2026 FIRST EDITION

MEMBER Source

A Newsletter for CareSource Members

Welcome to CareSource!

We are excited to serve the needs of Nevadans. We know that there is more to health and well-being than just great health care. At CareSource, we care about YOU.

You will get this free MemberSource newsletter each quarter as a CareSource member. These newsletters have lots of great health and wellness tips. Use it to learn more about your benefits and find out what's new with your CareSource plan.

Have questions about your plan?

Get answers quickly through CareSource MyLife℠.

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

CareSource®

NV-MED-M-5573154

Spring Into Good Mental Health

Ready to make the most of Spring and feel rejuvenated? Try these activities:

Get your hands dirty.

Grow a plant or two in your own garden! If you grow veggies or herbs, you can add them into healthy meals. Many plants do well in pots and can grow with light from a window. Green beans, tomatoes, basil, and rosemary are easy to grow. Plus, many public libraries offer seeds or host plant swaps to help you get started.

Prioritize sleep.

More sunlight this season may make you feel like staying up later – but don't fall for this. Getting enough sleep will help you be energized for all the things you want and need to do.

Go outside.

Whether it's taking a walk or reading outside, getting some sunlight can do wonders for your mental health. Don't forget to wear sunscreen!

Revamp your living space.

Organize household items. This can leave you feeling brand new for a new season. Plus, you'll easily be able to find things when you need them.

Want more ideas?

Check out CareSource MyLife℠ for tools to help improve your outlook and mood. Visit **MyLife.CareSource.com** or get the app through the App Store® or Google Play®.

Sources: Psychology Today. 5 Ways to Boost Your Mental Health for Spring, Brown University Health. Spring into Self-Care

Four Tips to Kick Nicotine Pouches to the Curb

Nicotine pouches may seem like a safe way to help quit tobacco products. Did you know they can still be harmful and addictive? Quitting can be a challenge, but it's possible! Check out these tips:

- Use a lower dose of nicotine replacement therapy (NRT) than your pouches.
- Practice "mini quit" sessions. Don't use a nicotine pouch when you normally would. You'll gain experience dealing with cravings and grow more confident.
- Wait longer between pouches. Each extra minute can help you learn to deal with cravings.
- Change your routines. For example, if you normally use nicotine after a meal, go for a walk. If you buy nicotine at a specific store, change your route to not pass the usual location.

If you're struggling to quit, the Tobacco Quit Line can help. They offer free quit coaching and more. Call **1-800-QUIT-NOW (800-784-8669)** to enroll or ask questions.

Get Rewarded!

Earn rewards when you take steps to quit and stay tobacco-free. Learn more at **CareSource.com/NVrewards**.

Sources: American Lung Association. Zyn 101: What to Know About Big Tobacco's Latest Addiction, Ex Program. How to Quit Zyn and Other Nicotine Pouches

Medication Adherence Made Easier

Sometimes, managing your medicine can seem like another chore on your to-do list. Taking them correctly is key. This means taking the right dose at the right time. It also means picking them up from the pharmacy on time. Many pharmacies offer ways to make it easier for you to get your medicine:

Ask about filling all your medications on the same day.

Ask about getting your medicine delivered right to your door with mail-order delivery.

Important Resources

CareSource MyLife:
MyLife.CareSource.com

Find a Doctor:
FindADoctor.CareSource.com

Plan Documents:
CareSource.com/MCDplandocs

Report Fraud, Waste, and Abuse:
CareSource.com/ReportFWA

Find My Prescriptions:
CareSource.com/NVfindRX

Rewards:
CareSource.com/NVrewards

Questions About Your Prescriptions?

Find out if a drug is covered at **CareSource.com/NVfindRX**. We use the Nevada Single Preferred Drug List (SPDL). All Nevada Medicaid plans use this same list. This list shows which medicines are preferred or easier to get and which are not.

You can also talk to a CareSource pharmacist! You do not need an appointment. Call **1-888-882-3615** (TTY: 711) to speak to a pharmacist.

Avoid the Flu!
Get Your Flu Shot Today.

Make a plan and get your flu shot before the flu gets to you. Get all your vaccinations on time to keep you and your loved ones safe. Getting vaccinated helps you stay healthy. It also helps stop the spread of illnesses. For more information on the flu shot, visit **CareSource.com/flushot**.

You and your family may be eligible to earn a **$25 reward** for getting your flu shot. Learn more at **CareSource.com/NVrewards**.

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 your plan can be found in your member handbook.

You can find the handbook at **CareSource.com/MCDplandocs**. You can also get a printed copy sent to you when you call Member Services.

Using the 24-Hour Nurse Advice Line

Remember if you have health care question or are not feeling well, reach out to the 24-Hour Nurse Advice Line. They are available 24/7. Call **1-833-687-7365** (TTY: 711) to speak to a nurse today.

Learn More About Your Plan

Your plan documents are the best place to find up-to-date information about your health plan. You can find your plan documents at **CareSource.com/MCDplandocs**. There are many topics covered. This can include plan benefits, services, and extra benefits. You can also find information about where to go for care, pharmacy and prescription drugs, and more!

Your plan documents will help you get the most out of your plan. Call Member Services to ask for printed copies.

Myths vs Facts: Vaccines

Vaccines help keep us healthy. Some things about vaccines can be confusing. It's good to know how vaccines help us stay healthy. Here are some common myths and the facts about vaccines:

1. ***Myth:*** *Getting sick from diseases that vaccines can prevent is just part of life.*
   Fact: Vaccines can prevent diseases that can cause lasting problems.
   Vaccines help your body learn how to fight off these diseases.
   This protects you if you get exposed to them.

2. ***Myth:*** *I don't need to be vaccinated because others are already protected.*
   Fact: When many people are vaccinated, it helps protect everyone.
   This helps those who can't get vaccinated, like babies or pregnant women.
   But if too many people don't get vaccinated, the disease can spread again.

3. ***Myth:*** *A child can get sick from a vaccine.*
   Fact: It's unlikely for someone to get sick from a vaccine.
   Most vaccines are made from germs that have been killed or weakened, so they can't make you sick. An individual might have minor or temporary side effects like a sore arm or a low fever. Serious side effects are rare.

Remember, vaccines are a safe way to keep everyone healthy!
Please talk to your provider if you have any questions or concerns.

Source: The American Academy of Allergy, Asthma, and Immunology

True stories of triumph in CareSource Life Services®

CareSource Life Services is here to help you with all aspects of your health – even your financial health!

Miguel opted into the CareSource WorkConnect program hosted by the CareSource Life Services team. A CareSource Life Coach helped him get a good job, but now he needed to do some financial planning. His coach helped him set up a household budget and apply for his first credit card. She helped Miguel understand how credit scores work and what to do to maximize his score. Miguel followed all of his coach's advice and it paid off. Eventually his credit score reached the minimum needed to buy a house for his growing family. "I never imagined I would be approved," Miguel said. His dream of home ownership is now within reach.

We can help you, too!

CareSource Life Services can help pave the way from where you are to where you want to be. This is all provided at no cost to you. Get started today:

Call: 1-833-230-2033 (TTY: 711)

Email: NVLifeServices@CareSource.com

Nutrition and Affordability

With food prices rising, it is more important than ever to shop on a budget. Here are some basic tips and tricks that can help you eat well, stay healthy, and save money!

Make a Plan:

Before you go to the store, make a list of what you already have. This will help you avoid buying what you do not need.

Important Food Groups:

Buy plenty of whole grains that can last, such as oatmeal and brown rice. These are easy to freeze and store. When buying vegetables and fruits, buy what is in season. This is when they are cheaper.

Protein:

Meat can be expensive, so buy what is on sale. Look for lean meats that are good for grilling and broiling. Buy larger packs if you can, as it is cheaper in the long-run. Beans are a great way to add protein to your diet. They are affordable and can be added to many meals.

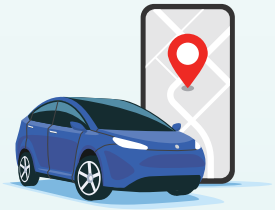
Buy in Bulk:

Buy in bulk if you can. It is cheaper in the long-run. We'll even help you get started - get a free Sam's Club® Plus membership! The membership includes free shipping on orders over $50 and free grocery delivery for orders over $50 within 15 miles of the club. Request your voucher through CareSource MyLife at **MyLife.CareSource.com**.

If you need help paying for healthy food, you may qualify for Supplemental Nutrition Assistance Program (SNAP). Learn more and apply at fns.usda.gov/snap.

Source: The Mayo Clinic Health System

Need a Ride?



If you live in a rural area*, you can get rides for health care appointments and more at no cost to you:

- Visits to your providers including dentists and specialists
- Pharmacies to pick up your prescriptions

We also offer 10 one-way trips (30 miles or less) to:

- Renew your Medicaid coverage with DSS
- Appointments at your local Women, Infants and Children (WIC) office
- Round-trip transportation to grocery stores to pick up an order for curbside pickup or food distribution pickups through food pantries, food banks, or other community organizations
- Job interviews, High School Equivalency classes, and other approved activities (you must be part of CareSource WorkConnect)
- Community and religious activities
- CareSource-sponsored events

*If you live in Urban Clark or Urban Washoe counties, you can get transportation through the state with MTM.

Rides to routine appointments require a 3-business day notice with SafeRide for rides less than 100 miles one way. Rides over 100 miles require approval. Urgent appointments do not require notification. Benefits for medical rides are unlimited.

Thank You

For Being a CareSource Member

We care about you. We want you to learn about your benefits, services and what programs are available. You can find more information in your member handbook, available on CareSource.com.

Learn about your plan.

Find the benefits and services covered by your plan at **CareSource.com**. Learn:

- The toll-free number to call if you have questions. How to reach us if you need TTY services.
- How to get interpreters for sign language or in the language you speak. They can help you talk with us or your providers. You can also get materials in other formats like large font or braille. This is all at no cost to you.
- Our Care Coordination program and how you or your caregiver may self-refer or have your caregiver or provider refer you.
- Your pharmacy benefits, this includes:
  - A list of covered drugs, also known as a Preferred Drug List (PDL).
  - If there are limits on any medications. You can also learn about generic substitution, therapeutic interchange and step-therapy.
  - How to get medications not on the PDL. Learn how providers can help you get an exception.
- Your financial responsibility. You will find the form to submit a claim to get paid back if you paid for covered services.
- 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. You will also find how to appeal a decision that affects your coverage, benefits or services.

Take your Health Needs Screening (HNS)

By answering a few questions about your current health and habits, we can give you tips and tools and connect you to programs and services to help improve your health and wellbeing.
Take the HNA in one of these ways:

- **Online:** Visit **MyLife.CareSource.com/Assess.**
- **Phone:** Call **1-833-230-2011** (TTY: 711) Monday through Friday, 8 a.m. to 5 p.m. PT.

Locate a Provider

Visit **FindADoctor.CareSource.com** for a list of our providers. Find providers like primary care providers (PCPs), specialists, hospitals, clinics and more. Choose a provider who will meet your needs. Filter by where they are located, their gender, specialty, board certification and more. You can also learn:

- How to choose your PCP and schedule a visit.
- 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.
- Learn more about rules if you need to see a provider outside of your 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 make sure you get good care and service.
- By our commitment to protect your privacy. Our privacy practices and HIPAA/Member Consent goes over routine consent and how it lets us use and share health information about you that includes but is not limited to your race and ethnicity, languages you speak, sexual orientation, and if you have a disability. They also go over how we use authorizations. You can choose if you want us to share personal health information that is not covered by routine consent. Ask us for a list of where your information was shared.
- By letting you know how and when we add new technology as a benefit.
- Through our policy that does not let those who make coverage decisions benefit financially from them.
- By having an independent external appeal process for utilization management decisions.

Learn about FREE health and wellness programs.

We have FREE programs that can help you reach your best health. You may get materials about them in the mail. We may also call you about them. We may sign you up if we hear from your provider, pharmacy or other healthcare source. Call Member Services to opt-in or out. A few of these programs are:

- **Care Coordination:** We have a team of nurses and qualified clinical professionals who work with you, your providers, and any caregivers to help you meet your health needs. They help you navigate the health care system. They can also help coordinate your care.
- **CareSource Life Services:** Connect with a Life Coach who can help members ages 14 years and older find a job, training, education, housing, or link you to support in your community.
- **MyHealth:** Get interactive tools and small step guides to help set and track your health goals.
- **myStrength:** Get personalized support to better your mood, mind, and spirit.
- **Medication Therapy Management:** Learn about your medications and the right way to use them.

Questions? Please call Member Services. The number is on the back of this newsletter. We are here to help.

CareSource

Help Us Help You!

Share Your Feedback

Surveys You May Get in 2026
You may be asked to take surveys. Tell us about your time with CareSource. We want to hear from you!

Here are a few examples:

The Health Assessment Survey ask about your health and needs. We may reach out to make you aware of programs or support. These can help with your health care needs. Go to **MyLife.CareSource.com/Assess**.

Consumer Assessment of Healthcare Providers and Systems.
We use Press Ganey to run this survey. They are a vendor approved by the Department of Health and Human Services (HHS).

Member Satisfaction Surveys help us measure our progress toward serving you better.

Your feedback always matters. We look forward to hearing from you!

Thank you for taking our surveys.

Get free help in your language, including interpreters for American Sign Language and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2058 (TTY: 711)**.

Obtenga ayuda gratuita en su idioma, lo que incluye intérpretes de lenguaje de señas estadounidense y la traducción de otros materiales escritos. Obtenga ayudas y apoyo gratuitos si tiene una discapacidad. Llame al **1-833-230-2058 (TTY: 711)**.

احصل على مساعدة مجانية بلغتك، بما في ذلك مترجمين فوريين للغة الإشارة الأمريكية وغيرها من المواد المكتوبة. احصل على أدوات مساعدة ودعم مجانًا إذا كنت من ذوي الاحتياجات الخاصة. اتصل بالرقم **1-833-230-2058 (هاتف نصي: 711)**.

获得美国手语和其他书面材料的免费翻译帮助。如果您有残疾，可以获得免费的援助和支持。致电 **1-833-230-2058（TTY 专线：711）**。

Erhalten Sie kostenlose Unterstützung in Ihrer Sprache, einschließlich Dolmetschern für die amerikanische Gebärdensprache und anderen schriftlichen Materialien. Erhalten Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Anrufen unter **1-833-230-2058 (TTY: 711)**.

Bénéficiez d'une aide gratuite dans votre langue, y compris des interprètes en langue des signes américaine et d'autres documents écrits. Obtenez des aides et un soutien gratuits si vous êtes en situation de handicap. Appelez le **1-833-230-2058 (TTY : 711)**.

Nhận hỗ trợ miễn phí bằng ngôn ngữ của quý vị, bao gồm thông dịch viên cho Ngôn Ngữ Ký Hiệu Mỹ và các tài liệu dạng văn bản khác. Nhận dụng cụ và dịch vụ hỗ trợ miễn phí nếu quý vị là người khuyết tật. Vui lòng gọi số **1-833-230-2058 (TTY: 711)**.

Grick Helf in dei Schprooch mitaus Koscht, aa fer Iwwersetzer fer American Sign Langauge un annere schriftliche Materials. Grick Aids un Helfe wann du en Disability hoscht mitaus Koscht. Ruf **1-833-230-2058 (TTY: 711)** uff.

आपकी भाषा के लिए मुफ़्त सहायता प्राप्त करें, जिसमें अमेरिकी सांकेतिक भाषा लिए इंटरप्रेटर, तथा अन्य लिखित सामग्री शामिल हैं। यदि आपको कोई डिसएबिलिटी है, तो मुफ़्त सहायता सेवाएँ और सपोर्ट प्राप्त करें। **1-833-230-2058 (TTY: 711)** पर कॉल करें।

미국 수화 통역사 및 기타 서면 자료를 통해 귀하의 언어로 무료 언어 지원 서비스를 받을 수 있습니다. 장애가 있는 경우에는 무료 보조 도구와 지원도 제공됩니다. 전화: **1-833-230-2058(TTY: 711)**.

የAmerican የምልክት ቋንቋ ተርጓሚዎች እና ሌሎች የተጻፉ ቁሳቁሶችን ጨምሮ፣ በቋንቋዎ ነጻ እርዳታ ያግኙ። አካል ጉዳተኛነት ካለብዎት ነፃ እርዳታ እና ድጋፍ ያግኙ። ወደ **1-833-230-2058 (TTY፡ 711)** ይደውሉ።

Gba ìrànlọ́wọ́ ọ̀fẹ́ ní èdè rẹ àti àwọn atúmọ̀ èdè fún Àmì Èdè Amẹ́rika ati àwọn ohun èlò ìkọ̀wé mìíràn. Gba àwọn ìrànlọ́wọ́ àti àtìlẹ́yìn ọ̀fẹ́ bí o bá ní àìlera kan. Pe **1-833-230-2058 (TTY: 711)**.

Makakuha ng libreng tulong sa iyong wika kabilang ang mga interpreter para sa American Sign Language at iba pang mga nakasulat na materyal. Makakuha ng libreng tulong at suporta kung ikaw ay may kapansanan. Tumawag sa **1-833-230-2058 (TTY: 711)**.

په خپلې ژبې کې وړیا مرسته ترلاسه کړئ، پشمول د امریکایي اشارو ژبې ژباړونکي او نور لیکل شویو موادو. که تاسو معلولیت لرئ نو وړیا مرستې او ملاتړ ترلاسه کړئ. **1-833-230-2058 (TTY: 711)** ته زنګ ووهئ.

అమెరికన్ సంకేత (సైన్) భాష మరియు ఇతర వ్రాతపూర్వక సామగ్రికి(మెటిరియల్‌కి) వ్యాఖ్యాతలతో (ఇంటర్‌ప్రిటర్‌లతో) సహా, మీ భాషలో ఉచిత సహాయన్ని పొందండి. మీకు వైకల్యం ఉంటే ఉచిత సహాయాలను మరియు మద్దతును పొందండి. **1-833-230-2058 (TTY: 711)**కు కాల్ చేయండి.

अमेरिकी साङ्केतिक भाषाका लागि दोभाषे र लिखित सामग्रीहरू सहित आफ्नै भाषामा निःशुल्क सहायता प्राप्त गर्नुहोस्। तपाईंलाई कुनै अपाङ्गता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-833-230-2058 (TTY: 711)** मा कल गर्नुहोस्।

အမေရိကန် လက်ဟန်ပြဘာသာစကား (American Sign Language) အတွက် စကားပြန်များနှင့် အခြားစာဖြင့်ရေးသားထားသော အထောက်အကူပစ္စည်းများအပါအဝင် သင့်ဘာသာစကားဖြင့်အကူအညီများကို အခမဲ့ ရယူပါ။ သင့်တွင် မသန်စွမ်းမှုတစ်ခုခု ရှိပါက အခမဲ့ အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ **1-833-230-2058 (TTY: 711)** သို့ ဖုန်းခေါ်ဆိုပါ။

Jwenn èd gratis nan lang ou, ki gen ladann entèprèt pou Lang Siy Ameriken ak lòt dokiman ekri. Jwenn èd ak sipò gratis si ou gen yon andikap. Rele **1-833-230-2058 (TTY: 711)**.

Bōk jipañ ilo an ejjelok wōnāān ilo kajin eo am ekoba rukok ro ñan Kajin Jain ñan Jaroñroñ ro (American Sign Language) im wāween ko jet ilo jeje. Bōk madmōd ko im jipañ ko ilo an ejjelok wōnāān ñe ewōr am nañinmej in utamwe. Kall e **1-833-230-2058 (TTY: 711)**.

NV-MED-M-4264616a Regulatory Approved: 9/4/2025

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 **1-833-230-2058** (TTY: 1-**800-326-6868** or 711) if you need any of this help. We are open Monday through Friday, 8 a.m. to 6 p.m., Pacific Time (PT). 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: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, OH 45401
Phone: **Fax**: 1-844-539-1732 (TTY: 711)
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 **CareSource.com/NV/Members/Medicaid**

NV-MED-M-4396402 Regulatory Approved: 09/25/2025

CareSource

P.O. Box 8738
Dayton, OH 45401-8738

CONTACT US

Member Services:
1-833-230-2058 (TTY: 711)
Monday through Friday, 8 a.m. to 6 p.m. Pacific Time (PT)

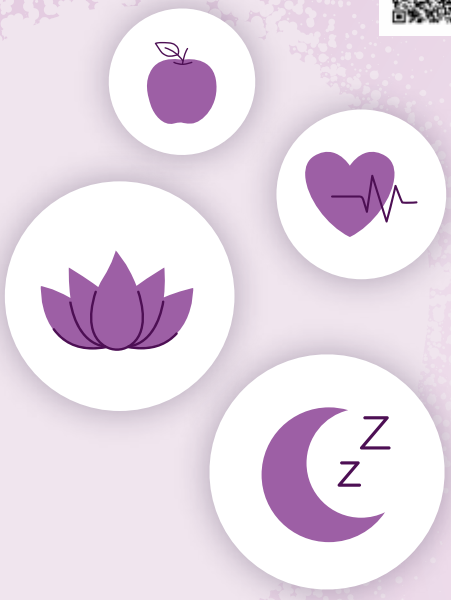
24-Hour Nurse Advice Line:
1-833-687-7365 (TTY: 711)

JOIN US

facebook.com/**CareSourceNV**

X.com/**CareSource**

Instagram.com/**CareSource**



A World of Health and Well-Being Just For You

It's a world of health and well-being set up just for you! CareSource MyLife℠ has all the features you need to manage your plan. Log in to your secure account, view your benefits, access your digital ID card and so much more. Plus, CareSource MyLife is easy to use! You will even get tips and resources tailored to you.

Set up your account today!
Visit **MyLife.CareSource.com** or get the app through the App Store® or Google Play®.

© 2026 CareSource. All Rights Reserved.