



FIRST EDITION 2026

MEMBER *Source*

A Newsletter for CareSource Members

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.

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


CareSource[®]



Important Resources



CareSource MyLifeSM:
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/OHfindRX



Rewards:
CareSource.com/OHrewards



Questions About Your Prescriptions?

Find out if a drug is covered at **CareSource.com/OHfindRX**. Your pharmacy benefits are provided by Gainwell. Gainwell covers all Medicaid-covered medically necessary prescription and over-the-counter (OTC) medications. They use a preferred drug list (PDL). This list shows which medicines are preferred or easier to get. You can also talk to a CareSource pharmacist! You do not need an appointment. Call **1-833-230-2073** (TTY: 711) to speak to a pharmacist.



Avoid the Flu!

Get Your Flu Shot Today.



Make a plan to 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/OHrewards**.



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 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: You 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





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.



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 **1-866-206-0554** (TTY: 711) to speak to a nurse today.



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 MyLifeSM 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.

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*



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:

- **Health Assessments** 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!!

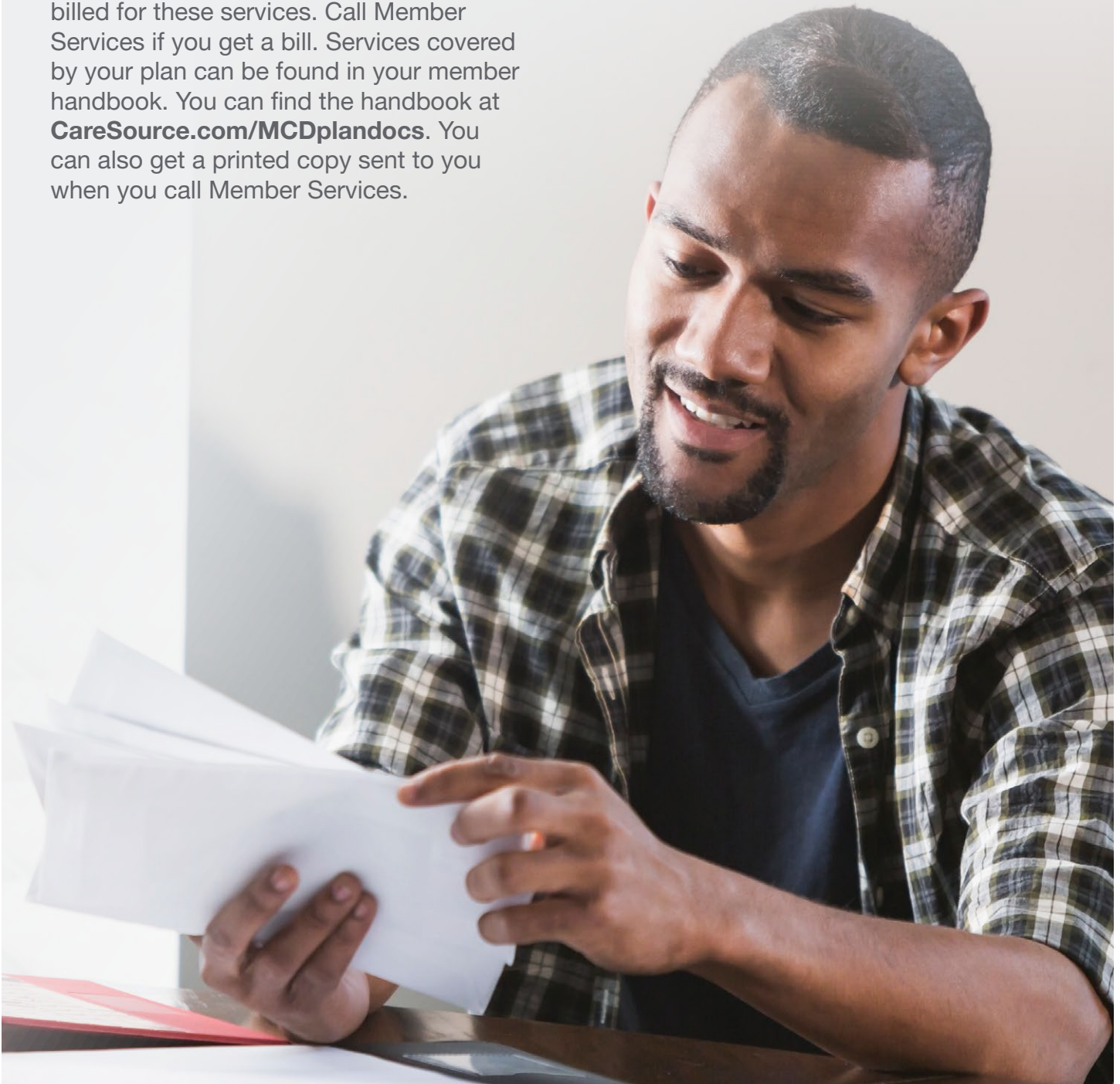
Thank you for taking our surveys.



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.



Need a Ride?



Stay healthy by going to all your health care visits. You get 15 round trip rides per year (or 30 one-way rides) at no cost to you. We also help with rides to:

- A pharmacy to pick up prescriptions.
- Your local Women, Infants and Children (WIC) office.
- Renew your Medicaid coverage with the State.
- Pick up food. This includes grocery stores to pick up orders for curbside pickup, food pantries, food banks, and food distribution pickups through community organizations.

Unlimited Rides

Some types of visits qualify for an unlimited number of rides. These visits include:

- Dialysis visits.
- Prenatal and postpartum care. This also covers visits to children in the NICU.
- Hospital admissions and discharges.
- Child health visits.

Set Up Your Ride

Visit providearide.com/request-a-ride or call Member Services to schedule your ride. Call at least two business days before your visit. You can also scan the QR code to download the Provide-A-Ride scheduling app on your phone.



Prefer to use public transportation? Need to get mileage reimbursement for driving yourself or finding a ride? We can help! Just call Member Services to let us know. We can also help you get a same-day ride for urgent visits, as needed.

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.





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 JobConnect 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: 1-844-543-7378 (TTY: 711)

Email: LifeServices@CareSource.com





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](https://www.caresource.com).



Learn about your plan.

Find the benefits and services covered under 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 Risk Assessment (HRA)

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 HRA in one of these ways:

- **Online:** Visit **[MyLife.CareSource.com/Assess](https://www.mylife.caresource.com/Assess)**.
- **Phone:** Call **1-833-230-2011** (TTY: 711) Monday through Friday from 7 a.m. to 6 p.m. Eastern Time (ET).



Locate a Provider

Visit **[FindADoctor.CareSource.com](https://www.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 health and wellness programs.

We have no-cost 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.
- **myStrengthSM:** 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



English: Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-800-488-0134** (TTY: 711).



Spanish: 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 al **1-800-488-0134** (TTY: 711).

Haitian Creole: Jwenn èd gratis nan lang ou ak entèprèt ak lòt materyèl ki ekri. Jwenn èd ak sipò gratis si ou gen yon andikap. Rele **1-800-488-0134** (TTY: 711).

Ukrainian: Отримайте безкоштовну допомогу своєю мовою з перекладачами та іншими письмовими матеріалами. Отримайте безкоштовні засоби допомоги та підтримку, якщо Ви є особою з інвалідністю. Телефонуйте за номером **1-800-488-0134** (Для осіб з вадами слуху TTY: 711).

Nepali: तपाईं कै भाषामा दोभाषे तथा अन्य लिखित सामग्रीहरू निःशुल्क प्राप्त गर्नुहोस्। तपाईं सँग असक्षमता छ भने निःशुल्क सहायताहरू तथा समर्थन प्राप्त गर्नुहोस्। **1-800-488-0134** (TTY: 711) मा फोन गर्नुहोस्।

Arabic: احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. احصل على مساعدات مجانية ودعم مجاني إذا كنت تعاني من إعاقة. اتصل على الرقم **1-800-488-0134** (TTY الهاتف النصي للصم وضعاف السمع: 711).

Somali: Ka hel caawimo bilaash ah luqadaada leh turjubaano iyo agab kale oo qoran. Hel gargaar iyo taageero bilaash ah haddii aad naafo tahay Wac **1-800-488-0134** (TTY: 711).

Russian: Получите бесплатную помощь на своём языке с переводчиками и другими письменными материалами. Получите бесплатные вспомогательные средства и поддержку, если Вы являетесь лицом с инвалидностью. Звоните по номеру **1-800-488-0134** (Для лиц с нарушениями слуха TTY: 711).

Swahili: Pata msaada wa bure katika lugha yako pamoja na wakalimani na maandishi mengine. Pata usaidizi na msaada bila malipo kama una ulemavu. Piga simu **1-800-488-0134** (TTY: 711).

French: Obtenez gratuitement de l'aide dans votre langue au moyen d'interprètes et de documentation écrite. Obtenez des aides et un soutien gratuits si vous avez un handicap. Appelez le **1-800-488-0134** (ATS : 711).

Kinyarwanda: Habwa ubufasha mu rurimi rwawe kubantu ubifashijwemo n'abasemuzi hamwe n'inyandiko. Habwa ubufasha n'inkunga ku buntu nimba ufite ubumuga. Call **1-800-488-0134** (TTY: 711).

Uzbek: Og'zaki tarjimonlar va boshqa yozma materiallar orqali o'z ona tilingizda bepul yordam oling. Agar nogironligingiz bo'lsa, bepul yordam va ko'mak oling. **1-800-488-0134** (TTY: 711) raqamiga qo'ng'iroq qiling.

Pashtu: د شفاهي ژباړونکو او نورو لیکل شویو موادو له لارې په خپله ژبه کې وړیا مرسته ترلاسه کړئ. وړیا مرستې او ملاتړ ترلاسه کړئ که تاسو معلولیت لرئ. **1-800-488-0134** (TTY: 711) ته زنگ ووهئ.

Vietnamese: Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị qua thông dịch viên và các tài liệu dạng văn bản khác. Nhận hỗ trợ và trợ giúp miễn phí nếu quý vị là người khuyết tật. Gọi số **1-800-488-0134** (TTY: 711).

Tigrinya: ብ ተረጎምቲን ክልኡት ናይ ጽሑፍ ናውቲታትን ኣቢልካ/ኪ ብቋንቋኻ/ኺ ካብ ክፍሊት ናጻ ሓገዝ ርኽብ/ቢ። እንተደኣ ኣካላዊ ስንክልና ዘለካ/ኪ ኮይኑ ካብ ክፍሊት ናጻ ደገፋትን ሓገዝን ርኽብ/ቢ። ናብ **1-800-488-0134** (TTY: 711) ደውል/ሊ።

Dari: برای دریافت کمک رایگان به زبان خود با مترجمان و دیگر مواد کتبی تماس بگیرید. برای دریافت کمک‌ها و حمایت رایگان در صورت داشتن معلولیت اقدام کنید. به این شماره ها تماس بگیرید **1-800-488-0134** (تلفن ارتباط برای ناشنویان: 711).

OH-MED-M-3287029

ODM Approved: 11/26/2024

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 **1-800-488-0134** (TTY: 711) if you need any of this help. We are open Monday through Friday, 7 a.m. to 8 p.m. 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: 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 **CareSource.com**.

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ODM Approved: 11/8/2024



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

VISIT US

CareSource.com

CONTACT US

Member Services:

1-800-488-0134 (TTY: 711)

Monday through Friday, 7 a.m.
to 8 p.m. Eastern Time (ET)

24-Hour Nurse Advice Line:

1-866-206-0554 (TTY: 711)

JOIN US



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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 MyLifeSM 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[®].

