



SPRING 2024

# MEMBER *Source*

A Newsletter for HAP CareSource™ Members



## *Your Voice Matters* & We Want to Hear it!

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

We partner with Press Ganey 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?

**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!**

### **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 at **FindADoctor.CareSource.com**

**Call us at 1-833-230-2053 (TTY: 711).**

### **We can help:**

- Schedule a doctor's visit.
- Explain your plan benefits.
- Get translation services.



**HAP CareSource™**

# Services Covered for YOU



## *What to Do if You Get a Bill*

You get all medically necessary Medicaid-covered services at no cost to you. *Medically necessary* means you need the services to prevent, diagnose, or treat a medical condition. You should not be billed for these services. Call Member Services if you get a bill. Services covered by HAP CareSource can be found in your member handbook. You can find the handbook at [CareSource.com/mi/plans/medicaid/plan-documents/](https://www.caresource.com/mi/plans/medicaid/plan-documents/). You can also get a printed copy sent to you when you call Member Services.



## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at [HAPCareSource.com](https://www.hapcaresource.com). We have a searchable drug list. Go to **Find My Prescriptions** under **Members then Tools & Resources**. It is where the most current drug list can be found. You can also call Member Services.





# 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!

# 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!





# Super Filling Foods for You

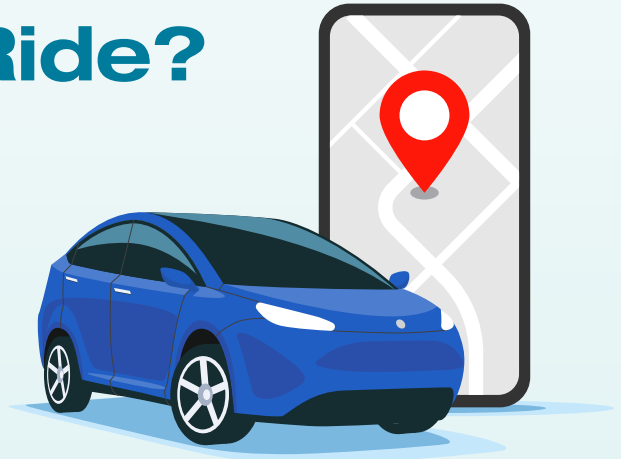
Some foods you eat can help you feel fuller longer. This is helpful when you are on the go or on a limited budget.

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/>

## Need a Ride?



## HAP 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
- Renewing your Medicaid benefits at your local Michigan Department of Health & Human Services (MDHHS) office or Women, Infants and Children (WIC) appointments
- Going to your dentist, eye doctor, or hearing visits.

You can get wheelchair accessible rides.

Call Member Services to schedule a ride at least two days before you need one. You can also schedule a ride through the [MTM Link app](#).

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

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



**YOU  
ASKED  
FOR IT!**



## When should I use HAPCareSource.com versus MyCareSource.com?

### **HAPCareSource.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 HAP CareSource member ID card.
- See your claims.
- File an Appeal.
- Set your choices for email and text.
- Take your Health Needs Assessment.
- And much, much more!

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





# 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) or visit [www.michigan.quitlogix.org/en-US/](http://www.michigan.quitlogix.org/en-US/).

You can also call our 24-Hour 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 **1-833-687-7370 (833-NURSE-70)**.

*Source: Centers for Disease Control and Prevention, [www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/fast\\_facts/](http://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](https://nationalgeographic.com/environment/); American Lung Association, [lung.org/blog](https://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
- Pregnant women
- 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. To learn more, call Member Services. The number is on the back of this newsletter.

*Source: Centers for Disease Control and Prevention, [www.cdc.gov/flu/about/season/index.html](http://www.cdc.gov/flu/about/season/index.html).*



# Get Rewarded for Healthy Habits



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HAP CareSource rewards its members for taking a proactive role in their health and well-being. You are automatically signed up for the HAP CareSource Rewards program. **Adults can earn up to \$175** through HAP CareSource MyHealth rewards. **Your child may be able to earn up to \$625** in rewards through HAP CareSource MyKids Rewards.

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See all the ways you can earn rewards at [CareSource.com/mi/plans/medicaid/benefits-services/rewards/](https://www.caresource.com/mi/plans/medicaid/benefits-services/rewards/).

#### **Questions about rewards?**

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

*\*Rewards are subject to change. Rewards may vary by age, gender, and health issues and health care needs. You may be responsible for the cost if you do not check with HAP CareSource or your primary care provider (PCP) before receiving services.*



# Welcome to your 2024 HAP CareSource™ Plan!

Get the care you need this year. Use the benefits and services that HAP 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.



## Find a Doctor/Provider

Find an in-network provider near you. Go to [FindADoctor.CareSource.com](https://www.FindADoctor.CareSource.com). Click on **Get Started** and fill out location information. Under the **Choose Plans** page, scroll to **Michigan** and filter the results under **Medicaid** and select your plan from the list.



## Visit your Dentist

To schedule your appointment, visit Delta Dental of Michigan at [www.deltadentalmi.com/Member/Using-Your-Benefits/Find-a-Dentist](https://www.deltadentalmi.com/Member/Using-Your-Benefits/Find-a-Dentist). You can also call 1-800-838-8957.



## Use our 24-Hour Nurse Advice Line

We can help any time you have health-related questions. Call our 24-Hour Nurse Advice Line at **1-833-687-7370 (833-NURSE-70)**. We are here for you 24 hours a day, 7 days a week, 365 days a year.



## Don't lose your HAP CareSource coverage

When it's time to renew your Medicaid coverage, you will get a renewal form from the state of Michigan. Fill out the form and return it as soon as you can. HAP CareSource cannot renew for you. These are the ways you can renew:

- Log in to [www.newmibridges.michigan.gov/](https://www.newmibridges.michigan.gov/).
- Call 1-800-642-3195 (TTY: 1-866-501-5656).
- 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 Member Services with any questions you have. The phone number and our hours of operation are listed on the back of this newsletter.



# Thank You

## For Being a HAP CareSource Member

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

### Learn about your plan.

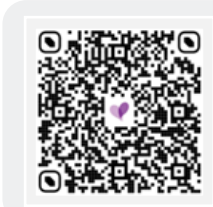
You can find the most up-to-date information about your benefits and services at **HAPCareSource.com**. Learn about:

- 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 Management 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.

### Take your Health Needs Assessment.

The HNA gives tips and tools that help you improve your health. Take the HNA in one of these ways:

- **Phone:** Call **1-844-217-1357** (TTY: 711) Monday through Friday from 7 a.m. to 6 p.m. ET.
- **Online:** Log into your secure **MyCareSource.com** account and click on the *Health* tab.
- **Mobile App:** Use your phone's camera to scan the QR code to get to the mobile app. Once you are in the app, navigate to your secure My CareSource account and click the *Health* tab.



### 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 Management:** 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.
- **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 **1-833-230-2053**. Someone who speaks English/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 1-833-230-2053. 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 1-833-230-2053。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 1-833-230-2053。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 1-833-230-2053. 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 1-833-230-2053. 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 1-833-230-2053 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 1-833-230-2053. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-230-2053 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**TTY: 711**

MI-MED-M-2240385

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**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 1-833-230-2053. 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 1-833-230-2053. 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 1-833-230-2053 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 1-833-230-2053. 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 1-833-230-2053. 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 1-833-230-2053. 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 1-833-230-2053. 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、1-833-230-2053にお電話ください。日本語を話す人者が支援いたします。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](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>.



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

## HOW TO REACH US

Member Services Dept:  
**1-833-230-2053 (TTY: 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.