siteman.wustl.edu/prevention/8-ways/8-ways-to-prevent-breast-cancer/>



Are you at Risk for Chronic Kidney Disease?

If you have diabetes or high blood pressure, you're at risk for chronic kidney disease (CKD). You may not notice any symptoms during the early stages. If it is left untreated, CKD can get worse and lead to permanent kidney failure.

Here's how you can take action:

1. Get screened for CKD today.
2. Keep your blood pressure below 140/90.
3. Keep your blood sugar levels under control.

Need help managing CKD?

Our Care Management program can help you learn more about CKD and find ways to better manage it.

Sources:

Cleveland Clinic, <https://my.clevelandclinic.org/health/diseases/15096-chronic-kidney-disease>,

Centers for Disease Control and Prevention, <https://www.cdc.gov/kidney-disease/risk-factors/chronic-kidney-disease-ckd-and-adults-with-high-blood-pressure.html>

What the Color of Your Tongue Can Tell You About Your Health

A healthy tongue is a shade of pink. If you notice changes in your tongue color, call your provider. It could be a sign that you have a new health condition. They can help you find out what is going on and get treatment if you need it.



Yellow – This can be a sign of poor oral hygiene.



Blue – This can happen if you have a blood vessel disorder or disease.



Black – Some medications can cause this.



Purple – This could mean you have Kawasaki disease.



White – This can be a sign of leukoplakia or oral thrush.



Green – Tobacco use can cause this.

Source: Cleveland Clinic, my.clevelandclinic.org/health/symptoms/24600-tongue-color



Know Your Blood Pressure Numbers



Managing your blood pressure is one of the best things you can do for your heart. Get your blood pressure checked at every doctor visit.

Know your numbers and what they mean. Talk to your provider about your goals. They may have target blood pressure numbers for you to maintain.

There are usually no signs or symptoms for high blood pressure. If it is not treated, it can cause strokes, heart attacks or even death. Changing your lifestyle can help control it. Your provider may ask that you:

- Eat a healthy diet with less salt
- Exercise regularly
- Quit smoking
- Maintain a healthy weight

You may also need to take medicine to lower your blood pressure. Always take it as directed. If you skip doses because you can't afford the medicine, have side effects or forget to take it, talk to your doctor about solutions. Don't change your treatment without your provider's guidance.

BLOOD PRESSURE LEVEL	SYSTOLIC (mm Hg) (upper number)		DIASTOLIC (mm Hg) (lower number)
Normal	Less than 120	or	Less than 80
Elevated	120 – 129	or	Less than 80
High – Stage 1	130 – 139	or	80 – 89
High – Stage 2	140 or Higher	or	90 or Higher
Crisis – See doctor right away.	180 or Higher	or	120 or Higher

***Source:** American Heart Association,
<https://www.heart.org/en/health-topics/high-blood-pressure/the-facts-about-high-blood-pressure>

Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-855-475-3163 (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 **1-855-475-3163 (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 **1-855-475-3163 (TTY: 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：**1-855-475-3163 (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: **1-855-475-3163 (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 **1-855-475-3163 (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 **1-855-475-3163 (TTY: 1-833-711-4711 hoặc 711)**.

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आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-855-475-3163 (TTY: 1-833-711-4711 या 711)**।

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-855-475-3163 (TTY: 1-833-711-4711 또는 711)**. 로 문의하세요.

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Gba ìrànṣíwọ́ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn ògbifẹ̀ àti àwọn ohun èlò mírán tí a kọ sílẹ̀. Gba àwọn ìrànṣíwọ́ àti àtílẹ̀yìn ọ̀fẹ́ bí o bá ní àìlera kan. Pe **1-855-475-3163 (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 **1-855-475-3163 (TTY: 1-833-711-4711 o 711)**.

موږ کولی شو ستاسو د روغتیا پاملرنې په اړه ستاسو په ژبه کې او د نورو ښو (یعنې فارمیټونو) له لارې له تاسو سره وړیا مرسته وکړو. آیا زموږ د موادو لوستلو لپاره ملاتړ یا مرستې ته اړتیا لرئ؟ آیا تاسو له موږ سره خبرو کولو لپاره د ژبې خدمتونه غواړئ؟ زنگ ووهئ په **1-855-475-3163 (TTY: 1-833-711-4711 یا 711)**.

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్‌తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-855-475-3163 (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। **1-855-475-3163 (TTY: 1-833-711-4711 वा 711)** मा कल गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် - **1-855-475-3163 (TTY: 1-833-711-4711 သို့မဟုတ် 711)**.

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