



FIRST EDITION 2026

MEMBER *Source*

A Newsletter for Georgia CareSource Members

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

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

Thank you for taking our surveys.


CareSource[®]





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/ga/plans/dsnp/plan-documents/**. 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, prescription drugs and more!

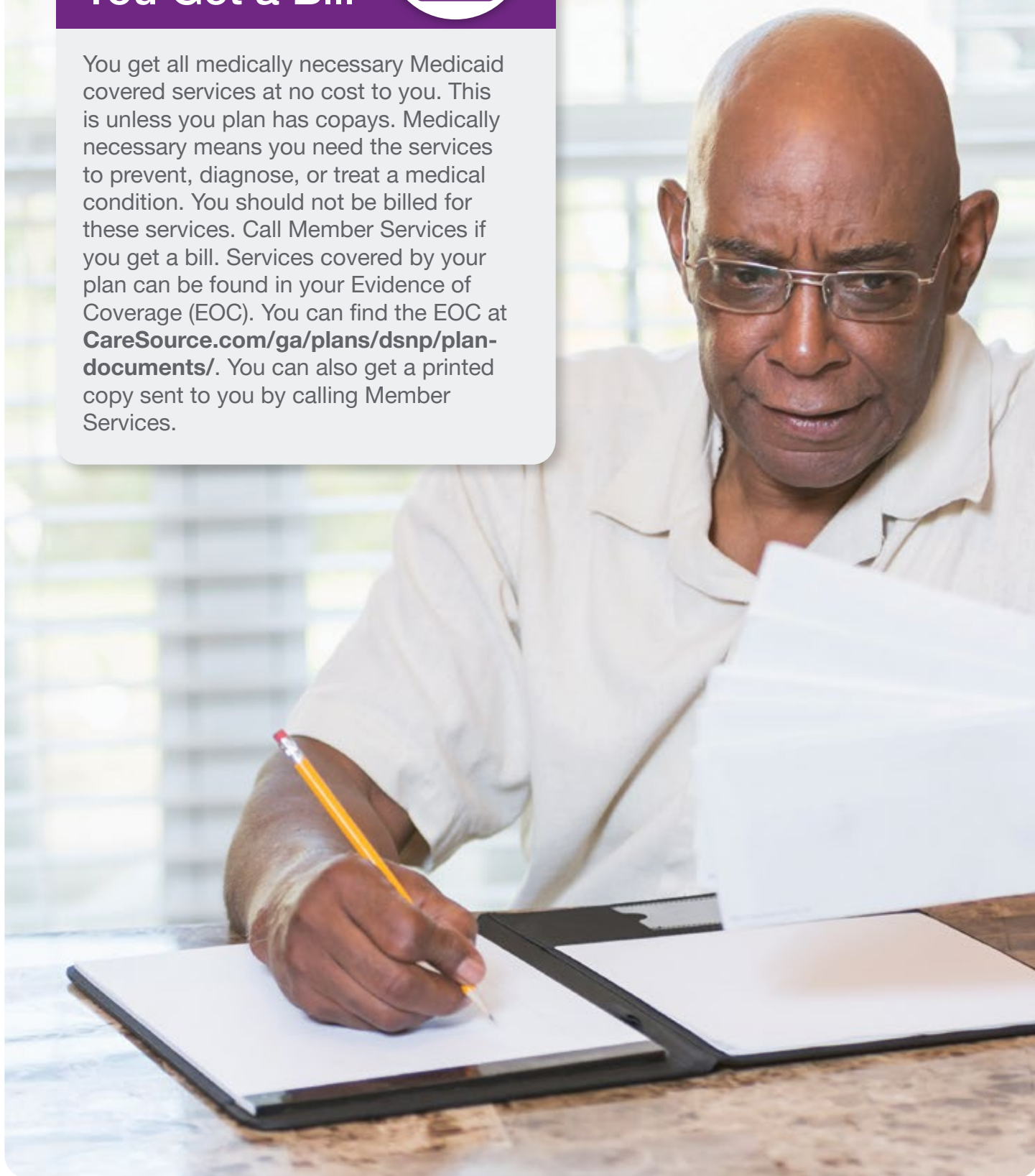
Your plan documents will help you get the most out of your plan. Call Member Services to ask for printed copies.



What to Do if You Get a Bill



You get all medically necessary Medicaid covered services at no cost to you. This is unless your plan has copays. 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 Evidence of Coverage (EOC). You can find the EOC at **[CareSource.com/ga/plans/dsnp/plan-documents/](https://www.caresource.com/ga/plans/dsnp/plan-documents/)**. You can also get a printed copy sent to you by calling Member Services.





Use 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 **1-833-687-7301** (**1-833-NURSE01**) (**TTY: 1-833-711-4711 or 711**) to speak to a nurse today.

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 (1-800-784-8669) 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*



Dive into Good Mental Health

Ready to make the most of Summer 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

Important Resources



CareSource MyLifeSM:
MyLife.CareSource.com



Find a Doctor:
FindADoctor.CareSource.com



Plan Documents:
CareSource.com/ga/plans/dsnp/plan-documents/



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



Find My Prescriptions:
CareSource.com/ga/members/tools-resources/find-my-prescriptions/dsnp/



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.

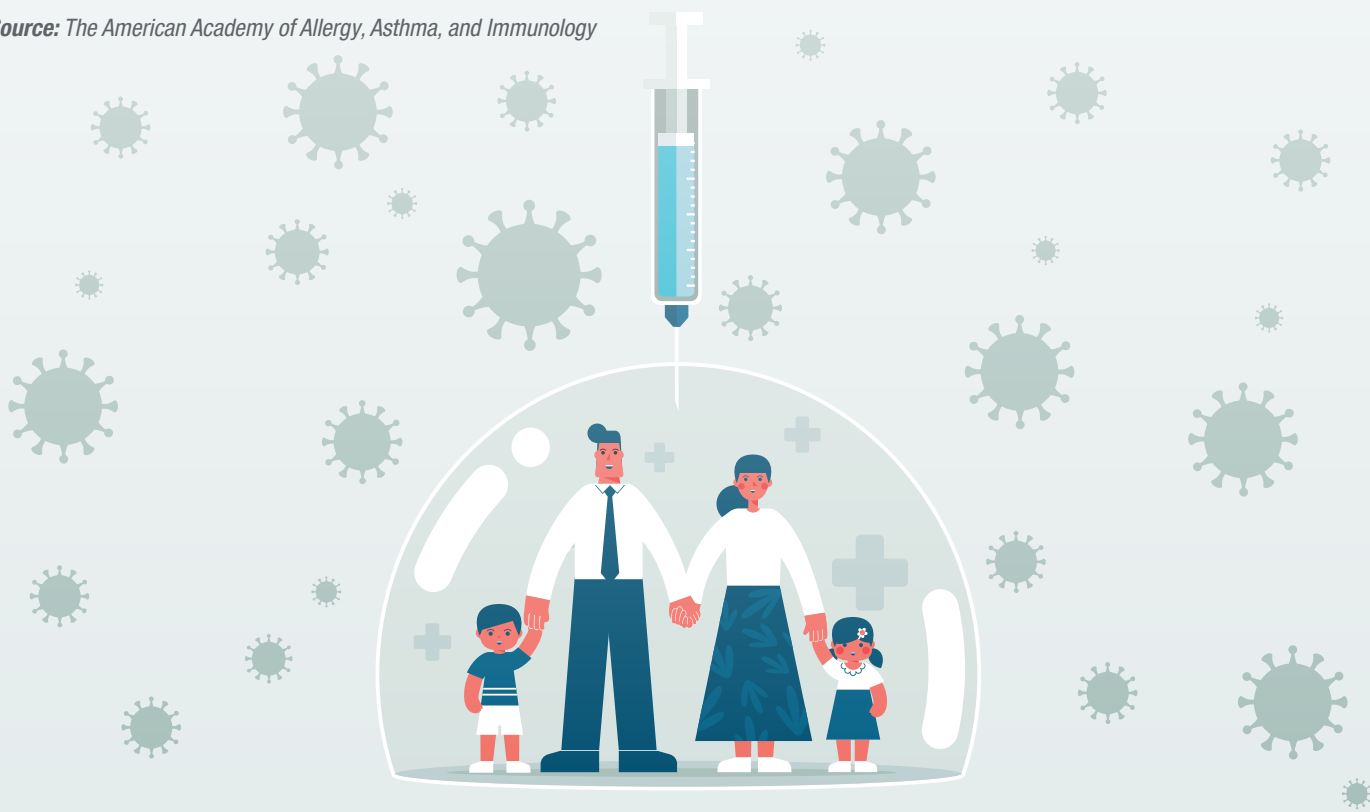
3

Myth: 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





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!

1

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.



2

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.



3

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



Avoid the Flu!

Get Your Flu Shot Today.



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

Medication Adherence Made Easier



Sometimes, taking your medicine can seem like another chore on your to-do list. Taking your medications correctly is key to good health. 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.

Using Your Healthy Benefits+ Card

Reduce your out-of-pocket costs with your Healthy Benefits+ card. You can get **\$240** (Dual Advantage™) or **\$196** (Dual Advantage™ Plus) **each month** to help cover costs for:

- Over-the-counter (OTC) items
- Additional dental, vision, and hearing services and accessories

Plus, if you have one or more qualifying conditions*, you may also use the allowance for more items and services such as:



Healthy Food



Home & Bathroom Safety Items



Household Cleaning Supplies



Utilities



Pest Control Items*



Personal Care Items



Rent & Mortgage Assistance



Indoor Air Quality Items



Pet Care Items (not including veterinary or grooming visits)

Here are some reminders about your card.

- ✓ Use this same card for CareSource MyLife Rewards.
- ✓ When you buy something, money comes out of the most restricted allowance first. For example, if you buy something that qualifies for rewards but not OTC items, the money will automatically come out of rewards.
- ✓ If you don't use the full amount of your Healthy Benefits+ allowance each month, it will roll over! That means these funds won't expire until December 31, 2026.

You can shop in-store, online or over the phone. Visit **CareSource.com**, go to the **Benefits and Services** page to under **Plans** to find the **Healthy Benefits+** page or call Member Services to learn more.

**The benefits mentioned are Special Supplemental Benefits for the Chronically Ill (SSBCI). You may qualify for SSBCI if you are at high risk for hospitalization and require intensive care coordination to manage one or more chronic conditions, such as cardiovascular disorders, diabetes, overweight/obesity/metabolic syndrome, chronic and disabling mental health conditions, or neurologic disorders. For a full list of qualifying chronic conditions or to learn more about other eligibility requirements for SSBCI, talk to your Care Manager.*





Questions About Your Prescriptions?

Find out if a drug is covered at [CareSource.com/ga/members/tools-resources/find-my-prescriptions/dsnp/](https://www.caresource.com/ga/members/tools-resources/find-my-prescriptions/dsnp/). 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.

Need a Ride?

Stay healthy by going to all your health care visits. You get rides to and from your providers for health care visits at no cost to you.



We Also Help You Go To:



Pick up your prescriptions at the Pharmacy



Pick up Durable Medical Equipment



Get immunizations like the flu shot



The gym



Food banks, food pantries, or grocery stores
(for picking up online orders)

Set Up Your Ride

Call Member Services to schedule your ride. Call at least two business days before your visit if possible. Urgent rides can be set up the same day if you are being discharged from the hospital, need to go to an urgent care or have a same day appointment with your provider.

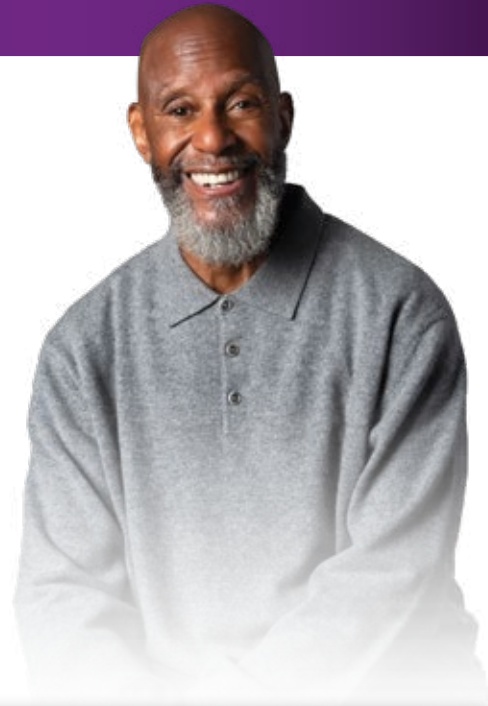


Getting Extra Help with Drug Costs!

Extra Help is a program through the Centers for Medicare & Medicaid Services (CMS). It helps members lower the costs of their Medicare Part D drugs. You may qualify! If you do, your monthly plan premium will also be lower.

You may have got information from CMS saying that you would no longer be getting Extra Help. This may be because:

- You no longer qualify for Medicaid,
- You no longer get help from your state Medicaid program for Medicare Part A and/or Part B premiums,
- Or you no longer get supplemental security income (SSI) benefits without Medicaid.



You may still qualify for Extra Help! Apply to find out.

Take these steps:



Fill out and mail the application. It was included in the letter you got from Medicare. To get another application by mail, call 1-800-MEDICARE (1-800-633-4227), available 24/7 (TTY: 1-877-486-2048) or visit [Medicare.gov/extrahelp](https://www.Medicare.gov/extrahelp).



You can also apply online at [SSA.gov/extrahelp](https://www.SSA.gov/extrahelp).



For questions or help, call the Social Security Administration (SSA) at 1-800-772-1213 (TTY: 1-800-325-0778) from 8 a.m. to 7 p.m., Monday through Friday.

If you don't qualify for Extra Help, you still can save on your drug costs. Talk to your state Medicaid office for more information. They may offer programs or support. You can also call 1-800-MEDICARE (1-800-633-4227) or visit [Medicare.gov](https://www.Medicare.gov) for help.



Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2020 (TTY: 1-833-711-4711 or 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. Por teléfono, llame al: **1-833-230-2020 (TTY: 1-833-711-4711 o 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 **1-833-230-2020 (TTY: "الهاتف النصي للصم وضعاف السمع" 1-833-711-4711 أو 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，可获得免费的辅助设备和支持。请致电 **1-833-230-2020 (残障人士专用电话：1-833-711-4711 或拨打 711)**。

Erhalten Sie kostenlos Hilfe in Ihrer Sprache mit Dolmetschern und anderen schriftlichen Materialien. Erhalten Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Rufen Sie an unter **1-833-230-2020 (TTY: 1-833-711-4711 oder 711)**.

Obtenez une aide gratuite dans votre langue grâce à des interprètes et à des documents écrits. Bénéficiez d'aides et d'assistance gratuites, si vous souffrez d'un handicap. Appelez le **1-833-230-2020 (TTY: 1-833-711-4711 ou composez le 711)**.

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị thông qua phiên dịch viên và các tài liệu dạng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi **1-833-230-2020 (TTY: 1-833-711-4711 hoặc 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 **1-833-230-2020 (TTY: 1-833-711-4711 odder 711)**.

आपकी भाषा के इंटरप्रेटर और आपकी भाषा में अन्य लिखित सामग्रियों संबंधी मदद फ्री पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट पाएं। कॉल करें **1-833-230-2020 (TTY: 1-833-711-4711 या 711)**।

통역사 및 기타 서면 자료를 통해 귀하의 언어로 무료 도움을 받으세요. 장애가 있을 경우, 무료 보조와 지원을 받으세요. 문의: **1-833-230-2020 (TTY: 1-833-711-4711 또는 711)**.

በአስተርጓሚዎች እና በሌሎች የጽሑፍ ቁሳቁሶች በቋንቋዎ ከክፍያ ነፃ እርዳታ ያግኙ። የአካል ጉዳት ካለብዎት ከክፍያ ነፃ እርዳታ እና ድጋፍ ያግኙ። **1-833-230-2020 (TTY: 1-833-711-4711 ወይም 711)** ላይ ይደውሉ።

Gba ìrànḽọwọ ọfẹ ní èdè rẹ pẹlú àwọn atúmọ èdè àti àwọn ohun èlò míràn tí a kọ sílẹ̀. Gba àwọn ìrànḽọwọ àti àtilẹyìn ọfẹ bí o bá ní àìlera kan. Pe **1-833-230-2020 (TTY: 1-833-711-4711 or 711)**.

Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at iba pang nakasulat na materyales. Makakuha ng mga libreng tulong at suporta kung may kapansanan ka. Tumawag sa **1-833-230-2020 (TTY: 1-833-711-4711 o 711)**.

په خپله ژبه کې د شفاهي ژباړونکو او نورو لیکل شویو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلومات لری نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمیرې ته زنگ ووهئ **1-833-230-2020 (TTY: 1-833-711-4711 یا 711)**.

మీ భాషలో వ్యాఖ్యాతలతో మరియు ఇతర వ్రాతపూర్వక మెటీరియల్స్ తో ఉచితంగా సహాయాన్ని పొందండి ఒకవేళ మీకు వైకల్యం ఉన్నట్లయితే, ఉచిత ఉపకరణాలను మరియు మద్దతును పొందండి. కాల్ చేయండి: **1-833-230-2020 (TTY: 1-833-711-4711 లేదా 711)**.

दोभासे तथा अन्य लिखित सामग्रीहरूका सहायताले आफ्नै भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई कुनै अपाङ्गता छ भने निःशुल्क सहायता प्राप्त गर्नुहोस्। **1-833-230-2020 (TTY: 1-833-711-4711 वा 711)** मा फोन गर्नुहोस्.

စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို သင့်ဘာသာစကားဖြင့် အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ **1-833-230-2020 (TTY: 1-833-711-4711 သို့မဟုတ် 711)** သို့ ခေါ်ဆိုပါ.

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2020 (TTY: 1-833-711-4711 oswa 711)**.

Bök jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bök kein jermalin jibañ im jibañ ko ilo an ejjelok wōnāer ñe ewōr am nañinmej in utamwe. Kall e **1-833-230-2020 (TTY: 1-833-711-4711 ako 711)**.

Y0119_Multi-DSNP-M-3287939_C



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 **1-833-230-2020 (TTY: 1-833-711-4711 or 711)** if you need any of this help. We are open 8 a.m. to 8 p.m. Monday through Friday, and from October 1 through March 31 we are open the same hours, 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: 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**.

Y0119_Multi-DSNP-M-3314784_C



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

Visit Us
CareSource.com

Contact Us
Member Services:
1-833-230-2020
TTY: 1-833-711-4711 OR 711

24-Hour Nurse Advice Line:
1-833-687-7301
(1-833-NURSE01)

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 X.com/**CareSource**
 Instagram.com/**CareSource**

Important Plan Information

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[®].