



FALL 2024

# MEMBER *Source*

A Newsletter for HAP CareSource™ Members



## Keeping Your Eyes Healthy

Getting routine eye exams are key for your overall health. When you get an eye exam, your provider will do some tests to check your vision and make sure your eyes are healthy. An exam can help you learn if you need glasses or contacts. During the exam, your provider will also look for signs of eye disease. They can even detect some health issues that are not eye related. Put your vision benefits to work for you!

Your vision benefits are covered by Superior Vision®. Find eye care at **FindADoctor.CareSource.com**. You can also call Member Services. **Make sure the provider knows you are covered by Superior Vision before you visit.**



*Source: Cleveland Clinic. Eye Exam: What to Expect.  
<https://my.clevelandclinic.org/health/diagnostics/10738-eye-exam-what-to-expect>*



# Stay Healthy on a Busy Schedule

Taking care of your physical health is key to overall well-being. This can be tough when you have a busy life. There are small things you can add to your daily routine to increase your overall well-being.



## Take breaks!

Get up and go for a walk outside. This can help lower your anxiety, improve your mood and even give you more energy.



## Focus on your meal.

While it can be hard to stop yourself from multitasking, it's important to step away from distractions when eating. Your brain needs 20 minutes to tell you you're full. Focus on the meal and listen to your body.



## Ask about our wellness programs.

We have a search tool called MyResources that helps you find free or low-cost programs and support for food, school, work and more. Visit [MyCareSource.com](https://www.mycaresource.com) to get started.



**YOU  
ASKED  
FOR IT!**

## Why is HAP CareSource calling me?

You may have asked yourself this question when you've gotten a call from us. We want you to get the best care. That's why we may call you about:

- Updates, like changes to our provider network.
- Changes in your plan or benefits.
- Gaps in your care.
- Medication refills you need.
- Visits you've had to the emergency room or inpatient visits.

When we call, you'll know it's us. We'll always say that we are calling from HAP CareSource.





# Simple Substitutions for Healthy Eating



Sometimes it can be hard to find easy ways to eat healthy. There are often low or fat free, sugar free or lower sodium (salt) choices in food. Did you know that applesauce can be used to replace oil or butter in baked goods? Plain yogurt can be used to replace sour cream. If you have trouble getting or storing fresh fruits and vegetables, canned and frozen are good choices. Choose fruits canned in juice rather than syrup. When choosing frozen vegetables, pick ones that don't have added sauces, salt or sugar. For a sweet treat, instead of ice cream, frozen yogurt is a yummy choice. You can also make puddings with skim milk.

If you need healthy food, you may be able to get help through the Supplemental Nutrition Assistance Program (SNAP). You can apply online by going to [www.newmibridges.michigan.gov/](http://www.newmibridges.michigan.gov/)

**Sources:**

National Heart, Lung, and Blood Institute, [www.nhlbi.nih.gov/health/educational/lose\\_wt/eat/shop\\_lcal\\_fat.htm](http://www.nhlbi.nih.gov/health/educational/lose_wt/eat/shop_lcal_fat.htm),

American Heart Association, [www.heart.org/en/healthy-living/healthy-eating/add-color/fresh-frozen-or-canned-fruits-and-vegetables-all-can-be-healthy-choices](http://www.heart.org/en/healthy-living/healthy-eating/add-color/fresh-frozen-or-canned-fruits-and-vegetables-all-can-be-healthy-choices)

# Get Rides for Your Health Visits and More!

## You can get rides to:

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



Rides must be scheduled at least two business days before your visit or pickup. A driver will take you to your visit and will pick you up after the visit. These rides are at no cost to you. To schedule a ride, call Member Services.



# Using Your Health Benefits Has Never Been Easier!



Use your smart phone camera to scan the QR code and learn more about our mobile app.



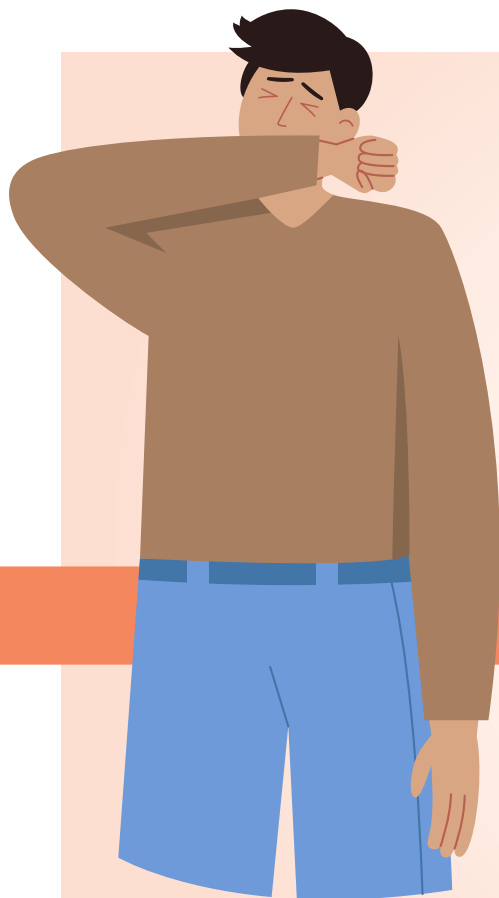
Our mobile app helps you use your benefits wherever you are. Download the app from Google Play® or the App Store®.

## You can easily:

- Find an in-network doctor, hospital, or clinic near you.
- Call the Nurse Advice Line any time, 24/7/365.
- Call Member Services.
- View and show your digital member ID card to your providers.
- Review your plan benefits.
- Login to your My CareSource® member portal account.
- Check your claims.
- Learn about our rewards programs.

***Get it today!***





## Stop the Spread of Flu & RSV!

Two common types of sickness this time of year are respiratory syncytial virus (RSV) and flu. They both cause coughing, runny nose, and fevers or chills. With RSV, you may notice sneezing, trouble breathing and that you are not as hungry. If you have the flu, you may have a sore throat, stuffy nose, headache or body aches. Infants and older adults are at highest risk for getting the flu or RSV.

### What's the best way to protect yourself?

Get both a flu shot and an RSV vaccination each year.

### Stop the spread of Flu and RSV:

- ✓ Wash your hands often.
- ✓ Cover your coughs and sneezes.
- ✓ Don't touch your eyes, nose or mouth.
- ✓ Don't go around others who are sick.
- ✓ Wipe down high-touch places in your home.

**Sources:** Centers for Disease Control and Prevention, [www.cdc.gov/rsv/index.html](http://www.cdc.gov/rsv/index.html)

## Continuous Glucose Monitoring



If you have been diagnosed with diabetes, there may be a simpler way to manage your blood sugar. A continuous glucose monitor (CGM) is a small device that sticks to your arm or belly. It has a tiny sensor that goes under your skin. CGMs track your blood sugar all the time. They alert you if it goes too high or too low.

CGMs are helpful if you have trouble reaching and staying at a target blood sugar level. They are also useful if your blood sugar often drops too low, but you don't realize it. This can put you at risk for severe low blood glucose and can be very dangerous.

To see if you are eligible to get one, talk to your Care Manager or talk to your provider.

**Sources:** National Institute of Diabetes and Digestive and Kidney Diseases, [www.niddk.nih.gov/health-information/diabetes/overview/managing-diabetes/continuous-glucose-monitoring](http://www.niddk.nih.gov/health-information/diabetes/overview/managing-diabetes/continuous-glucose-monitoring), American Diabetes Association, [www.diabetes.org/living-with-diabetes/treatment-care/hypoglycemia](http://www.diabetes.org/living-with-diabetes/treatment-care/hypoglycemia)



# What is Chronic Kidney Disease?

Your kidneys play a vital role in keeping you healthy. They filter extra fluid and waste from your body. Chronic Kidney Disease (CKD) is when your kidneys don't work as well as they should. Fluids and wastes build up. This can cause health issues such as anemia, infection, kidney failure, heart disease and more. In the early stages, though, there may be no signs.

You may be at higher risk if you have diabetes, high blood pressure, family history of CKD or heart disease. To prevent CKD or keep it from getting worse, take action! Control risk factors and make healthy life choices. Get tested yearly and see your provider regularly.



**Sources:**

National Institute of Diabetes and Digestive and Kidney Diseases  
[www.niddk.nih.gov/health-information/kidney-disease/chronic-kidney-disease-ckd/eating-nutrition](http://www.niddk.nih.gov/health-information/kidney-disease/chronic-kidney-disease-ckd/eating-nutrition)

# What is Hepatitis C?

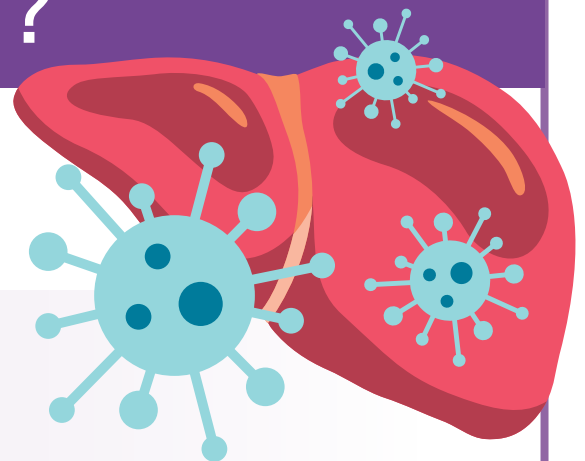
Hepatitis C is a liver disease that can spread if infected blood enters your body. Many people don't have symptoms, but when they do, it means the liver is badly damaged. This can cause cirrhosis and liver cancer.

The Centers for Disease Control and Prevention (CDC) advises:

- All adults should be tested at least once in their lifetime.
- Pregnant people should be tested during each pregnancy.

Successfully curing a hepatitis infection means that the person can no longer give the virus to others. If you're unsure whether you've been tested, talk with your doctor.

**Source:** Centers for Disease Control and Prevention, [www.cdc.gov/hepatitis/hcv/guidelinesc.htm](http://www.cdc.gov/hepatitis/hcv/guidelinesc.htm)





## Is All Screen Time Bad?

We live in a digital world. Digital media and screens are part of our daily lives. They help us work, learn, keep in touch with family and friends, and provide easy and endless entertainment. But too much screen time can be bad for our health.

For kids and teens, too much time on screens means less time for being active and building real-world relationships. It also means they are more likely to be overweight and perform worse in school.

Too much screen time also means you are less active. This can lead to higher rates of obesity and health issues like diabetes and heart disease.

Not all screen time is bad. The key is balance. Focus on quality screen time over the amount of time on screens. Have clear boundaries for when you can be on screens so that your time with others is not affected. When we set healthy limits and focus on what is important, we prioritize our well-being.

*Source: American Academy of Pediatrics, [www.aap.org](http://www.aap.org)*

# Know Where to Go to Get Care

You have choices when you need care. No matter where you get care, your primary care provider (PCP) is your main health partner. This helps them get to know you and your health care needs. Use this chart to know where to go when.

|  |   |
|--|---|
|  <p><b>Primary Care Provider (PCP)</b></p>  | <p>Used for common illnesses and advice. See your PCP for your annual physical. They can help you with preventive care, tests, and seeing specialists. See your PCP the most often!</p>   |
|  <p><b>Telehealth</b></p>   | <p>Visit with a provider by phone or computer from wherever you are. Ask your providers if they offer telehealth. You can also talk to a doctor 24/7 through Teladoc®. Learn more about telehealth visits on page 9.</p>              |
|  <p><b>Community Behavioral Health Centers (CBHCs)</b></p>   | <p>Provide health and social services for people living with mental health and/or substance use issues.</p>   |
|  <p><b>Convenience Care Clinics</b></p>   | <p>Used for common illnesses and to get shots. They can be in stores like CVS® and Walmart®.</p>  |
|  <p><b>Urgent Care</b></p>  | <p>Used to treat non-life-threatening issues like a mild flu or deep cut. Go here if you cannot get a visit with your PCP and your health issue cannot wait. These are usually open 7 days a week with evening and weekend hours.</p> |
|  <p><b>Hospital Emergency Rooms</b></p>   | <p>Used for life-threatening issues like chest pain or a head injury that cannot wait. Call 911 or go to the nearest ER.</p>  |
|  <p><b>Not sure where to go?</b><br/>Call the 24-Hour Nurse Advice Line. We are here 24 hours a day, 7 days a week.</p> |   |







# What Should I Expect at My Telehealth Visit?

Talk to a doctor from the comfort of your own home with telehealth. These health care visits take place online or by phone. They can save you time. Use telehealth for common health needs. Here are a few tips so you can be ready for your visit.

## Before Your Visit:

- ✓ Write down any questions.
- ✓ Find a quiet place where you can talk openly.

## During Your Visit:

- ✓ Be open and honest about your health. Tell them what you are feeling.
- ✓ Take notes.

## At the End of Your Visit:

- ✓ Talk through any next steps you need to take.
- ✓ Do you need to pick up a prescription?
- ✓ Do you need a follow up visit?

### USE TELADOC®:

Talk with a doctor 24 hours a day, 365 days a year. Call 1-800-TELADOC (835-2362) or visit [Teladoc.com/CareSource](https://Teladoc.com/CareSource). You can also find a link on the [CareSource mobile app](#).

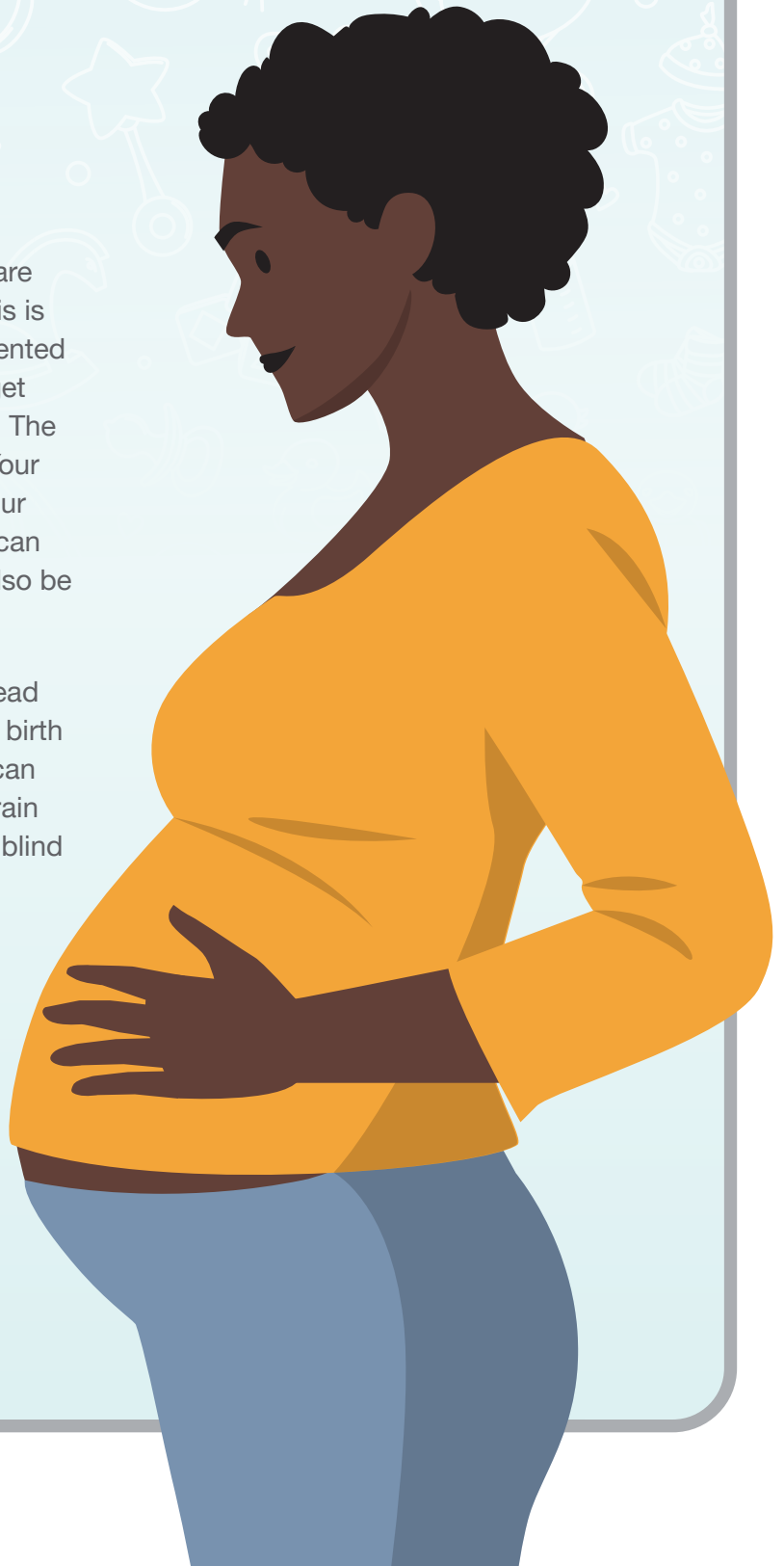
# Pregnant?

## Protect Your Baby!

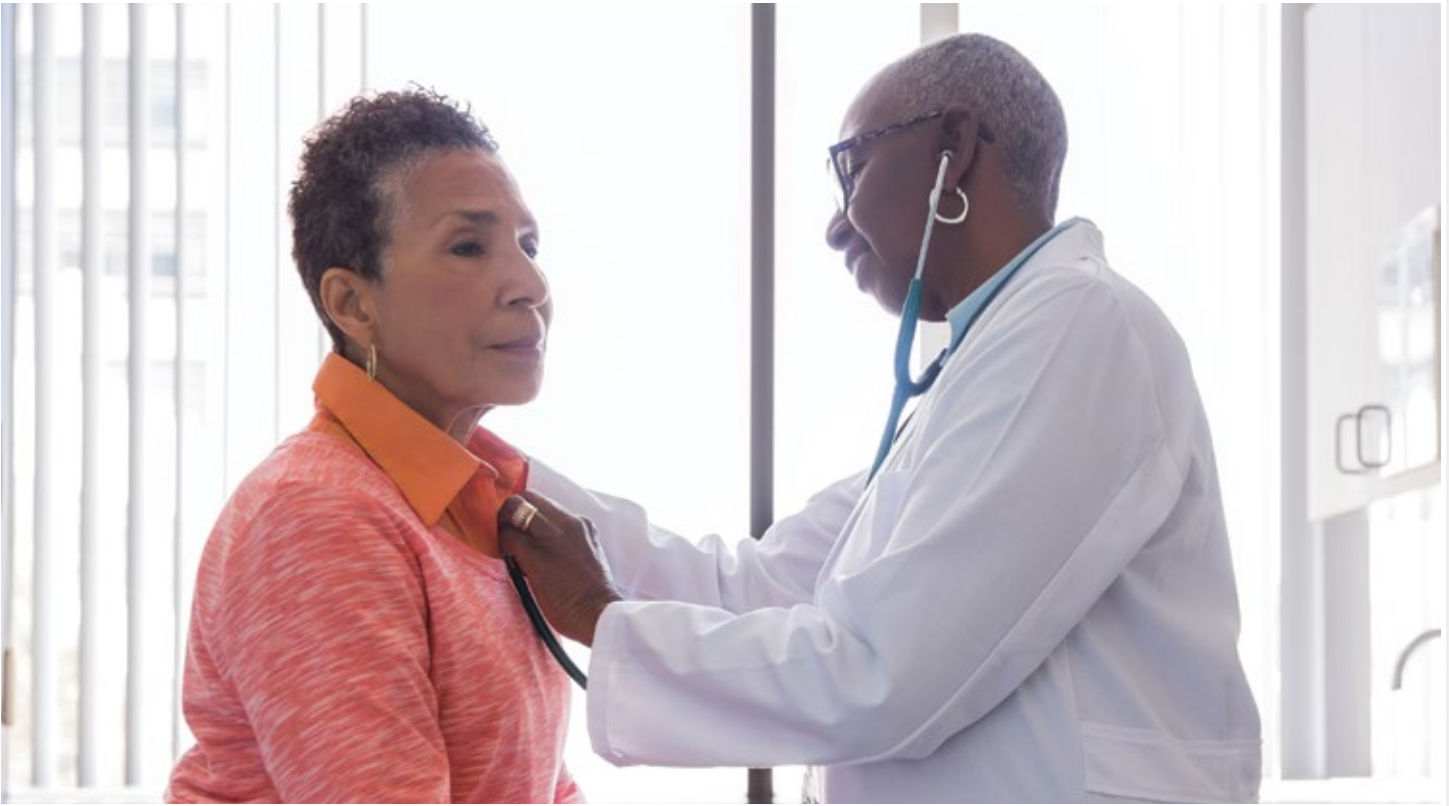
Did you know that if you have syphilis and are pregnant, you can pass it to your baby? This is called congenital syphilis. This can be prevented with timely testing and treatment. You will get your first test during your first prenatal visit. The next one happens between 28-32 weeks. Your last test will be when your labor starts. If your test is positive, get treated as soon as you can to protect your baby. Your partner should also be tested and treated.

Why is this vital? Not treating syphilis can lead to miscarriage, stillbirth, pre-term birth, low birth weight or death. Babies born with syphilis can have deformed bones, anemia, jaundice, brain and nerve problems, meningitis, rash or be blind or deaf. *Take action.* Keep your baby safe.

**Source:** Centers for Disease Control and Prevention,  
[www.cdc.gov/std/syphilis/stdfact-congenital-syphilis.htm](http://www.cdc.gov/std/syphilis/stdfact-congenital-syphilis.htm)



# Advocate For *Your* Health



Before 1993, women were not always part of medical research studies. For example, women face worse side effects from medications than men. They are not always part of the trials when drugs are tested. Crash test dummies shaped more like men's bodies were not used for testing until 2003. This means women are more likely to be killed or seriously injured in a car crash. Heart attacks and heart disease were considered "a man's disease". It wasn't until the 1980's that anyone studied how it impacted women.

Knowing this history, women need to advocate for their health.

- ✓ Be open and honest with your provider. Share your concerns even if it feels embarrassing. Your provider should listen and respond with respect.
- ✓ Do not be afraid to ask questions. It can be helpful to write down what you want to talk about and bring it to your visit. Make sure all of your concerns are addressed.

You know your body best. If they tell you your symptoms are normal but you feel off, speak up. Ask, "What about my issue tells you that it is not serious or something to worry about?" Or, "What should I look for that may mean this is getting worse?"

If you feel unheard or dismissed by your provider, speak up. When you tell them you do not feel heard, that should result in a change. If it doesn't, it may be time to see a new provider.

**Source:** Association of American Medical Colleges, [www.aamc.org](http://www.aamc.org)





## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at **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.

## Why Do Some Medicines Have to Be Taken on an Empty Stomach?

Some medicine needs to be taken on an empty stomach. This is so it can be absorbed into your body correctly. If you take some drugs with food, it may affect their strength. You need to take certain drugs one hour before you eat or two hours after. This will make sure your stomach is empty. Always follow the steps your doctor or pharmacist tell you.

**Source:** Express Scripts, [www.express-scripts.com/pharmacy/blog/taking-medication-with-food](http://www.express-scripts.com/pharmacy/blog/taking-medication-with-food)



A man with a beard and mustache, wearing a plaid shirt over a dark t-shirt, is sitting at a desk. He is looking down at a stack of papers he is holding with both hands. On the desk, there is a laptop, a clipboard with a pen, and some other papers. The background is a bright, out-of-focus indoor setting.

# 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.



**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 panggagamot. 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 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-230-2053 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 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 1-833-230-2053. 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。

**TTY: 711**

MI-MED-M-2240385

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Form Approved OMB# 0938-1421 Form CMS-10802 (Expires 12/31/25)



## 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.