2026 SECOND EDITION

MEMBER*Source*

A Newsletter for CareSource® Members



CareSource®

Let's Talk About Stress vs. Anxiety

What is Stress?

Stress is a bodily or emotional response to something. You might get sweaty hands or have changes in hunger. Your mind may feel wired or antsy. Stressful moments can be one-time or frequent. Stress often fades when the cause goes away.

What is Anxiety?

Anxiety is the body's natural response to stress. You may feel fear or dread of what could come. You may have a racing heart, an upset stomach or have a hard time sleeping. If these feelings stop you from living your daily life, it could be an anxiety disorder.

Tips:

- ✓ **Practice deep breathing.**
  Try to inhale for four counts, hold and exhale for four counts.
- ✓ **Stay active.**
  Movement like walking, yoga or stretching can be a big help.
- ✓ **Try mindfulness.**
  Focus on what you can feel, hear, see, smell and taste. These cues can help bring your attention back to the present moment.
- ✓ **Build a support network.**
  Connect with friends or family.
- ✓ **Get professional help.**
  Talk to a mental health provider if stress or anxiety is impacting your daily life. Use our Find a Doctor tool to find one near you.



Can't Find a Provider Near You?

Teladoc Health® has mental health providers available seven days a week from 7 a.m. to 9 p.m. Eastern Time (ET). Call 1-800-TELADOC (835-2362) or visit **CareSource.com/TeladocHealth**. Visits are at no cost to you!

Need Help Now?

Call or text 988 to reach a crisis counselor 24 hours a day, 7 days a week.

Food Safety Tips



We hear more and more about foodborne illnesses in the news. It's hard to keep track of it all! There are always simple steps you can take to stay safe, no matter what the latest outbreak is.

1. **Wash your hands often.** This is important after using the toilet and before eating. Use plain soap and water when possible. Hand sanitizer does not cut it. It is better than using nothing but does not kill all germs that can make you sick.
2. **Wash all fruits and veggies.** Rinse them under running water before eating. You do not need special washes or vinegar to make a difference.
3. **Remove outer layers of fruits or veggies that have been handled by other people, as applicable.** For lettuce or cabbage, throw out the outer layers and just eat the inside. For fruits and veggies like apples, peaches, and cucumbers, peel the skin off before eating.

Track outbreaks through **foodsafety.gov**. This will have the most current recalls and advisories. They also have easy food prep tips to help keep you safe.

Think you may be sick and need advice about where to get care? Talk to a nurse 24/7 through our 24-Hour Nurse Advice Line. The number is on the back of this newsletter.



Talk to a CareSource Pharmacist!

Have questions about a medication? Want to know which drugs interact with each other? Need to know more about a prescription? Talk to a CareSource pharmacist! You do not need an appointment. Call 1-888-882-3615 (TTY: 711 or 1-800-326-6868) to speak to a pharmacist.

Need to look up a medication? Want to find out if it is covered by your plan? It's easy when you use our Find My Prescriptions tool. Visit **CareSource.com/NVfindRX** to get started.



Use Your Primary Care Provider (PCP) to get a Specialist Visit

It can take weeks or longer to get in to see a specialist like a mental health provider. While you do not need a referral to see a mental health provider, a referral from your PCP may help you get a visit faster. It also helps your PCP stay aware of other services you get. This can improve your overall care.

Stop the Spread



Flu season is here. Protect yourself and those around you before the flu spreads in your area. Get your flu shot now! Schedule a visit with your provider, pharmacy or clinic near you.

Learn more about the flu shot at **CareSource.com/flushot**.

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

**Rewards are subject to change. Rewards may vary by age, gender and health needs. Rewards earned in the current year will expire in Mid-December of the following year. If you are no longer a CareSource member, your access to the rewards portal will be deactivated and any unused rewards will no longer be available.*

Filing a Grievance or Appeal

While we hope you are happy with CareSource and the care you get, we know that things can happen. If you are not happy or disagree with a decision we make about your care, we want to know. Call Member Services and tell them your issue. We want to make it right if we can.

You can also file a grievance or appeal. A grievance is a complaint about us, one of your providers, or the care you got. An appeal is when you ask us to review a decision that denied payment for a benefit or service. The easiest way to file either of these is through CareSource MyLife℠ at **MyLife.CareSource.com**. You can also call Member Services for help. We are here for you!

Protect Yourself and Others from STIs

Sexually Transmitted Infections (STIs) are mainly spread through sexual activity. Here are a few common STIs:

- **Human Papillomavirus (HPV)** may cause genital warts. Some forms of HPV raise the risk of developing cervical cancer.
- **Chlamydia** can lead to serious health problems if not treated. It can cause pelvic inflammatory disease (PID) in women. This can cause issues if you become or try to get pregnant. Men rarely have long-term health issues from chlamydia. They are more likely to spread the STI.
- **Human immunodeficiency virus (HIV)** tends to get worse over time. Without treatment, HIV can lead to AIDS, which is life-threatening. Treatment is key because it helps keep HIV under control, protects your body's immune system and helps people stay healthy and live longer.
- **Gonorrhea** can cause serious health issues for both men and women. The good news is that it can be treated with antibiotics.

How can you stay safe?

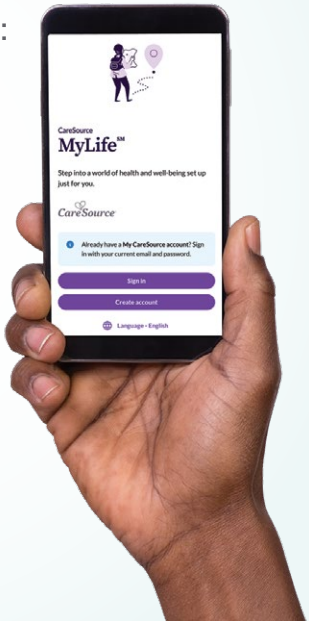
- **Get tested.** You may not know if you have an STI. Many STIs have no symptoms or only cause mild symptoms early on.
- **Get vaccinated.** Some STIs have a vaccine. The HPV vaccine prevents the virus that causes cervical cancer.
- **Limit your sexual partners.** Lower your risk of STIs by only having sex with one partner who only has sex with you. Use condoms each time.

Always talk with your provider about your care plan. They can help you learn more about STIs and your options.

Your Health Plan, Always Within Reach

Get the most from your health plan with CareSource MyLife℠, your digital health companion. Log in to your secure account to:

- View, share or print your ID card.
- Search for providers and care near you.
- Check benefits and claims.
- And so much more!



GO DIGITAL!

Get your plan information in your inbox instead of the mail. Create or sign into your account to change your communication settings. Visit **MyLife.CareSource.com**. Or get the app through the App Store® or Google Play®.



Mom & Baby Beginnings

Our Mom & Baby Beginnings™ team is here for you during and after your pregnancy. We connect you to resources and work with your providers. This is all to make sure you are healthy and safe throughout your journey. We can also help coordinate care if your baby is in the NICU. Call **1-833-230-2034** (TTY: 711 or 1-800-326-6868) to get started.

*Earn rewards when you get this care!
Learn more at CareSource.com/NVrewards.

Preventive Care for Women



Preventive care is key for the whole family. It is especially vital to women.

From the early teens to reproductive years, perimenopause to menopause, women have unique health needs at each stage of life.

Here is a chart of preventive care for women. It is only a guide. Work closely with your provider. They will know what care is right for you.

Looking for preventive care for men?
Check out the guidance at medlineplus.gov/menshealth.



Are You Pregnant?

Call **1-833-230-2034** (TTY: 711). We can help you find a provider, schedule an early visit, connect you to community resources and more.

	20s & Younger	30s	40s	50s	60s & Older
Annual Physical Exam	✓	✓	✓	✓	✓
Annual Dental Exam	✓	✓	✓	✓	✓
Bone Density Screening					✓
Breast Cancer Screening* (Mammogram)			✓	✓	✓
Cervical Cancer Screening (Pap test)*	✓	✓	✓	✓	✓
Chlamydia Screening	✓				
Colorectal Cancer Screening*			✓	✓	✓
Flu Shot*	✓	✓	✓	✓	✓
HPV Vaccine	✓				
Tetanus and Diphtheria (Td) Vaccine	✓	✓	✓	✓	✓

Don't Lose Your Health Coverage!

Stay With CareSource

We love that you are a member of CareSource! We want to make sure you can stay on your health plan. Medicaid eligibility reviews happen each year. Some people need to renew their Medicaid coverage each year to keep their health plan. We cannot renew for you. You need to renew through the Nevada Division of Social Services (DSS).

If you need to renew, you will get a letter or packet in the mail from the Nevada DSS about your eligibility. This can happen at any time throughout the year. Make sure they have your updated contact information so that you can get this mail on time. Respond to any mail you get from the Nevada DSS as soon as you can.

Renew in one of these ways:

ONLINE: Go to the Access Nevada benefits portal. See when your renewal is due and submit your form online.

PHONE: Call 775-684-7200 (North) or 702-486-1646 (South).

MAIL: Fill out the form and mail it back right away to your local DSS office.

IN PERSON: Visit your local DSS office.

Need a ride to renew your coverage in person? We can help! Call Member Services to schedule your ride.

Heads Up!

Work Requirements are Coming

There are new federal requirements for some Medicaid members. If you are between the ages of 19 and 64 and not exempt, you may need to complete 80 hours each month of work, classes, training or service to keep your coverage. This will start January 1, 2027. Learn more at NevadaMedicaid.nv.gov/WorkRequirements/new-requirements/.



Important Resources

CareSource MyLife℠: MyLife.CareSource.com

Find a Doctor: FindADoctor.CareSource.com

Find My Prescriptions: CareSource.com/NVfindRX

Plan Documents: CareSource.com/MCDplandocs

Rewards: CareSource.com/NVrewards

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

Early Care for Autism

Early care for autism gives your child the best chance to grow, learn and thrive. Signs of autism are:

- Repeating actions over and over.
- Avoiding eye contact.
- Having trouble with changes in daily life.
- Not knowing how to talk, play or relate to others.

Young kids grow and learn quickly. If you think your child may have autism, talk to your provider. Starting care early helps your child's growing brain learn skills they need for school and life. It can also help you learn how to best support your child. Learn more about early interventions for autism from the American Academy of Pediatrics at HealthyChildren.org.

Looking for more resources? Our Case Management or Care Coordination teams can help. They can connect you to local resources, help coordinate care between providers, and even help schedule visits. Call **1-844-206-5948** (TTY: 711 or 1-800-326-6868) to reach our team.



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 िलए मुफ़्त सहायता प्राप्त करें, िजसमें अमेिरकी सांकेितक भाषा िलए इंटरप्रेटर, तथा अन्यिलिखत सामग्री शाि मल हैं। यिद आपको कोई िडसएिबिलटी है, तो मुफ़्त सहायता सेवाएँ और सपोटर् 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) బాష మరియు ఇతర ప్రాతపూర్వక నా మార్గాకి(మెటిరియల్కి) వాయ్యూయ్తులటో (ఇంటరిఎఎటర్లటో) సహా, మీ బాషలో ఉచిత సహాయనిన్ వొ ందండి. మీకు వైకలయ్ం ఉంటే ఉచిత సహాయా లను మరియు మదద్ తును వొ ందండి. **1-833-230-2058 (TTY: 711)**కు కాల్ చేయండి.

अमेिरकी साङ्केितक भाषाका लाि ग दोभाषे र िलिखत सामग्रीहरू सिहत आफ्नै भाषामा िनः शुल्क सहायता प्राप्त गनुर्होस्। तपाईंलाई कुनै अपाङ्गता छ भने िनः शुल्क सहायता र समथर्न प्राप्त गनुर्होस्।**1-833-230-2058 (TTY: 711)** मा कल गनुर्होस्।

အေမရိကန် လက်ဟန်ြပဘာသာစကား (American Sign Language) အတွက် စကားြပန်များနှင့် အြခားစာဖြင့်ေရးသားထားေသာ အေထာက်အကူပစစည်းများအပါအဝင် သင့်ဘာသာစကားြဖင့်အကူ အညီများကို အခမဲ့ ရယူပါ။ သင့်တွင် မသန်စွမ်းမှုတစ်ခုခု ရှိပါက အခမဲ့ အကူအညီများနှင့် အေထာက်အပံ့များ ရယူပါ။ **1-833-230-2058 (TTY: 711)** သို့ ဖုန်းေခါ်ဆိုပါ။

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)**.

VISIT US

CareSource.com

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)

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Important Plan Information