



WINTER 2023

MEMBER *Source*

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



Stay Fit This **Winter**

We want you to stay active even when it may be cold or rainy outside. Here are some ideas so you can stay active during the winter months!

Take an indoor walk! Visit your favorite mall or store and do a few laps.

Use your CareSource benefits! You have access to fitness centers and select YMCAs with Silver&Fit®. Use your transportation benefit and get a ride to the gym.

Enjoy the outdoors! If it is safe to be outside, bundle up and go outside to hike or build a snowman.

Exercise at home. The Silver&Fit Home Fitness program lets you get one home fitness kit per year at no additional cost to you.

To learn more about your fitness benefits:

Call 1-877-427-4788 (TTY: 711)

Visit www.SilverandFit.com

CareSource®

Your 2024 Benefit Highlights

We're here to help you make your health and wellness a priority in 2024! In September, you got updated plan materials for 2024. These outline everything offered through your plan for the new year. **Here are some of the highlights!**



Pharmacy Benefits

- All drugs are offered to you at \$0 cost.
- You now have the option to fill most drugs up to a 102-day supply. You can get a 102-day supply from your pharmacy or through mail order.

Dental, Vision, Hearing Benefits



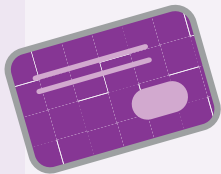
You have a \$6,000 dental allowance through DentaQuest®. Use it for services you need like crowns, implants and dentures!



Use your \$450 vision allowance for frames, lenses, or contacts through EyeMed®.



Your plan includes TruHearing® Advanced Hearing model hearing aids every 3 years.

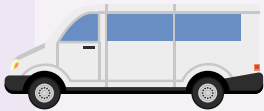


NEW! One Healthy Benefits+™ card to use for your healthy food allowance, over-the-counter (OTC) allowance, flex allowance, and rewards!

- In 2024 your healthy food allowance and OTC allowance is combined. You get \$150 each month to use on healthy food and OTC items.
- You get a yearly \$1,000 flex allowance. Use this allowance on dental, vision and hearing accessories beyond what your plan already covers!

Rewards Use the same card to redeem your My CareSource® Rewards! By participating in healthy activities, you can earn up to \$505 to use at stores like Walmart®.

Learn more about your allowances and rewards at www.HealthyBenefitsPlus.com/CareSource.



Transportation In 2024, you can now get unlimited trips to and from the grocery store. This is in addition to your health related, pharmacy or gym trips! Call Member Services to schedule a ride.



Fitness Benefit Use your fitness benefit through Silver&Fit®. You can go to fitness centers and select YMCAs. You can also request one home fitness kit per year. Some of these kits have wearable fitness trackers from Fitbit® or Garmin®. These benefits are all available at no cost to you.

Questions? Call us. We're excited to serve you for another year!





DO I NEED A FLU SHOT?

Flu season is here. It is time to get an updated flu shot that works against the flu virus for this season. Get your flu shot and earn a \$40 reward! To keep yourself and those around you healthy, almost everyone six months of age and older needs a flu shot every year. It's especially important for:

- People over 64 years old
- People who live in nursing homes
- Anyone with a chronic condition like asthma or diabetes

Where can I get my flu shot? Where can I learn more about the flu shot? For more information, visit [CareSource.com/flushot](https://www.caresource.com/flushot).



Health Care with Heart[®] and You

At CareSource, we want you to get the best care for YOU. Different backgrounds and life experiences put some of us at risk for certain illnesses and diseases.

You may hear from us soon. When you do, we may ask you questions we haven't before. This helps us give you the care you need. Some of the things we may ask you about are:

- Preferred language
- Geographic information
- Interpreter needs
- Race
- Ethnicity
- Chosen name
- Gender identity/pronouns
- Sexual orientation
- Sex assigned at birth
- Legal sex

We may ask you these questions on the My CareSource[®] portal or the phone. You don't have to share this information. If you do, it can help us give you the high-quality care you need. CareSource follows state and federal security and privacy laws whenever we ask for or use your information. We do not share what you choose to tell us outside of CareSource. This includes your response to all questions, even the new ones we may ask. The data you share is used for programs and services so we can better serve you.

Give Yourself the Gift of a *Stress-Free Holiday Season!*

The holidays can be a happy and joyful time. They can also be stressful. What can you do if your season feels more hectic than happy?

Stressed about plans?

Give yourself permission to have a night off to do your favorite relaxing activities.

Stressed about money and gift giving?

Give loved ones the gift of your time. Offer to babysit, make them dinner, or help them with a house project.

Stressed about holiday traditions?

Take a year off from traditions that do not bring you joy. Make new traditions!

Share even more ideas to stay stress-free with other CareSource members through CareSource Circle, our online community. You can give feedback on your health plan through surveys and discussion boards, find healthy recipes, and get tips for a healthy life. If you love to share your opinions, join CareSource Circle at [CareSource.com/CircleOHDSNP](https://www.caresource.com/CircleOHDSNP).

Life HACKS:



Winter Wonder Hack:

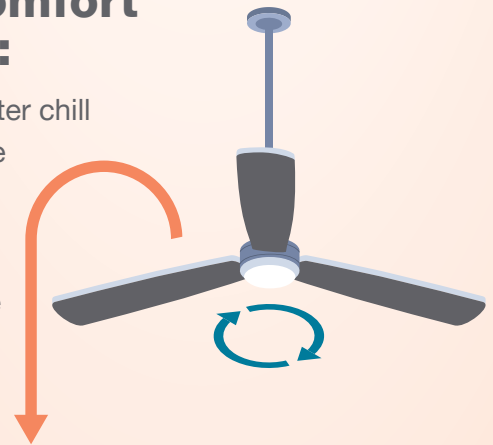


Say goodbye to windshield fog!

Don't throw out silica packets from new packages! Rescue a few and leave them on your dashboard. These little moisture-magnets will do wonders, keeping your windshield clear all winter.

Winter comfort unlocked:

Embrace the winter chill with a cozy home by changing the direction of your ceiling fan. Set your fan to rotate clockwise at a low speed. This creates a gentle updraft, pushing warm air down from the ceiling. You'll enjoy a toasty living atmosphere. Plus, you'll save on heating costs!



Frost-Free Mirrors:

Tired of foggy mirrors after every shower? Apply a thin layer of shaving cream to your mirrors and wipe it off with a clean cloth. This leaves you with a clear reflection even in the coldest months.





Use the Mobile App to Call Teladoc!

Use our mobile app to connect with Teladoc® for telehealth services. You can speak to a provider 24/7 from wherever you are through Teladoc. Use Teladoc at no cost to you. The CareSource mobile app is available for iPhone® and Android® systems.

Once you download the app, sign in to your My CareSource® account. On the main screen under **Services**, find the **Telehealth** button. Tap it to go to the Teladoc page.

You can then tap the phone number to call Teladoc right from the app. You can also call Teladoc directly at: 1-800-TELADOC (835-2362) or visit www.Teladoc.com/CareSource.

Save money, time, and worry when you use Teladoc.

Your Path to Better Living Starts by Taking Your Medicine!

Taking your medicine exactly as prescribed can help you live a healthier life.



Ask your health care provider or pharmacist questions when you have them. They can explain how your medicine can help you. Keep track of when you take your medicine. Consider taking your medicine as part of your daily routine such as when you brush your teeth or eat dinner. If you take it when you eat, check to see if your medicine should be taken on a full or empty stomach. Taking these steps will help you get on a path to better living!

Pharmacy Updates



CareSource has a searchable drug list on CareSource.com. Go to **Find My Prescriptions** under **Member Tools & Resources**. Select **Ohio** and **Dual Special Needs** to find out which drugs are covered. It is where the most current updates can be found. Call Member Services if you do not have access to the Internet. We can help you find out if a medication is covered and how much it will cost.



**YOU
ASKED
FOR IT!**

I don't understand what my provider is telling me during my visit?

Your provider is your partner in care. You want to fully grasp what they are saying about any health concerns, conditions, and care you might need. If you have a hard time understanding what your provider is telling you during a visit, there are ways you can ask them to be clearer. You can ask them to talk more slowly or repeat information. You can also repeat what you heard back to them to make sure you both are on the same page.

Ask your provider to use plain language instead of medical jargon. You can also ask for a printed copy of notes from your visit to take home with you so you can review what you talked about. The Cleveland Clinic has a full list of helpful questions and tips you may want to check out. Go to www.My.ClevelandClinic.org/patients/information/questions-to-ask-your-doctor to view the list.

Limit Your Exposure to PFAs



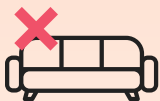
**NON-STICK
COOKWARE**



**FAST FOOD
PACKAGING**



**WATER RESISTANT
CLOTHING**



**STAIN RESISTANT
FURNITURE**



**STAIN RESISTANT
PRODUCT**



**MICROWAVE
POPCORN BAGS**

Per- and Polyfluoroalkyl Substances (PFAs) are used to make everyday products. They are found in microwave popcorn bags, fast-food wrappers, and non-stick cookware. They are even used to make our clothes, carpets, shoes, and couches water and stain-proof.

PFAs may have some helpful uses. However, there is growing research that shows they may be harmful to our health. PFAs have been linked to high cholesterol, changes in metabolism, and some cancers.

It is hard to avoid PFAs. There are choices you can make to limit your exposure:

- ✓ Read the label. If you see the words fluoro or perfluoro, it likely has PFAs.
- ✓ Switch out your non-stick cookware. Try cast iron or stainless steel instead.
- ✓ Bring your own to-go box. Use glass or metal containers for leftovers.

Visit the Centers for Disease Control website at atsdr.cdc.gov/pfas/ to learn more about PFAS.

Sources: National Institute of Health, www.niehs.nih.gov/health/topics/agents/pfc/index.cfm



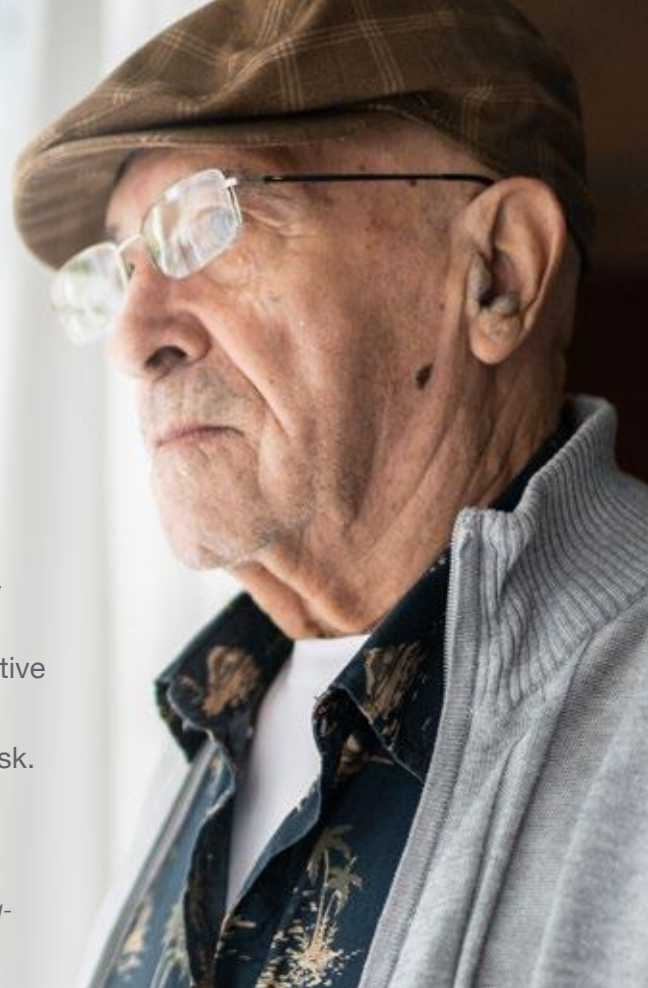
Living with Dementia

If you have dementia, taking care of yourself needs to be a priority. We have some tips for you or your loved ones to make living with dementia a little bit easier.

- See or talk to your provider on a regular basis. Make notes ahead of time with questions you want to ask or updates you need to give them.
- Create routines to make things easier. Keep mealtimes the same. Always keep important items, like medication and your phone, in the same place. Keep track of activities on a calendar or white board.
- Maintain relationships with family or friends that are supportive and helpful.
- Take breaks when you are doing a hard or overwhelming task.
- Ask for help when you need it.

Sources:

National Institute on Aging, www.nia.nih.gov/health/alzheimers-caregiving-caring-yourself Alzheimer's Association, www.alz.org/help-support/



Know A Scam When You See One

If it seems too good to be true, it probably is. Don't share your private information. Don't give money to anyone who says you must pay them to keep your health coverage. This is a scam.

CareSource or the state will never:

- Say that you are in legal trouble.
- Ask for your credit card or bank numbers.
- Ask for your social security number.
- Ask you to pay in gift cards.
- Threaten you in any way.

If you get a call or message that doesn't seem right, tell us. Call Member Services and ask to report fraud.



Food Safety Tips

Holidays are coming! Many involve friends and yummy food. Sadly, one in six Americans will get sick from food that was mishandled this year. Don't be one of them! Stay safe this season by following these steps for safe food handling.

- 1. Clean.** Wash your hands and workspace after each task. Wash or rinse your vegetables and fruits.
- 2. Separate.** Keep meat away from other foods. Use separate cutting boards for meats and vegetables.
- 3. Cook.** Cook food to the safe temperature. Use a good food thermometer.
- 4. Chill.** Refrigerate leftovers within 2 hours. Make sure your fridge is cooled to 40 degrees or below. Keep cold foods cold.

You can learn more about how to cook and prepare food safely at www.FoodSafety.gov.





Eating Healthy During the Winter Months

Eating foods high in vitamins can help keep you healthy during cold and flu season. They can also help boost your mood during the cold and dark months.

It may seem harder to choose healthier foods in the winter. When fresh fruits and vegetables aren't as easy to get, frozen or canned options are just as good. Choose the low or no sodium options in canned veggies. Stick with fruits packed in water or 100% juice to skip the added sugar syrups.



Lower levels of vitamin D are linked to depression. It can help to eat and drink more of it during winter. Milk, cereals, salmon, and red meat are good sources. It may also be good to add vitamin D supplement. Talk with your provider about this before you start taking one.



Vitamin C helps your body fight colds and can also improve your mood. It can be found in many fruits like oranges, pineapples, and kiwis. It is also in many vegetables like broccoli, sweet potatoes, and peppers.

If you want a sweet treat, try dark chocolate. It has antioxidants and fiber that are good for you. It can also fuel the brain!

Sources: *Cleveland Clinic*,
www.health.clevelandclinic.org/5-foods-for-winter-weather/Everyday Health,
www.everydayhealth.com/diet-nutrition/best-winter-fruits-to-help-keep-you-healthy/Everyday Health,
www.everydayhealth.com/depression/fall-and-winter-foods-with-mood-boosting-benefits/



English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-833-230-2020**. Someone who speaks your language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-833-230-2020. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-833-230-2020。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-833-230-2020。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasalang-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasalang-wika, tawagan lamang kami sa 1-833-230-2020. Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-833-230-2020. Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-833-230-2020 sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-833-230-2020. Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-833-230-2020 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

TTY: 1-833-711-4711 or 711

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-833-230-2020. Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على 1-833-230-2020. سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं। एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-833-230-2020 पर फोन करें। कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है। यह एक मुफ्त सेवा है।

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-833-230-2020. Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-833-230-2020. Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-833-230-2020. Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-833-230-2020. Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-833-230-2020にお電話ください。日本語を話す人が支援いたします。これは無料のサービスです。

CareSource complies with applicable state and federal civil rights laws. We do not discriminate, exclude people, or treat them differently because of age, gender, gender identity, color, race, disability, national origin, ethnicity, marital status, sexual preference, sexual orientation, religious affiliation, health status, or public assistance status. CareSource offers free aids and services to people with disabilities or those whose primary language is not English. We can get sign language interpreters or interpreters in other languages so they can communicate effectively with us or their providers. Printed materials are also available in large print, braille or audio at no charge. Please call Member Services at the number on your CareSource ID card if you need any of these services. If you believe we have not provided these services to you or discriminated in another way, you may file a grievance.

Mail: CareSource
Attn: Civil Rights Coordinator
P.O. Box 1947
Dayton, Ohio 45401

Email: CivilRightsCoordinator@CareSource.com
Phone: 1-800-488-0134 (TTY: 711)
Fax: 1-844-417-6254

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Mail: U.S. Dept of Health and Human Services
200 Independence Ave, SW Room 509F HHH Building
Washington, D.C. 20201

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Phone: 1-800-368-1019 (TTY: 1-800-537-7697)

Complaint forms are found at: <http://www.hhs.gov/ocr/office/file/index.html>.



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

HOW TO REACH US

Member Services:
1-833-230-2020 (TTY: 711)

CareSource24®
24 Hour Nurse Advice Line:
1-833-687-7331 (833 NURSE 31)

Join Us

 [Facebook.com/CareSource](https://www.facebook.com/CareSource)

 [Twitter.com/CareSource](https://www.twitter.com/CareSource)

 [Instagram.com/CareSource](https://www.instagram.com/CareSource)

Important Plan Information



**Tell Us
What You
Think!**

We want to know your thoughts about your quarterly newsletter.

Tell us what you like, what you dislike, and ideas for improving your newsletters! Take the survey at the link below. It only takes a few minutes.

[CareSource.com/NewsletterSurvey](https://www.caresource.com/newslettersurvey)

We want to make your coverage the best you've ever had! We thank you for trusting us with your health coverage needs.