



SUMMER 2025

MEMBER *Source*

A Newsletter for HAP CareSource™ Medicaid Members

The Benefits of Gardening

Gardening can bring fresh, healthy and low-cost food to you and your family and community. You do not need a lot of space or even a yard or garden to grow your own food. Many plants do well in pots and can live inside with the natural light from a window.

Here are some tips to get started with your own garden:

- ① **Think low upkeep, high yield.** Cherry tomatoes, salad greens, cucumbers and beans are high producing, low-cost staples.
- ② **Plant seeds, not seedlings.** Seed packets keep your cost low. The easiest plants to start from seeds are beets, carrots, cucumbers, green beans, lettuces, squashes, radishes, tomatoes and zucchini. Select seeds that match your climate zone.
- ③ **Herb it up.** Mint, rosemary and basil taste great and keep pests away.

Overall, keep it simple. You can expand your garden year after year, providing a bounty of nutritious food.

Looking for other ways to get healthy food?

You may be able to get help through the Supplemental Nutrition Assistance Program (SNAP). You can apply online by going to newmibridges.michigan.gov.



HAP CareSource™

Probiotics for a Healthier Gut

Your gut has many types of bacteria. Some are good and some are bad. Probiotics are good bacteria that help your gut stay healthy. They help keep the right balance of good and bad bacteria. Probiotics are found in foods like yogurt, kombucha, sauerkraut and pickled vegetables.

They can help with digestion and boost your immune system. Probiotics may help with issues like diarrhea, colitis and irritable bowel syndrome (IBS).

You are likely getting some probiotics through the food you eat. If you are thinking of adding more to your diet, talk to your provider. They can guide you on the right type and dose. A healthy gut can lead to a healthier life!

Source: National Center for Complementary and Integrative Health.
www.nccih.nih.gov/health/probiotics-usefulness-and-safety.

Do You Have Medicaid Coverage? Read On!

Many people need to renew their Medicaid benefits each year to keep their health coverage. You will get a letter or packet in the mail about Medicaid eligibility if you need to renew. We cannot renew for you. You need to renew through your local Michigan Department of Health and Human Services.

Learn about Medicaid renewal at
Michigan.gov/MIBridges.

We love that you are a member of HAP CareSource! We do not want you to have a gap in your health coverage. Take action when it is your time to renew!



YOGA FOR Beginners



Looking for something to do that's good for your body and your mind? Yoga helps you relax, which can lower your stress. It can also make you stronger and more flexible. Trying something new can leave you feeling unsure where to start. If you're a yoga beginner, keep these tips in mind:

- Stretch before you start.
- Listen to your body. Don't force any poses that don't feel right.
- Find a quiet spot with plenty of room for different poses.
- Don't forget to breathe. Take 5-10 minutes to relax your body at the end of your practice.

Most of all, enjoy the time you take to focus on you!

Source: *Yoga Basics*, www.yogabasics.com/practice/yoga-for-beginners/yoga-tips-for-beginners/

Get Information by Email or Text

Cut down on paper and get the information you need faster. It's easy! Tell us if you want email or text instead of mail. Go to **MyCareSource.com**. Click the **Preferences** tab and tell us you want email or text when possible. We can't send you everything digitally, but when we can, we will.



**Life
HACKS!**



Use the Two-Minute Rule.



The two-minute rule is a simple way to get things done. It works like this: if a task will take two minutes or less, do it right away. Don't wait or put it off.

How Does It Help?

1. Stops Procrastination

Small tasks, like replying to an email or putting away your shoes, are easy to ignore. But doing them right away keeps them from piling up.

2. Saves Time

When you do quick tasks as they come, you don't have to write them down or remember them later. This gives you more time for bigger jobs.

3. Builds Momentum

Getting small things done can make you feel good. It gives you the energy to tackle bigger projects.

Next time you have a small task, ask yourself, *will this take two minutes or less?* If the answer is yes, do it right away. It's an easy way to stay organized and feel more productive every day!



Checkup Checklist

Get ready for your upcoming doctor's visit. Use this checklist for your next appointment.

- ✓ Take your member ID card. Show it before you get services.
- ✓ Be on time. If you have to cancel, call 24 hours in advance.
- ✓ Write down any questions you have and take them with you.
- ✓ Make a list of all the medications you are currently taking to show the doctor. Include over-the-counter (OTC) drugs or vitamins.
- ✓ Ask questions. Make sure your doctor explains anything you don't understand.
- ✓ Take paper and a pen to write down important details you need to remember.



What to Expect at Your First Dental Visit

- Arrive 15 minutes early for check-in.
- Fill out forms and show your member ID card.
- Meet your hygienist. They may take X-rays, if needed.
- Teeth cleaning with the hygienist.
- Detailed exam with the dentist.
- Talk to the dentist about any issues you are having.
- Discuss dentist's recommended treatments.
- Check out and schedule your next visit!



Questions About Your Prescriptions?

Find out if a drug is covered at **HAPCareSource.com**. We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose your **Plan Name** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.



Prepare for Summer Weather

Emergencies can happen at any time, and mother nature can be hard to predict. Summer brings extreme heat, storms, tornadoes, hurricanes and more. We want you to stay safe. The best way to do this is to be prepared and know what actions to take to protect yourself when weather emergencies strike.

Heat



- Slow down: reduce your physical activity.
- Dress in light, loose-fitting clothing.
- Limit the amount time spent in the sun.
- Drink plenty of water and eat cool foods.
- Use air conditioners or spend time in air-conditioned places.
- Take cool showers or baths.
- Look out for young children and older adults. They can be at high risk for heat-related illness and death.

Tornadoes



- Sign up for weather notifications at www.weather.gov. Check the forecast often if you live in at-risk zones.
- Go to the lowest level of your home. Stay away from windows and large, open rooms.
- Find the closest shelter if you are in a car or outside; if needed, find a low-lying ditch.
- Cover your head to protect yourself from wind-blown objects.
- Continue to stay informed; tornadoes often happen with severe thunderstorms.

Hurricanes



- Make a plan and emergency kit with critical supplies and medicine.
- Know your evacuation zone.
- Protect your home with storm shutters or boards.
- Stay informed and leave if needed.
- Return home **ONLY** when it has been cleared by authorities.

Floods



- Make a plan and emergency kit with critical supplies and medicine.
- Sign up for weather notifications at www.weather.gov.
- Listen to evacuation orders and stay informed.
- Get to the highest ground possible.
- Do not walk or drive in flood waters. They can be strong and full of debris and toxins.

For more safety tips or help, visit www.ready.gov.

Source: National Weather Service. www.weather.gov/wrn/summer-safety.

Living a Longer, Healthier Life

It's never too late (or early) to adopt healthy habits. You may have already heard all the typical ones, like exercise and eating right. If so, here's a few ideas you can try to help you reach that milestone birthday.



- 1 Get outside.** A little time outdoors each day can boost your mood, improve sleep and give you a dose of vitamin D.
- 2 Sip some caffeine.** A cup of coffee or tea can give you energy for the day and it's linked to longevity.
- 3 Focus on gut health.** Add probiotic-rich foods to your diet. Read more about probiotics and gut health on page 2.
- 4 Reward yourself.** Treating yourself to little indulgences like pasta, ice cream or getting a massage can reduce stress and lower your blood pressure.
- 5 Do simple acts of kindness.** Being kind to others feels good and boosts your health. Small gestures help create a personal connection and increases your well-being.

If you're not sure where to begin, start small start small and add more changes over time to help you live longer. Who knows? You may need to start buying more birthday candles.

Laughter is the Best Medicine

*What is a good joke about pizza?
None – they are all too cheesy.*

Laughing is fun and good for you! Laughing can decrease stress, relieve pain, and improve your mood. It can also increase the amount of oxygen you breathe which helps stimulate your organs. Just make sure you aren't laughing at the expense of others.

Try sharing daily jokes with friends or family to include others in this fun and free health benefit!



Source: Mayo Clinic. www.mayoclinic.org/healthy-lifestyle/stress-management/indepth/stress-relief/art-20044456





Member Moments

True stories of triumph in HAP CareSource Life Services



Jenn

Jenn was trying to get back into the workforce when she enrolled in HAP CareSource Life Services. At first she needed help with a lot of little things. Her HAP CareSource life coach used MyResources, a search tool to help you find free or low-cost programs and support in your local area.

Life Services also helped Jenn with career development. Her coach worked on her resume and helped her build confidence. Technology skills were a barrier for Jenn. Her coach showed her how to use her new smartphone to job search. Jenn got a full-time job and made big improvements to her physical health too!

We can help you, too!

HAP CareSource Life Services can help pave the way from where you are to where you want to be. These services are part of your plan at no cost to you.

To learn more, email MichiganLifeServices@CareSource.com or call 1-855-491-8350 (TTY: 711).

Keep Back Pain at Bay



Your age, weight, job, family history and fitness level are triggers that can increase your level of back pain. From a dull ache to a sharp pinch, back pain makes daily tasks harder to do.

Below are some tips to improve your nagging back pain:

1. Improve your posture.

It's easy to slouch when you aren't aware. Be mindful of how you sit and stand. Roll your shoulders back and keep your spine straight.

2. Stretch and strengthen your back.

Add exercises to boost back mobility. Wall sits, crunches and press-up back extensions are a good place to start.

3. Keep a healthy weight.

Extra weight can add strain to your joints. Having extra weight around your belly can cause lower back pain.

4. Watch how you sleep.

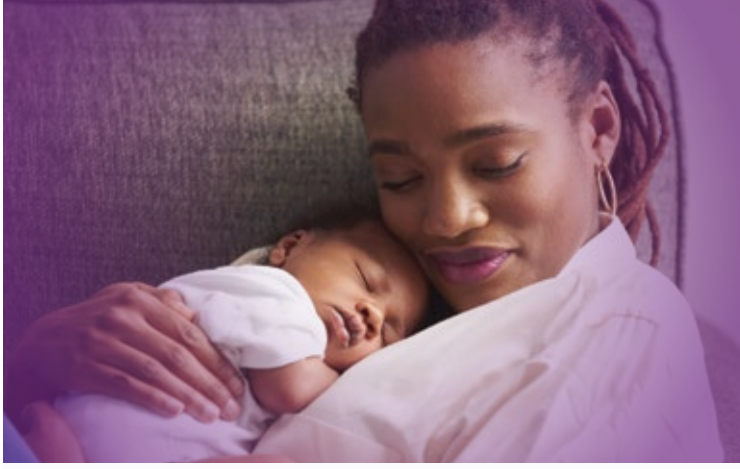
Your sleep positions or sleeping on an old mattress may cause back pain. Try sleeping on your back with a pillow under your lower legs.

5. Learn how to lift correctly.

From lifting groceries to helping a friend move, your daily life could be your cause of pain if you aren't lifting the right way. It's safer to bend your knees and lift than bending at your hips.



If your back pain continues to impact your daily life, talk to your doctor.



Feeding Your Newborn: Use Your Resources!

Choosing to breastfeed, formula feed or a combination of both is a hard decision for many new parents. Health experts stress that breast milk is the best choice. Breastfeeding may not be possible for all. If you cannot breastfeed or decide not to, know formula is a healthy, safe option. **How you feed your baby is a personal choice.**

Most hospitals have lactation consultants on hand. Work with them if you have issues. They are there to help. Many will even check up with you at no cost after you leave the hospital. Here are a few questions to ask to help you get started:

- 1 Does breastfeeding hurt?
- 2 How can I get my baby to latch properly?
- 3 Is my baby eating enough?
- 4 Am I producing enough milk?
- 5 Can I supplement with formula?

HAP CareSource covers breast pumps, replacement parts and milk storage bags at no cost to you. We want you to have the tools you need if you plan to breastfeed. You can order your breast pump online within 90 days of your due date.

Get what you need to breastfeed at:

- www.aeroflowbreastpumps.com

Fill out the information on the website and they will work with us to get your breast pump to you! Call Member Services if you have any questions.



Prevent Fraud

Explanation of Benefits (EOB) statements help monitor potential fraud, waste or abuse. This statement is not a bill. If you receive one, please help us by checking these things:

- Services, supplies or equipment listed that you did not receive
- Services that were billed more than once
- Services that are not familiar to you

If you suspect errors or fraud, please let us know. You can:

- Call **1-844-415-1272 (TTY: 711)**. Choose the menu option to report fraud.
- Write us a letter or fill out our confidential reporting form, which can be found at **HAPCareSource.com**.

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

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

- Send an email to fraud@caresource.com
- Send a fax to 1-800-418-0248

If we do not get your name, we will not be able to call you back for more information. This will be kept private as allowed by law.





Grievance or an Appeal?

What's the Difference?

GRIEVANCE

If you are unhappy with a provider or with us, you can file a grievance at any time.

It can be about anything except HAP CareSource benefit decisions.

Examples of why you might file a grievance:

- Staff member was unkind
- Quality of care
- Provider rudeness
- Failure to respect patient and/or employee rights

You will need to tell us:

1. Your name and member ID number
2. The person's name if it is about someone else
3. The problem or issue with the person or *HAP CareSource*
4. The date that this happened

APPEAL

If you disagree with a decision we make to deny a service or benefit claim, you can file an appeal. You can also appeal if we only approve part of a claim.

Examples of why you might file an appeal:

- Denial of service
- Denial, termination, or reduction on previously authorized service

You'll need to tell us:

1. Your name and member ID number
2. Your provider's name
3. The date of service
4. Reason you disagree with our decision
5. Any other supporting documentation

An Internal Appeal Request form is included with your Denial letter. You can print it from the **Forms** page on **HAPCareSource.com** or ask Member Services to mail one to you. It will make filing your appeal easier.

To File a Grievance or an Appeal:



Call Member Services. Tell us you want to file a grievance or an appeal **1-833-230-2053** (TTY: 711). We are open 24 hours a day, seven days a week.



Online at **MyCareSource.com**.



Mail it to us:
HAP G&A
P.O. Box 1025
Dayton, OH 45401
Fax: 1-937-396-3492
Phone: 1-833-230-2053 (TTY: 711)

What Happens Next

We will send you a letter saying we received your grievance or appeal. It will tell you what you can expect to happen and when to expect it.

Mental Health Follow Up Care for a *Healthier You*



Follow up care is key if you have been hospitalized for mental health concerns. **It's important to have a follow up visit with your mental health provider within 7 days of leaving the hospital.**

Why should you have a follow up visit?

Good follow up care lowers your risk of being admitted to the hospital again. Your provider can go over your treatment plan. You can go over any medications you may be on, and any side effects you may be having. They can help to eliminate any barriers to getting the care you need. They can also help support you as you move back to home, work, or school. Your mental health provider is a key partner in your care. They help you build on the progress you made during your hospital stay.

Call Member Services if you have questions about how to get follow-up care. The number is on the back of this newsletter. We can also give you a ride to your visit. Call us two business days before your visit to set up a ride.

Source: John Hopkins Health Plans- Follow up after Hospitalization for Mental Illness, www.hopkinsmedicine.org/johns-hopkins-health-plans/providers-physicians/health-care-performance-measures/hedis/follow-up-after-hospitalization-mental-illness

Lead Poisoning: Know the Facts!

Lead is most harmful to children under six. Their growing bodies absorb lead easily. There is **no** safe lead level in a child's blood. Long-term health problems and even death can result from lead poisoning. A blood test can tell if your child has been exposed. This test is recommended at age one and two. The test can be done up to age 6. Talk to your child's primary care provider (PCP) about the test.

Lead poisoning is also risky during pregnancy. If mom has been exposed to lead, she is at a bigger risk for miscarriage, stillbirth, early delivery and low birth weight. If you are pregnant and have questions about lead, talk to your provider.

Source: Centers for Disease Control and Prevention, www.cdc.gov/lead-prevention/about/index.html



Upset Stomach?

Learn what can cause stomach pain.
Know when to see a doctor.

An upset stomach every now and then is common. Most of the time you can find the root cause of the pain yourself, or it goes away on its own. Sometimes it can be more serious.



STRESS

Your body can have a physical response to stress, anxiety, or nerves.

An upset stomach due to stress is not a cause for concern. It will usually go away on its own. Contact your provider if it does not go away after a few days.

FOOD POISONING

If you eat something contaminated, you'll know soon after. Symptoms of food poisoning are:

- Nausea
- Vomiting
- Diarrhea
- Abdominal pain

This should clear up within a few days. If symptoms continue or get worse, call your provider.

INDIGESTION

Indigestion can occur if you:

- Eat certain foods
- Eat too fast
- Smoke
- Drink alcohol

Symptoms are bloating, gas, belching, pain, or a burning feeling. Find the cause to lessen your symptoms. Keep a food diary, eat moderately, and slow down.

IRRITABLE BOWEL SYNDROME

If you often have stomach pain, you may have irritable bowel syndrome (IBS). IBS is a common condition that needs long-term management. Symptoms include:

- Cramping
- Bloating
- Gas
- Diarrhea
- Constipation

Managing your diet and stress can help control your symptoms.

GASTROPARESIS

Though rare, Gastroparesis is a serious condition. The muscles in your stomach slow or stop emptying food properly into the intestine. Symptoms include nausea, vomiting or feeling full fast. The exact cause is often unknown, but it can be triggered by:

- Uncontrolled diabetes
- Narcotics or antidepressants,
- Multiple sclerosis (MS)
- Injury to the vagus nerve.

You need a proper diagnosis to manage it, especially if you have diabetes.

WHEN TO SEE A DOCTOR

If your stomach issues last for more than a few days, call your provider. Talk to them about any:

- Irregular or frequent stomach pains
- Diarrhea
- Nausea
- Constipation

YOU CAN ALSO CALL OUR 24-HOUR NURSE ADVICE LINE

Call the 24-Hour Nurse Advice Line if you have questions about your health, need advice or need help deciding where to go for care.
1-833-687-7370 (833-NURSE-70)

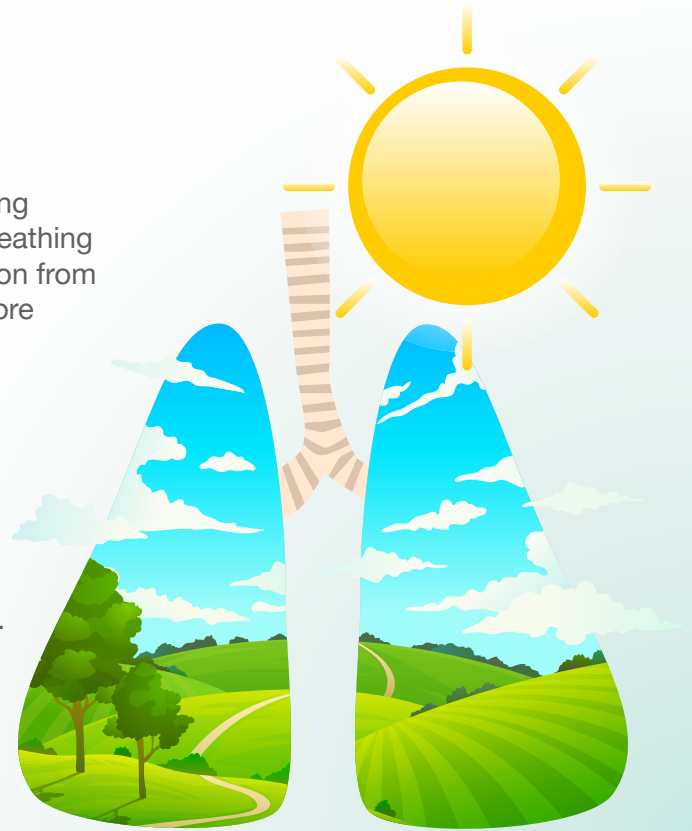
Source: Centers for Disease Control and Prevention, www.cdc.gov/nchs/fastats/digestive-diseases.htm

Beat the Heat and Keep Your Lungs Healthy This Summer

Humidity can make it hard to breathe. Heat-related breathing problems can be a big problem for people with asthma. Breathing hot air can trigger your symptoms. This is due to air pollution from smog and pollen. As the body tries to cool itself, it uses more oxygen. This makes the lungs work harder.

Follow these tips to breathe easier this summer:

- Adjust to the heat by slowly increasing your exposure.
- Exercise indoors with air conditioning.
- Avoid your triggers.
- Take your asthma medications. Try not to miss a dose.
- Bring your rescue inhaler.



What Men Should Know About PROSTATE CANCER

Prostate cancer happens when cancer grows in the prostate gland. This gland supplies part of the fluid that helps sperm travel and reach an egg for reproduction. Some men are more likely than others to develop prostate cancer. Men who are over the age of 55, have a family history of cancer, are overweight or smoke are at a higher risk. Men with African ancestry are also at higher risk.

Common symptoms are:

- Pain when urinating or during ejaculation.
- Urinating more often.
- Having trouble starting or stopping the flow of urine.
- Blood in your urine or semen.

If you have any of these symptoms, talk with your doctor. This is a type of cancer that can be treated. They can help you make the best choices for your health.



Safely Get Rid of Old or Unused Medicines

Expired or unused drugs can be a health risk for you, your family and any pets. There's also the risk they could be misused. Don't just throw them away or flush them down the toilet. Get rid of them safely.

Use a drug take back site. Local drug stores or police stations sometimes take expired medicines. See a list of sites near you at www.deadiversion.usdoj.gov/pubdispsearch. We offer DisposeRx packets to help you get rid of expired drugs or medications you no longer use.

Learn more at:

CareSource.com/members/tools-resources/find-my-prescriptions/medication-disposal!

Source: Food and Drug Administration, www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know



What's Covered in Mental Health

Your mental health is key to your overall health. We cover many services to help you.

Here are just some of your benefits:

- Depression Screening
- Individual Therapy
- Family and Group Therapy
- Medication Assisted Treatment (MAT)
- Substance Use Disorder Treatment Services
- Psychological Testing

You can see more about your benefits online. Go to **HAPCareSource.com** and look under Plans. Look for **Benefits & Services**. Click on **Behavioral Health**. You can also call Member Services to find out what is covered.



If you are in crisis and need help right away call 9-8-8 to reach the Suicide & Crisis Lifeline.



Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2053** (TTY: 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 **1-833-230-2053** (TTY: 711).

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2053** (TTY: 711).

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على المساعدات والدعم مجاناً. اتصل على الرقم **1-833-230-2053** (TTY: "الهاتف النصي للصم وضعاف السمع": 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：**1-833-230-2053**（听语障人士专用电话：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: **1-833-230-2053** (TTY: 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 **1-833-230-2053** (TTY: 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 **1-833-230-2053** (TTY: 711).

Grick Hilfe mitaus Koscht in dei Schprooch mit Iwwersetzer un annere schriftliche Dinge. Grick Aids un Hilfe mitaus Koscht wann du en Behinderung hoscht. Ruf **1-833-230-2053** (TTY: 711).

आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसएबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-833-230-2053** (TTY: 711).

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-833-230-2053** (TTY: 711) 로 문의하세요.

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Gba ìrànṣọwọ ọfẹ ní èdè rẹ pẹlú àwọn ògbifẹ àti àwọn ohun èlò mírán tí a kọ sílẹ̀. Gba àwọn ìrànṣọwọ àti àtilẹyin ọfẹ bí o bá ní àìlera kan. Pe **1-833-230-2053** (TTY: 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 **1-833-230-2053** (TTY: 711).

په خپله ژبه کې د ژباړونکو او نورو لیکلي شوو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلولیت لری نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمېرې ته زنگ ووهئ **1-833-230-2053** (TTY: 711).

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్ తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-833-230-2053** (TTY: 711).

दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-833-230-2053** (TTY: 711) मा कल गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် - **1-833-230-2053** (TTY: 711)

Bök jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bök jerbalin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejın utamwe. Kall e **1-833-230-2053** (TTY: 711).

MI-MED-M-3288201

MDHHS Approved: 11/7/2024

Non-Discrimination Notice

We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost. We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you.

Call **1-833-230-2053** (TTY: 711) if you need any of this help. You can reach us 24 hours a day, seven days a week. We are here for you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.

Mail: HAP CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, OH 45401
Phone: 1-844-539-1732 (TTY: 711)
Fax: 1-844-417-6254
Email: CivilRightsCoordinator@CareSource.com

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

Mail: U.S. Department of Health and Human Services
200 Independence Ave., S.W.
Room 509F, HHH Building
Washington, D.C. 20201
Mail the complaint form found at
www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf.
Phone: 1-800-368-1019 (TTY: 1-800-537-7697)
Online: ocrportal.hhs.gov

You can find this notice at **HAPCareSource.com**.

MI-MED-M-3314789

MDHHS Approved: 11/7/2024



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)

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