



SPRING 2025

# MEMBER *Source*

A Newsletter for CareSource Dual Advantage™ (HMO D-SNP) Members

## *Your Voice Matters* & We Want to Hear it!



What you think about your CareSource health plan and the services we provide **matters**. Your feedback helps ensure you get the highest quality of care.

We partner with Centers for Medicare and Medicaid Services (CMS) each spring to ask you about your health care experiences. Members are chosen at random to take the survey. Your information is anonymous. It may come to you by email, mail or phone call.

### **Here's what we learned from last year's survey:**

#### **Areas we scored well in include:**

- Getting you the care you needed
- How well your doctors coordinated your care

#### **Areas we are working on to improve your experience include:**

- Helping you get your prescriptions when you need them
- Increased allowance for food, over-the-counter (OTC), utilities, pet & personal care that rolls over each month
- Expanded provider network

**We want to deliver quality service to you. The only way to know if we are doing that is to hear from you! If you receive the survey, we hope you will take it. If you have already taken the survey, thank you!**

Whether it's information on benefits, health conditions, covered drugs or additional support & resources, on **CareSource.com** you will find:

- Important plan documents
- Drug formulary
- Telehealth option for both physical and mental health

**Call us at 1-833-230-2020**

**(TTY: 1-833-711-4711 or 711). We can help:**

- Schedule a doctor's visit
- Find a ride to a doctor's office or other eligible visit
- Connect you with a Care Manager
- Check your Healthy Benefits+ balance
- Answer questions about your benefits

  
**CareSource**®

# What is Preventive Care?



Preventive care includes yearly checkups, screenings and vaccines. This care helps prevent illness, disease and other health problems. It can help your doctor find illness at an early stage when treatment is likely to work best.

The preventive care you need changes with age. Talk to your doctor about what care is right for you.

**Source:** Centers for Disease Control and Prevention.

<https://www.cdc.gov/chronic-disease/prevention/preventive-care.html>.

## How Can Your Pharmacist Improve Your Health?

Pharmacists are part of your health care team. They can teach you a lot about your prescriptions and if they impact each other. They can give shots to prevent illness and keep you healthy. They can check your blood pressure and blood sugar. Pharmacists can also give you tips to help you remember to take your medicine. They can provide support for tobacco cessation. Ask your pharmacist how they can help improve your health.

### Do you have questions about your medications?

Talk to a CareSource pharmacist. You do not need an appointment! Call **1-833-230-2073** to speak with a pharmacist today.





# *Start Your Day Strong*

A morning routine can help you feel more in control of your day. It can help your physical and mental health. Here's why:

**1**

### **It gives you energy.**

Stretch, drink water or eat a healthy breakfast. This helps wake up your body and mind so you feel ready for the day.

**2**

### **It reduces stress.**

When you know what to do each morning, you don't have to rush or worry about forgetting something. Taking a little time to plan helps you start your day feeling calm.

**3**

### **It builds good habits.**

Doing the same healthy activities every morning makes them part of your daily life. Over time, these habits can make you stronger, happier and more organized.

You don't need a long or fancy routine. Pick a few things that make you feel good and stick with them. Soon, you'll see how a morning routine can make your whole day better!



# Unlock Your Health Potential With Our Rewards Programs

Did you know that many of the steps you take towards better health can earn you great rewards? Make wellness fun and rewarding. Learn how you can start earning today!

## My CareSource Rewards

Complete healthy activities each year to earn rewards.

- Use your Healthy Benefits+ card for My CareSource® Rewards. This is the same card you use for your Healthy Benefits+ allowances.
- When you buy something, money comes out of your most restricted allowance first. For example, if you buy something that qualifies for rewards but not OTC, the money will automatically come out of your rewards.
- Use rewards to buy everyday items like clothes or groceries.
- Rewards expire one year from the date of issue.

## MyHealth Rewards



Learn more about rewards at [CareSource.com/plans/dsnp/benefits-services/rewards/](https://www.caresource.com/plans/dsnp/benefits-services/rewards/). You can also call Member Services. The number is on the back of this newsletter.

*\*Rewards are subject to change. They may vary by age, gender and health needs.*

## Stay Healthy and Prevent the Flu



The flu can spread from person to person through coughing or sneezing. People may also get the flu by touching something with the live flu viruses on it. Then they touch their mouth or nose. Help prevent the spread of the flu by washing your hands often for at least 15-20 seconds. The best way to prevent the flu is to get a flu vaccine each year. Visit [CareSource.com/flushot](https://www.caresource.com/flushot) to learn more.



# How to Read a Nutrition Label

Understanding a Nutrition Label Helps You Make Better Food Choices.

## Here's what the different sections mean:

**Serving Size:** This tells you the amount of food in one serving. If you eat more than one serving, you need to multiply the numbers on the label.

**Calories:** This shows how much energy you get from one serving. To learn how many calories you should eat per day, check out [www.myplate.gov/myplate-plan](http://www.myplate.gov/myplate-plan).

**Nutrients:** This shows you the key nutrients that can impact your health. Too much sodium (salt), added sugars or saturated fats can be harmful to your health. Try to eat less of these. Instead, choose foods with more fiber and protein.

**% Daily Value:** This tells you how much of each nutrient is in one serving, based on a whole day's needs. Five percent or less is low while 20% or more is high.

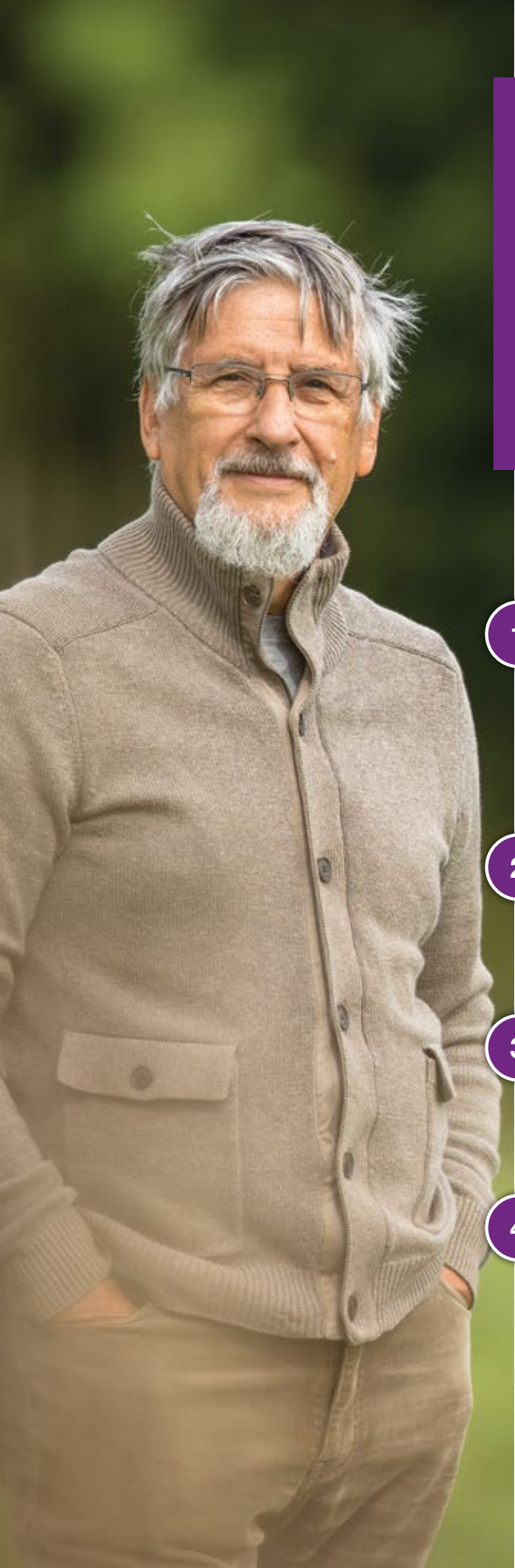


Source: U.S. Food and Drug Administration  
[www.fda.gov/food/nutrition-facts-label/how-understand-and-use-nutrition-facts-label](http://www.fda.gov/food/nutrition-facts-label/how-understand-and-use-nutrition-facts-label)

## No Internet Access? No Problem.



Call Member Services. We can help you get what you need. The number is on the back of the newsletter.



# Get the Most Out of Your Plan

We are excited to have you as a member of CareSource! We want you to start enjoying your plan benefits right away. It's easy!

1

#### **Learn about your benefits.**

Review your plan documents. You can quickly look up what is covered, where to get care and your rights and responsibilities as a member. Visit [CareSource.com/plans/dsnp/plan-documents/](https://www.caresource.com/plans/dsnp/plan-documents/) to view your plans materials.

2

#### **Use the Find a Doctor tool.**

Find a provider, specialist or see if your current providers are in our network. Visit [FindADoctor.CareSource.com](https://www.caresource.com/find-a-doctor/) to get started.

3

#### **Keep your current treatment plans and care.**

If you are being treated for a health issue, call Member Services so we can help you continue your care and prescription drugs.

4

#### **Fill out your Health Needs Assessment.**

We want you to stay healthy. Using a few questions about your health and lifestyle, we can help your providers coordinate your care.



#### **Not sure where to go for care?**

Call our 24-Hour Nurse Advice Line. They can help answer your questions and help you get the care you need. The number is on your CareSource member ID card.





# Pay Your Utilities with Your Healthy Benefits+ Card

In 2025, you can use your monthly Healthy Benefits+ allowance to pay your utilities. You can pay bills including gas, electric, fuel oil, water, sanitary, sewer or internet services.

## Pay these bills in one of the following ways:



### Online:

Visit [www.HealthyBenefitsPlus.com/CareSource](http://www.HealthyBenefitsPlus.com/CareSource). Log in to your account and click **Bill Pay**.



### Phone:

Call Member Services. Tell us you would like to pay a bill using the utilities benefit. You will be directed to the bill pay automatic system. You will press 1 for Bill Pay.



### In-store at Walmart:

Go to the money center or customer service desk at Walmart. Tell them you would like to pay your bill and give them your Healthy Benefits+ card. The Walmart employee will submit the payment information and pay the bill.



### Direct to utility company:

Go to your utility company website. Enter your Healthy Benefits+ card number and payment amount.

No matter which option you use, make sure you have your address, phone number, utility account information and Healthy Benefits+ card. Please call Member Services if you have any questions. We're here to support you through this new process.

# Navigating Allergy Season: Tips for a Sneeze-Free Season

In the spring, we can look forward to warmer weather, sunshine and being outdoors. Spring can also bring allergies. Allergies occur when your body has a reaction to things like pollen, mold or dust mites. Common signs include itchy eyes, runny nose and sneezing.

Here are a few tips to keep your allergies at rest this spring:

- **Use air filters.** Changing your air filters regularly can prevent bad air quality in your home.
- **Talk to your doctor.** Your doctor can help talk through your symptoms and create an action plan to help you feel better.
- **Wear a mask during spring cleaning.** Wearing a mask can prevent you from breathing in dust particles.



Look forward to outdoor activities this spring by understanding the causes and signs of allergies. Remember, there are many ways to feel better. You are not alone!

Sources: Asthma and Allergy Foundation of America, <https://aafa.org/allergies/>



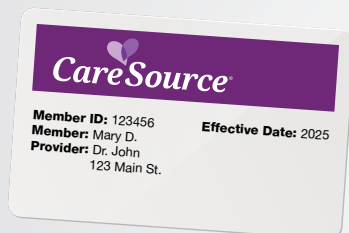
## YOU ASKED FOR IT!

Your Top Questions  
to Member Services



## How do I get my ID card?

Call Member Services if you never received your member ID card or if your information is incorrect. Once you get your ID card, make sure to keep it with you. It is the key to using your benefits. You will need to show it to your health care providers.



## How do I know if my medicine is covered?

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







# Spring Into Self-Care!

The days are getting longer, and the flowers are starting to bloom. Spring is a time for fresh starts. Start fresh by making time for you! It's important to maintain a healthy mind and body. We have started a self-care checklist for you. These are just a few ways you can make sure you are taking care of yourself.

## Self-care checklist:

- ✓ Drink more water.
- ✓ Listen to music.
- ✓ Declutter a space.
- ✓ Try yoga or stretching.
- ✓ Watch a sunrise or sunset.
- ✓ Call a friend.
- ✓ Eat your lunch outside.



## 3 Tips for Choosing a New Provider

Your primary care provider (PCP) can help you meet your health goals. That's why it's important to have someone you can trust. But how do you choose one? Use the tips below when choosing a provider for you or your family:

- 1 Check to see if the doctor is a part of the CareSource network:** Having a doctor in-network means you can have the best coverage for your care.
- 2 Find the best fit and type of doctor:** Based on your health care needs, there are different types of doctors:
  - Family practice doctors: Take care of people of all ages. They can help anyone in your family.
  - Internal medicine doctors: Offer care for adults only.
  - Pediatricians: Offers care for children, 18 years of age and younger.
  - Obstetricians and Gynecologists (OB/GYNs): Offer care for women only. Women can choose to get all their care in one place.
  - Physician's assistant or nurse practitioner: Offer primary care services and prescriptions.
- 3 Location:** Consider if the office is near your home or work. This will make appointments more convenient.

Source: National Institute of Health, <http://www.nlm.nih.gov/medlineplus/ency/article/001939.htm>

# Health Care Terms... Explained

Health care terms can be hard to understand. We are here to help. Here are a few trickier terms defined:



## Medically necessary

Care needed to identify or treat an illness, condition, disease or its symptoms.

## Network provider

A doctor, hospital, drugstore or other provider that gives care.

## Preventive care

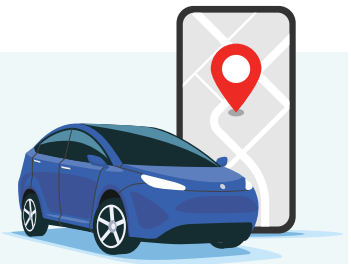
Routine care like screenings and exams. You get this care to help stop a health problem from occurring. Learn more about this type of care on page 2.

## Prior authorization

Approval that may be needed before you get a service. The service must be necessary for your care. Your provider will take care of this for you.

Your Evidence of Coverage (EOC) has even more defined terms. Find it under **Plan Documents** on **CareSource.com**. You may also call us to have a copy sent to you at no cost.

# Need a Ride?



We can help! You can get rides to health care visits. This includes going to your dentist, eye doctor or hearing visits. Get a ride for pickups at your pharmacy. We can take you to renew your Medicaid benefits at your county Job and Family Services. We can help you get to the grocery store or gym.



**These rides are at no cost to you. Transportation can be scheduled up to 30 days in advance.**



## Car Ride

- Request a ride at least two business days before you need a ride.
- Wheelchair accessible rides are available. Please let us know if this is something you will need.
- Same-day or next day trips for urgent needs may be available.



## Bus Pass or Token

- Request at least two business days before you need a ride.
- Bus service must be available in your area.



## Other Options

- Call before your visit or pickup to see if mileage reimbursement is an option for you. Reimbursement limits apply.



# Helping You Stay on Your Feet

As we age, our body goes through changes. Our health gradually declines and the risk of falling increases. A few simple precautions can help you reduce your risk and stay healthy. Help prevent falls for you or your family members. Improve safety in your home. Here's how:

- Remove clutter, throw rugs and other obstacles.
- Make sure area rugs are secured to the floor so they do not slide.
- Use a nonslip mat or shower chair while bathing.
- Use nightlights in bedrooms, bathrooms and hallways.



You can also ask your doctor these questions:

- Do any of my medications cause dizziness?
- Am I active enough? What can I do to gain and maintain strength and balance?
- How can I get a cane or walker if I need one?

## What Can Care Management Do For You?



Take our quiz. Which of the following services can our Care Managers help you with?

- Work with your health care team to coordinate your care.
- Answer questions and help you learn more about your health.
- Help you understand your symptoms and medicines.
- Help you find local resources for things that affect your health, like food and housing.
- Give you strategies you can use to live a better quality of life.
- Serve you with care, respect and compassion.



If you answered “all of the above,” you are right! Call your Care Manager if you have questions. If you leave a message, please allow 24 hours for your Care Manager to return your call. If you do not know who your Care Manager is, please contact us. Just call **1-855-475-3163**.

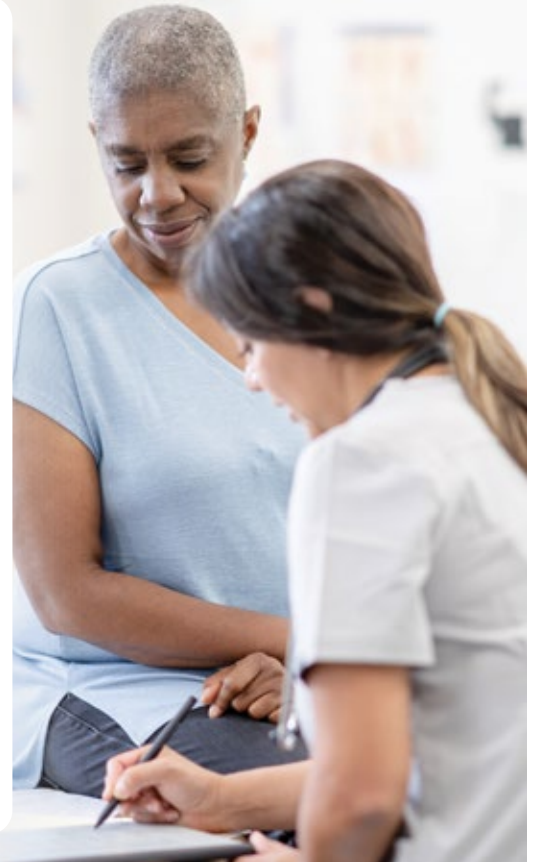
## Cancer Screenings Can Save Lives

Finding cancer early can make it more treatable. It is important you get the cancer screenings you need. It could save your life. These are a couple you can ask your doctor about:

- **Colon cancer screening.** You may get this one if you are between ages 45 and 75. Talk with your doctor about the best test for you.
- **Breast cancer screening.** If you are a woman between the ages of 40 to 44, you have the choice to start annual breast cancer screening with mammograms. Women ages 45 to 54 should get mammograms every year.
- **Prostate cancer screening.** If you are a male between the ages of 55 to 69, talk to your doctor about getting screened.
- **Lung cancer screening.** This one is important if you smoked or do now.

Your doctor can tell you which screenings make sense for you and when you should get them.

*Source: Centers for Disease Control and Prevention (CDC), <https://www.cdc.gov/cancer/prevention/screening.html>*



## A Heart Healthy Lifestyle

Staying heart healthy benefits your overall health and quality of life. Lifestyle changes can help prevent and treat heart disease. Here are some tips. Stay at a healthy weight. Eat fruits and vegetables. Eat whole grains instead of processed foods. Use fat-free or low-fat dairy products where you can. Trade high-fat meats like bacon and red meat for lean and low-fat meats and proteins like fish, chicken, turkey, beans or tofu.

Limit alcohol intake. Don't smoke and avoid secondhand smoke. Call 1-800-QUIT-NOW (1-800-784-8669) if you need help quitting. Prioritize getting enough sleep each night. Most adults need seven or more hours of sleep each night. Get regular physical activity. Try walking for 10 minutes, three times a day, five days a week. Reduce stress in your life. See some ideas on page 9.



**Talk to your doctor about the best types of heart healthy activities for you.**

*Source: U.S. Department of Health and Human Services, <https://odphp.health.gov/myhealthfinder/health-conditions/heart-health/keep-your-heart-healthy>*



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 oder 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 ìrànḽòwọ̀ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn atúmò èdè àti àwọn ohun èlò mírán tí a kọ̀ sílẹ̀. Gba àwọn ìrànḽòwọ̀ àti àtìlẹ̀yìn ọ̀fẹ́ 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 معلولیت لرئ 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 मददत 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 wōnāñ ikkijjen 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)**.



## 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](mailto: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](http://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](http://ocrportal.hhs.gov)

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



P.O. Box 8738  
Dayton, OH 45401-8738  
**CareSource.com**

## HOW TO REACH US

Member Services:  
**1-833-230-2020 (1-833-711-4711 or 711)**

CareSource24®  
24-Hour Nurse Advice Line:  
The phone number is on your CareSource  
member ID card.

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## Important Plan Information



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