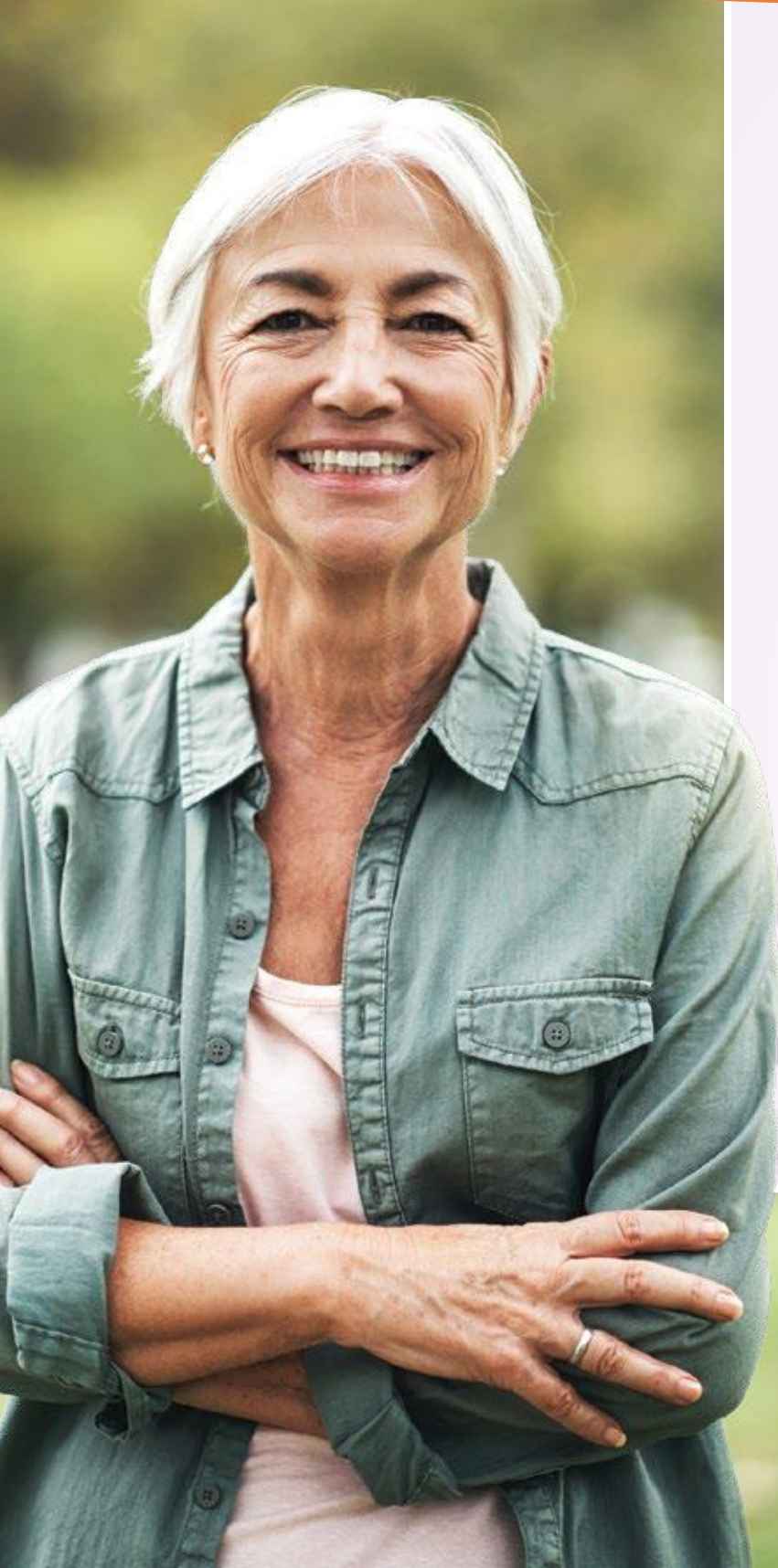




SPRING 2024

MEMBER *Source*

A Newsletter for HAP CareSource™ MI Health Link
(Medicare-Medicaid Plan) Members



Welcome to HAP CareSource MI Health Link!

We are excited to serve you, our HAP CareSource™ MI Health Link (Medicare-Medicaid Plan) member. We know that there is more to health and well-being than just great health care. At HAP CareSource MI Health Link, we care about you.

Each quarter, the MemberSource newsletter will be available to you. These newsletters have lots of great health and wellness tips. Use them to learn more about your benefits and find out what's new with your HAP CareSource MI Health Link plan.



Your Voice Matters & We Want to Hear it!



What you think about your HAP CareSource MI Health Link 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 a snapshot of what the survey covers:

- How do members rate their overall experience with their health plan and providers?
- Are members getting the information or help they need from HAP CareSource's customer service?
- Can members easily get the health care they need?
- Can members get their health care as soon as they need it?

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 **HAPCareSource.com** you will find:

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

Call us at 1-833-230-2057
(TTY: 1-833-711-4711 or 711).

We can help:

- Schedule a doctor's visit
- Get translation services
- Talk with a Care Coordinator

We want to deliver quality service to our members. The only way to know if we are doing that is to hear from you! If you receive the survey, we hope you will take it. If you have already taken the survey, thank you!





Pharmacy Updates

HAP CareSource MI Health Link has a searchable drug list on [HAPCareSource.com](https://www.hapcare.com). Go to **Find My Prescriptions** under **Member Tools & Resources** 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.



Are you at Risk for Chronic Kidney Disease?

If you have diabetes and/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:



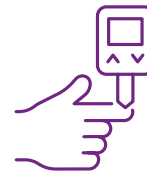
1

Get screened for CKD today.



2

Keep your blood pressure below 130/80.



3

Keep your blood sugar levels under control.

Need help managing CKD?

Our Care Coordination program can help you learn more about CKD and find ways to better manage it. Call Member Services if you would like to be part of the Care Coordination program.

6 Ways to Report Fraud, Waste and Abuse

HAP CareSource MI Health Link has a program to handle cases of fraud, waste, and abuse. Misuse of benefits can be done by providers, pharmacies, or members.

If you are concerned about a possible misuse of benefits:



1 Call Member Services

2 Write a letter to:

HAP CareSource
Attn: Program Integrity
P.O. Box 1940
Dayton, OH 45401-1940

3 Go online: Use the Fraud, Waste and Abuse Reporting Form at [CareSource.com/mi/members/tools-resources/fraud-waste-abuse/mihealthlink/](https://www.caresource.com/mi/members/tools-resources/fraud-waste-abuse/mihealthlink/)

4 Report directly to the Michigan Department of Health & Human Services.

Call: 1-855-MI-FRAUD (643-7283)

Go online: www.michigan.gov/mdhhs/assistance-programs/healthcare/hifa/report-medicaid-fraud-and-abuse

Write a letter to:

Office of Inspector General
P.O. Box 30062
Lansing, MI 48909

You do not have to give us your name when you write or call. If you do not mind giving your name, you can:

5 Fax: 1-800-418-0248

6 Email: fraud@CareSource.com

Find out more at [CareSource.com/members/tools-resources/fraud-waste-abuse](https://www.caresource.com/members/tools-resources/fraud-waste-abuse)



Using the My CareSource Member Portal



My CareSource® is your personal secure and private portal account. It holds your and your family's HAP CareSource health information.

There are a few easy steps to set up a My CareSource member portal account.

- 1 Go to **MyCareSource.com** and click **Sign Up**.
- 2 Fill out the Create a My CareSource Account form. Enter your name and email address, then set up a password.
- 3 An activation email is sent to the email address entered. In the email, click the **Activate Account link**. Choose a method for securing your login. You can choose to set your method as a text, email or through an authentication app. Provide the information needed, then select **Send Code**. Enter the verification code in your browser and select **Verify**.
- 4 Viewing your My CareSource account page, select **Add Plan**. To add your plan, fill in:
 - Your name
 - Member ID number as it appears on your HAP CareSource MI Health Link member ID card,
 - Your birth date, and
 - Specify if this is your plan.

Now you are ready to use your new My CareSource account!

You can use your My CareSource account to view plan documents, use tools to improve your health, get important health updates, and lots more! Take a few minutes to see what you can do!

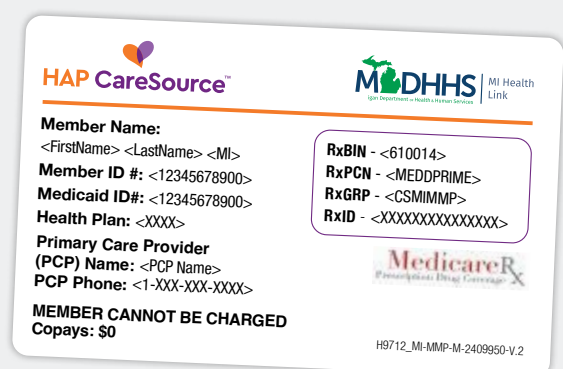
One popular use for My CareSource is to request a new ID card.

Getting a new HAP CareSource MI Health Link member ID card is easy. On the Home page, click **Request ID Card** from the **My Help** menu on the right. A new member ID card request page will come up.

- Pick the reason you need a new member ID card from the choices listed.
- Make sure the mailing address shown is correct. (If it is not correct, you can update it on the **Preferences** page.)
- Click **Submit**.

Your new HAP CareSource MI Health Link member ID card should arrive within 7-10 days.

It is just that easy!



Caring for Your Mental Health and Wellness



Good health means more than just taking care of your body. It means taking care of your mind, body, and spirit.

You may feel overwhelmed, sad, or nervous at times. Those feelings may go away on their own. Sometimes, these feelings are more serious and may make it hard to carry out daily tasks. You are not alone. You can feel better. HAP CareSource MI Health Link has options available to support both your mental and physical health.

Your Primary Care Provider (PCP) Can Help

You can talk about mental health with your PCP at your annual wellness visit. But, any time you visit can be a good time to talk about it. They can give you a screening to see if you may need medication or counseling. Talk to your PCP if you are:

- Feeling down or sad for more than a week
- Crying frequently
- Thinking of death or suicide
- Thinking of hurting others
- Having trouble sleeping
- Having dramatic mood swings
- Feeling short of breath or scared
- Using or abusing drugs or alcohol

If You Need Counseling...

You don't need our approval or a referral for counseling. We want you to get the help you need.

Use our **Find A Doctor/Provider** tool to find counselors, psychiatrists, and psychologists that are in-network and accepting new patients. Your Care Coordinator can help you find one. You can also call Member Services if you need help finding a mental health or substance use disorder provider near you.



24-Hour Nurse Advice Line

Call the 24-Hour Nurse Advice Line at **1-833-687-7370 (833-NURSE-70)** (TTY: 711). We are here 24 hours a day, 7 days a week, 365 days a year. Call us any time if you need to talk. We can listen and help guide you to the most appropriate care.

Suicide Prevention

GET HELP NOW! 9-8-8 is the number to reach a crisis counselor. You can call 24 hours a day, 7 days a week. Dial 9-8-8 if you or someone else is:

- Thinking of suicide or hurting themselves
- Having a mental health crisis
- Having a substance use crisis

Learn more about the 9-8-8 Suicide and Crisis Lifeline at **www.988lifeline.org**



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

Physician Incentive Disclosure



HAP CareSource MI Health Link does not pay financial incentives to practitioners or providers to withhold any health care or health care related services.



HAP CareSource MI Health Link does not make decisions about hiring, promoting or terminating practitioners, providers or other staff based on the likelihood that the individual supports, or tends to support, the denial of benefits or services.



HAP CareSource MI Health Link does not reward practitioners, providers or other individuals for issuing denials of coverage.



HAP CareSource MI Health Link makes decisions on evidence-based criteria and benefits coverage.





New Rewards Programs For 2024!

As of January 1, 2024, your rewards program has a new face! Take charge of your health with our My HAP CareSource Rewards program. HAP CareSource MI Health Link rewards its members for taking a proactive role in their health and well-being. My HAP CareSource Rewards offers you a chance to earn up to **\$380** for completing healthy activities! The rewards available will vary depending on your health and needs. Below is a list of healthy activities you may complete to earn rewards.

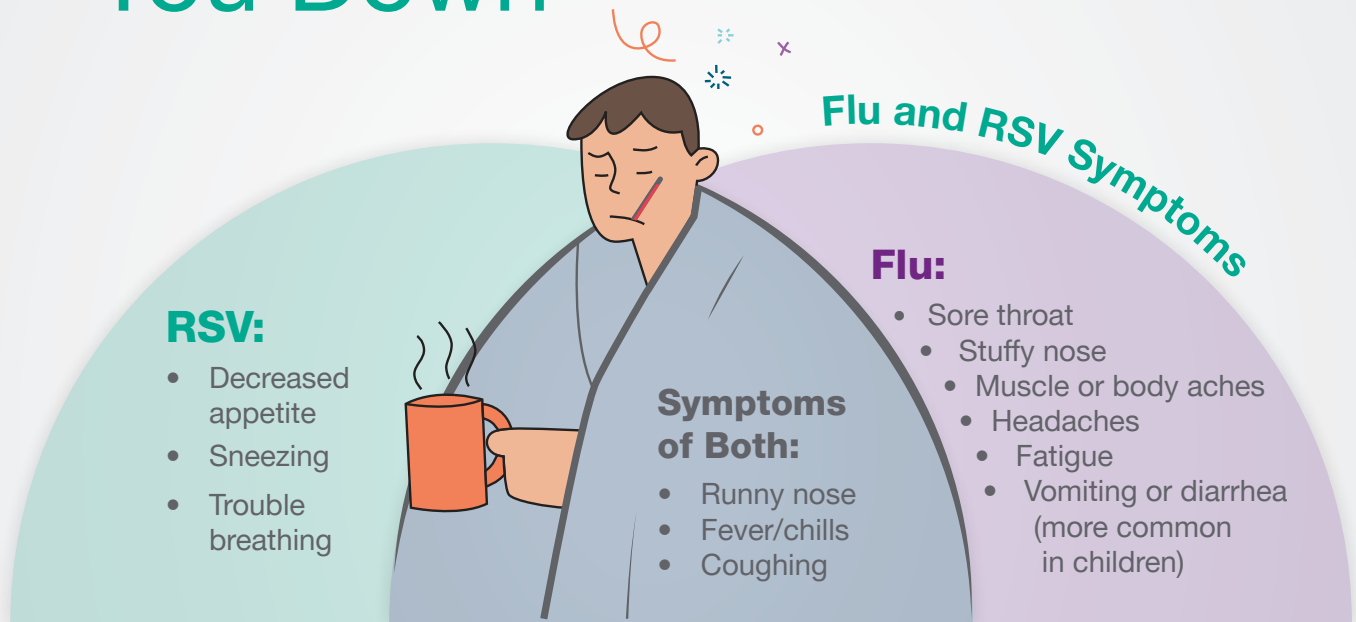
Reward Activity	Who's Eligible	Reward Amount
A1C Test	Diagnosis for diabetes required	\$50/test 2x/calendar year
Breast Cancer Screening	Females, age 40+ only	\$50 1x/calendar year
Annual Flu Shot	All members	\$40 2x/calendar year (Once per flu season)
Annual Physical/Wellness Exam	All members	\$25 1x/calendar year
Colorectal Cancer Screening	All members	<ul style="list-style-type: none"> • Colonoscopy (Needed once every 10 years) \$100 • Flexible Sigmoidoscopy (Needed once every 5 years) \$75 • CT Colonography (Needed once every 5 years) \$75 • FIT Test (DNA test) (Needed once every 3 years) \$50 • Fecal Occult Blood Test (FOBT) (Needed Yearly) \$25
Routine Dental Exam	All members	\$25 1x/calendar year

**Rewards are subject to change. Rewards may vary by age, gender and health issues. Rewards expire one year from date of issuance. If you are no longer a HAP CareSource MI Health Link member, your access to the Rewards Portal will be deactivated and any unused rewards may be no longer available.*

Learn more about these rewards and how to sign up at [CareSource.com/mi/plans/mihealthlink/benefits-services/rewards/My-HAP-CareSource-Rewards/](https://www.caresource.com/mi/plans/mihealthlink/benefits-services/rewards/My-HAP-CareSource-Rewards/). You can also call Member Services to get started.

Don't Let Illness Bring You Down

Many people seem to get sick this time of year. Two of the most common illnesses are influenza (flu) and Respiratory Syncytial Virus (RSV).



You may not have every symptom listed. Infants and young children are more likely to get severe symptoms.

TIPS TO PREVENT FLU AND RSV:

- **Stop the spread of germs.** Wash your hands often. Cover your coughs and sneezes.
- **Avoid touching your eyes, nose, and mouth.**
- **Disinfect your home.** Clean areas that are touched often, like doorknobs, faucets, and light switches.
- **Limit contact with others who are sick.**
- **Get your flu shot.** It is vital to get all your vaccinations on time to keep you healthy.

Sources: Centers for Disease Control and Prevention. <https://www.cdc.gov/rsv/about/symptoms.html> Centers for Disease Control and Prevention. <https://www.cdc.gov/flu/symptoms/index.html>



Stay with HAP CareSource MI Health Link - *Renew your Coverage*

Each year, the state of Michigan has you renew your Medicaid coverage. This is called redetermination. Each person has a different redetermination date. When it is time for you to renew, you will get a renewal form in the mail from the state. Fill out the form 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 form 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 Michigan Department of Health & Human Services (MDHHS) office. You can make an appointment or just walk in when they are open.
- Call 1-800-642-3195 (TTY: 1-866-501-5656).
- Log in to <https://newmibridges.michigan.gov/>.

We want you to stay a HAP CareSource MI Health Link member!





Thank You

For Being a HAP CareSource MI Health Link Member

We care about you. We want you to learn about your benefits, services and what programs are available.



Learn about your plan.

You can find the most up-to-date information about your benefits and services at [HAPCareSource.com](https://www.hapcare.com). Learn about:

- The toll-free number to call if you have questions and how to reach us if you need TTY services.
- How to get interpreters for sign language or in the language you speak. Interpreters can help you talk with us or your providers. You can also get materials in other formats like large print, braille, or audio. This is all at no cost to you.
- Our Care Coordination Program and how you or your caregiver may self-refer to the program.
- The benefits and services covered under your plan as well as what is not covered.
- Your pharmacy benefits. This includes:
 - our Preferred Drug List (PDL).
 - the limits of some medications. You can also learn about generic substitution, therapeutic interchange, and step-therapy.
 - how to get medications not on the PDL and how providers can help you get an exception.
- Your financial responsibility. This would be copayments, coinsurance, or other charges. You will find the form to submit a claim to get paid back if you paid for a covered service.
- Your rights and responsibilities as a member.
- How we manage care, benefits, access to services and other issues.
- How to let us know if you are unhappy with us. There is also information about how to appeal a decision that affects your coverage, benefits, or services.



Learn about our providers.

Our **Find A Doctor/Provider** tool lists in-network providers like primary care provider (PCP), dentists, therapists, hospitals, clinics, and more. Choose one who will meet your needs. Visit **FindADoctor.CareSource.com**. Find providers by filtering where they are located, their gender, specialty, board certification, the medical school they went to, and where they completed their residency. You can also learn:

- How you can choose your PCP and make appointments.
- How to see a specialist, mental health provider and get emergency care.
- Where to get care if your PCP is not available or it is outside of their normal office hours.
- How to get emergency care, either going to an ER or calling 911.
- How to get care if you travel outside of the plan area. You can learn more about rules if you need to see a provider outside of plan area.





Learn how we manage your plan.

We want you to get the best care. We do this through:

- Our Quality Program. It is here to help you get good care and service.
- Our commitment to always protect your privacy. Our notice of privacy practices and HIPAA/ Member Consent Form goes over what routine consent is and how it lets us use and share information about you. It also goes over how we use authorizations and that you can let us share or not share personal health information that is not covered by routine consent. We can get you a list of where your information was shared.
- How and when we decide to add new technology as a benefit.
- Our policy does not let those who make coverage decisions benefit financially from them.
- Having an independent external appeals process for utilization management decisions that we make.
- Making sure you have access to in-network women's health specialists for covered routine and preventive health care services without a referral.
- Making sure you have access to specialists for special health care needs. This includes long-term services and support.
- Your right to a second opinion.
- Your right to have necessary services covered out of network, if they are not available in-network.
- Coordinating out-of-network costs for you.
- Sharing information about advance directives.
- Sharing information about our clinical practice guidelines. These are recommendations to ensure you getting the best care.



Find health and wellness programs.

We have zero cost health and wellness programs that can help you reach your best health. We may sign you up for these programs. That is why you may get materials sent from us in the mail. We may also call you about these no cost programs. We may sign you up if we hear from your provider, pharmacy, or other health care source. Call Member Services to opt-in or out. A few of these programs are:

- **Care Coordination:** We have a team who will work with you, your providers, and any family or caregivers to meet your health needs. They can help coordinate your care to meet your wellness goals. They also help navigate the health care system.
- You can even earn rewards for some activities. Visit [CareSource.com/mi/plans/mihealthlink/benefits-services/rewards/my-hap-caresource-rewards/](https://www.caresource.com/mi/plans/mihealthlink/benefits-services/rewards/my-hap-caresource-rewards/) to learn more.
- **Medication Therapy Management:** Learn about your drugs and the right way to use them. Your doctors and other caregivers learn to work better together through this program.

Please call Member Services to learn more or if you do not have access to the internet. We are here to help.

Thank you,



English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-833-230-2057**. Someone who speaks your language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-230-2057. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-230-2057。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-230-2057。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasalang-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasalang-wika, tawagan lamang kami sa 1-833-230-2057. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-230-2057. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-230-2057 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-230-2057. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-230-2057 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-230-2057. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-230-2057. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-833-230-2057 पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-230-2057. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-230-2057. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-230-2057. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-230-2057. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-230-2057にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

Notice of Non-Discrimination

HAP 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. HAP 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 HAP 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: HAP 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>.



P.O. Box 1025
Dayton, OH 45401
HAPCareSource.com

HOW TO REACH US

Member Services Dept:
1-833-230-2057
(TTY: 1-833-711-4711 or 711)

24-Hour Nurse Advice Line:
1-833-687-7370 (833-NURSE-70)

Join Us

 [Facebook.com/HAPCareSource](https://www.facebook.com/HAPCareSource)

 [X.com/HAPCareSource](https://www.x.com/HAPCareSource)

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.