



SPRING 2024

# MEMBER *Source*

A Newsletter for Ohio 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 us 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:**

- Customer service
- Getting appointments & needed care

#### **Areas we've been working on to improve your experience include:**

- Getting needed prescription drugs
- Ease of use of the healthy food and over-the-counter allowance & dental, vision, and hearing flex allowance

**If you receive the survey, we hope you will take it. If you have already taken the survey, thank you!**

### *Need help getting to know your plan?*

If you have questions about your plan or overall health care, we can help!

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

- Important plan documents
- 24/7 Nurse Advice line numbers
- Covered drug list
- Find a Doctor/Provider tool  
**FindADoctor.CareSource.com**

**Call us at 1-833-230-2020  
(TTY: 1-833-711-4711 or 711)**

#### **We can help:**

- Schedule a doctor's visit
- Get translation services
- Find a ride to an eligible provider visit or service
- Talk with a Care Manager

  
**CareSource**®



## Quick Tips to Help Take Your Medication on Time

It can be tricky to remember when to take your medication, especially if you take it multiple times a day or if you take several different medications. We have some tips!



### Set an Alarm

Set an alarm for each medication at the time you usually take it.



### Get a Pill Box

A pill box makes it easy to keep your medication with you everywhere. Can't remember if you already took your 5 p.m. pill today? Now you'll know for sure!



### Download an App

There are many phone apps to help keep track of your medications. Download your favorite!



## Questions About Your Prescriptions?

Find out if a drug is covered or how much it will cost at [CareSource.com](https://www.caresource.com). We have a searchable drug list. Go to **Find My Prescriptions** under **Member Tools & Resources**. Choose your **Ohio** and **Dual Special Needs** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.



# Welcome to your 2024 Ohio CareSource Dual Advantage™ (HMO D-SNP) Plan!

Take advantage of everything your plan has to offer this year. Here are the highlights for 2024:

- ✓ **All covered drugs are \$0 cost.**
- ✓ **Healthy benefits and rewards are all on one card!**
  - **Combined Healthy Food and Over-the-Counter (OTC) Allowance - \$150 each month** to use on healthy food and over-the-counter plan approved items.
  - **Dental, Vision and Hearing Flex Allowance - \$1,000 each year** to use at any providers for dental, vision or hearing accessories beyond what the plan already covers.
  - **My CareSource Rewards® - Earn up to \$505\* each year!** Learn more about rewards on page 12.



Learn more about using this card at [www.HealthyBenefits.com/CareSource](http://www.HealthyBenefits.com/CareSource). Haven't received your new card? Call Member Services and we can help make sure you get one.

Wondering about your 2023 CareSource FlexCard and rewards? Your 2023 FlexCard expired on December 31, 2023. Any unused benefits expired on that date. If you had reward dollars on your 2023 rewards card, these were transferred in January 2024 to your new Healthy Benefits+ card. Any 2023 rewards will expire December 31, 2024.

- ✓ **Take advantage of your dental, vision and hearing benefits.** This year you get:
  - Dental benefits of up to **\$6,000** a year through DentaQuest\*.
  - Vision benefits of up to **\$450** a year through EyeMed\*.
  - Hearing benefits include **TruHearing® Advanced Hearing model hearing aids every 3 years** at no cost to you!

See more of the benefits and services available to you at [CareSource.com/oh/plans/dsnp/benefits-services](http://CareSource.com/oh/plans/dsnp/benefits-services). We are also here to help. Call Member Services with any questions you have. The phone number and our hours of operation are listed on the back of this newsletter.

*\*Rewards are subject to change. Rewards may vary by age, gender and health needs. If you are no longer a CareSource member your access to the Rewards Portal will be deactivated and any unused may no longer be available.*



# *Make a Plan* for Your Health Care Future



## Advance care planning includes:

You deserve to have a voice in your health care decisions. If you become seriously ill, it may be hard to tell others what you want. Advanced care planning is the process of preparing for decisions about future health care events.

Deciding what your wishes are for your health care.



Talking about your health care wishes with family, friends, and providers.



Writing these wishes down in a legal document called an advance directive.



You can get resources and help with advance care planning at no cost to you. Talking about advance care planning is voluntary and you can decline this offer. To get these services, call Care Management at **1-844-679-7867** (TTY: **1-833-711-4711** or 711).

# Start Your Day with a Smoothie!

## Make a Banana Oat Smoothie

### Ingredients:

½ cup rolled oats      1 banana  
1 cup milk of choice

1. Add the rolled oats, banana, and choice of milk to a hand mixer or blender.
2. Blend well.
3. Pour into a cup.
4. Enjoy!

### *Want more healthy recipes? Join CareSource Circle!*

CareSource Circle is a private, online group you can join. Get health and wellness tips, recipes and more! You can tell us about your health journey through live videos, chats, and polls. You can also tell us what we can do to make your CareSource experience better.

To join, visit [CareSource.com/CircleOHDSNP](https://www.caresource.com/CircleOHDSNP). You will need to answer a few questions to begin.



# Super Filling Foods for You

Some foods you eat can help you feel fuller longer. This is helpful when you are on the go and can't eat as often.

Protein is the most filling macronutrient. Foods high in protein include lean meat, fish, eggs, or quinoa. Foods high in fiber take longer to digest and help you feel fuller longer. Oatmeal, vegetables, fruits, and legumes are all higher in fiber. Soups and salads can be low-calorie but high in nutrients which can help fill you up.

Some great filling snacks are Greek yogurt, cottage cheese, prunes, nuts, or unbuttered popcorn.



**Sources:**

<https://www.healthline.com/nutrition/15-incredibly-filling-foods> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5015032/>

For more information, visit [CareSource.com](https://www.caresource.com)





**YOU  
ASKED  
FOR IT!**



## When should I use CareSource.com versus MyCareSource.com?

### CareSource.com

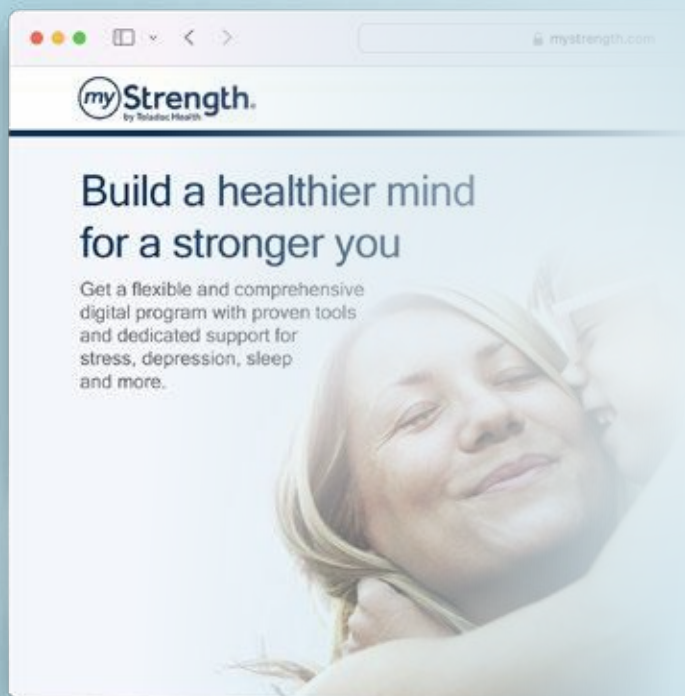
is our public website.  
This is where you can:

- See plan documents.
- Read or watch educational materials and videos.
- See your overall benefits and services.
- See your mental health benefits.
- See your pharmacy benefits and formulary.
- Use the Find My Prescriptions tool.
- Get Care Management information.
- Use the Find a Doctor/Provider tool.
- And much more!

### MyCareSource.com

is your personal portal account. You must log in to use your My CareSource account.  
This is where you can:

- Ask for a new CareSource member ID card
- See your claims.
- File an Appeal.
- Set your choices for email and text.
- Take your Health Needs Assessment.
- Use tools like MyHealth, myStrength and MyResources.
- Use the Find My Prescriptions tool.
- And much, much more!



## Take Charge of Your Mental Health

Our wellness tool, called myStrength<sup>SM</sup>, offers personalized support to help improve your mood, mind, body, and spirit. You can access it online or on your mobile device at no cost to you. Visit [bh.mystrength.com/CareSource](https://bh.mystrength.com/CareSource) to learn more or to sign up. You can also get it through your My CareSource<sup>®</sup> account.

Once you create a myStrength account, you'll see tools to help you live your best life! You can watch videos on meditation, stress reduction, chronic pain, and more. You can track your health and progress too!





## Need a Ride?



## CareSource Has You Covered!

Did you know you can get rides to your doctor visits and more?

We offer rides for:

- Pickups at your pharmacy
- Health care visits
- Going to the grocery
- Renewing your Medicaid benefits at your county Job and Family Services
- Going to the gym

You can get wheelchair accessible rides. Call Member Services to schedule a ride at least two days before you need one.

If you had issues scheduling a ride, call Member Services. You can also send a letter to:

CareSource  
Attn: Member Grievances  
P.O. Box 1947  
Dayton, OH 45401



## Break Free From Tobacco!

Take back your health and give up tobacco. Did you know smoking is the number one cause of preventable disease and death in the world? Secondhand smoke is also a serious hazard. It causes more than 41,000 deaths every year. Who will you protect by giving up tobacco?

If you want help, call the tobacco quit line at 1-800-QUIT-NOW (1-800-784-8669).

You can also call our CareSource24<sup>®</sup> Nurse Advice Line. We can answer questions about quitting. We can answer other health questions too! We are here to help you 24/7/365. Call **1-833-687-7331 (833 NURSE 31)**.

**Sources:**

*Centers for Disease Control and Prevention,  
[www.cdc.gov/tobacco/data\\_statistics/fact\\_sheets/fast\\_facts/](http://www.cdc.gov/tobacco/data_statistics/fact_sheets/fast_facts/)*

# Avoiding Microplastics

Microplastics are tiny pieces of plastic smaller than a grain of sand. They are in the ocean, soil, and air. The average person consumes about 5 grams of plastic each week. That's about the weight of a credit card! We still do not know how microplastics affect human health. Microplastics have been found in the lungs, blood and even placentas of humans.

## How can you help reduce microplastics?

Limiting your daily plastic use is a good first step. Bring reusable bags to the grocery store, try a reusable water bottle instead of single-use bottles and trade a wood cutting board for your plastic board. Plastics are hidden in many of our personal care products. Common ingredients like polyethylene or polypropylene are microplastics. Limit your use of these products when you can. Small changes can make a big difference.



### Sources:

National Geographic, [nationalgeographic.com/environment](https://nationalgeographic.com/environment/);  
American Lung Association, [lung.org/blog](https://lung.org/blog)



# It's Not Too Late...

...to get your flu shot! It may feel like flu season is over, but it can go as late as May. Keep yourself and those around you healthy. Almost everyone six months of age and older needs a flu shot every year. It's extra important for:

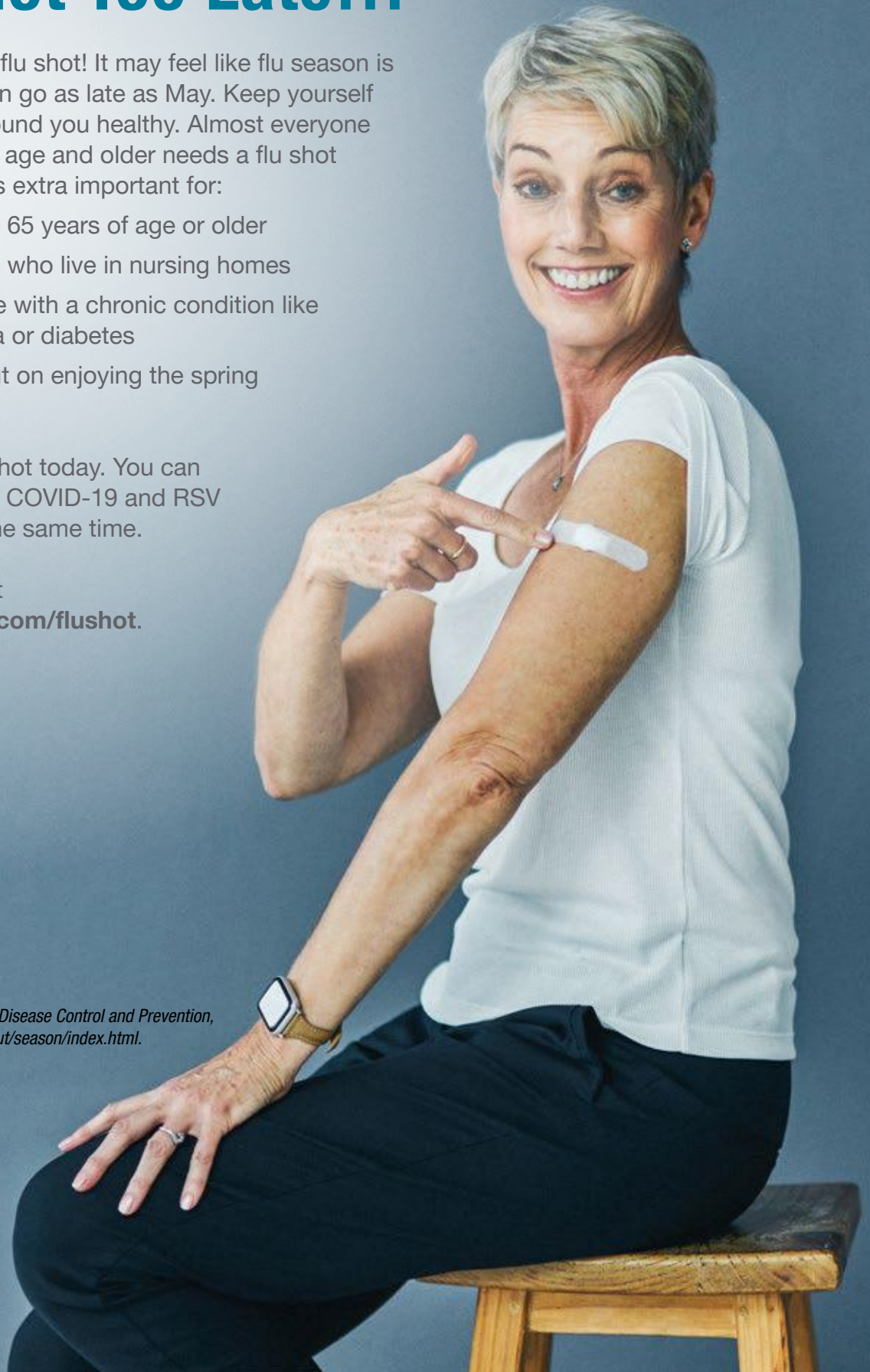
- People 65 years of age or older
- People who live in nursing homes
- Anyone with a chronic condition like asthma or diabetes

Don't miss out on enjoying the spring due to the flu!

Get your flu shot today. You can even get your COVID-19 and RSV vaccines at the same time.

Learn more at  
**CareSource.com/flushot.**

**Sources:** Centers for Disease Control and Prevention,  
[www.cdc.gov/flu/about/season/index.html](http://www.cdc.gov/flu/about/season/index.html).





# Get Rewarded for Healthy Habits

If you do certain healthy activities, you can earn reward dollars! This includes things like seeing your provider for a yearly visit. There have been updates to My CareSource® Rewards in 2024.

- Any unused rewards from 2023 have been added to your **new** Healthy Benefits+™ card. **Use this same card for your healthy food and over-the-counter (OTC) allowance and dental, vision, and hearing flex allowance.**
- You should have received your card at the beginning of the year. Don't forget to activate it!
- Check the dates when rewards will expire. Rewards expire one year after you get them. Your healthy food and OTC allowance expires at the end of each month. Your dental, vision and hearing flex allowance expires at the end of the year.



Questions about the program or your account balance? Call Member Services. The number is on the back of this newsletter.

*\*Rewards are subject to change. Rewards may vary by age, gender, and health issues and health care needs. You may be responsible for the cost if you do not check with CareSource or your primary care provider (PCP) before receiving services.*



# Get Help Using Your Online Benefits!

We have digital tools to help you make the most of your CareSource benefits and services. We can help you get started. **Call Member Services or your Care Manager and we can help you learn more about our digital tools.**

## Here are some of the tools available:



### My CareSource®

Your 24/7 secure online portal account. With My CareSource, you can find out about your benefits, choose the way you want to hear from us and much more. To sign up, visit [MyCareSource.com](http://MyCareSource.com).



### CareSource Mobile App

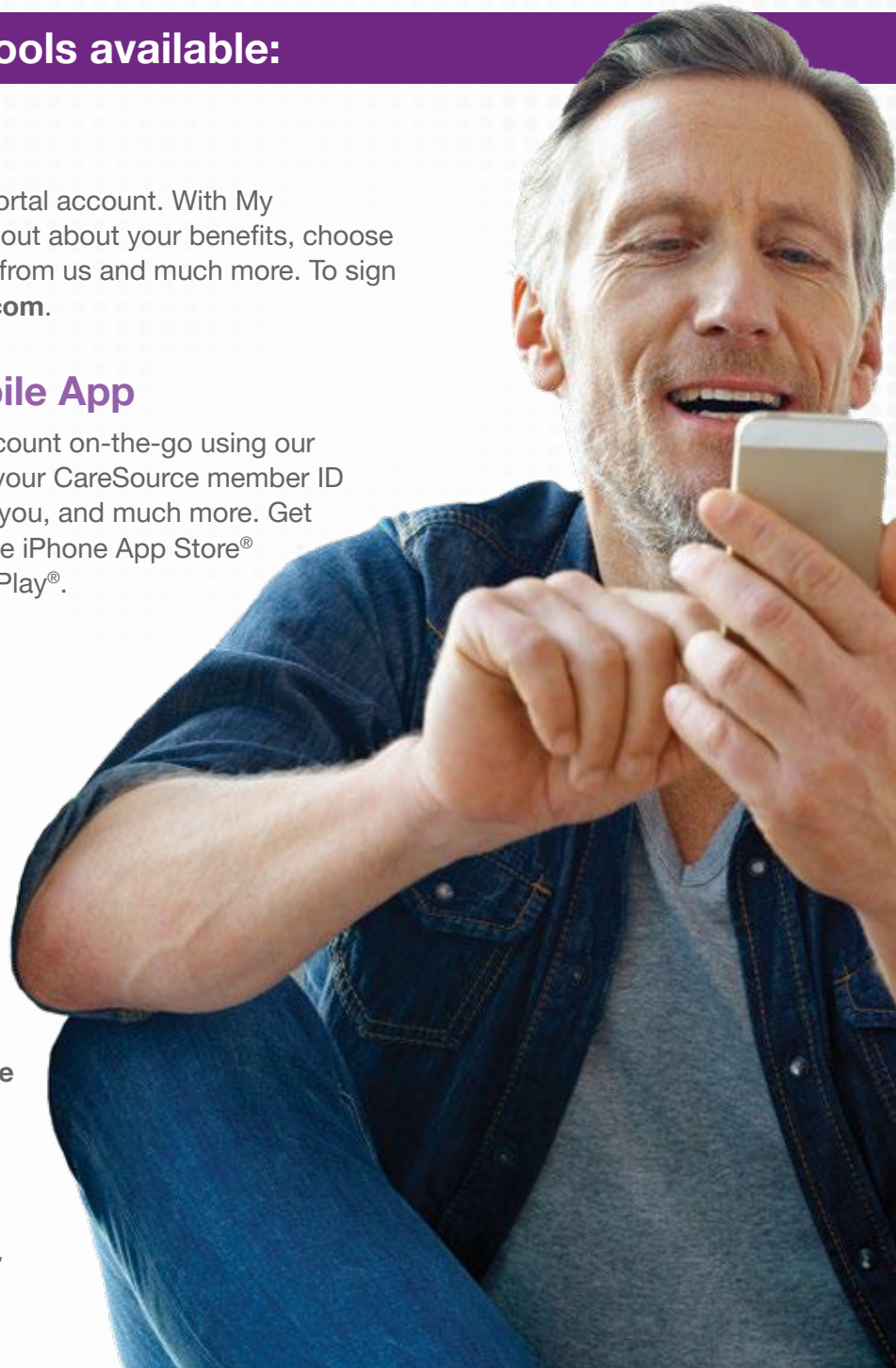
View your CareSource account on-the-go using our mobile app. You can see your CareSource member ID card, find a provider near you, and much more. Get the mobile app through the iPhone App Store® or for Android on Google Play®.



### Teladoc

Save money, time and worry when you use telehealth. You can use Teladoc® for general medical and behavioral health services. It's a great option when your provider is closed, or you can't get a same day appointment. Visit [Teladoc.com/CareSource](http://Teladoc.com/CareSource) to learn more.

*iPhone is a registered trademark of Apple, Inc. The App Store is a service mark of Apple, Inc. Google Play and Android are registered trademarks of Google, Inc.*





**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 pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-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](mailto: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](http://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 (1-833-711-4711 or 711)**

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

## Join Us

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

 [X.com/CareSource](https://www.x.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.