



WINTER 2024

MEMBER *Source*

A Newsletter for CareSource® MyCare Ohio (Medicare-Medicaid Plan) Members

We Make it Easy to Find a Doctor



Do you need to find a doctor, hospital, pharmacy or other health care provider? You can use our online tool at any time to search for a provider in our network. Our tool is fast, convenient and updated daily. Go to [FindADoctor.CareSource.com](https://www.findadoctor.caresource.com) to get started.

Features

- ▶ **Search** by name, location, specialty and more.
- ▶ **Filter** your results to find what you need quickly.
- ▶ Enable 'Location Services' to get **suggested options** based on where you are.
- ▶ **Sort** your results by name, distance or relevancy.

If you need help, use the online tutorial. It will show you how simple it is to find what you need.


CareSource®



Talk to Your Teen About Vaping



E-cigarettes, or vapes, are the most used tobacco product among United States teens. Most vapes contain addictive substances. Vaping can cause lung damage and impact brain development. Often, teens vape because of peer pressure from friends or social media. A few signs of vaping include mood changes, faint fruity smells or increased thirst. It's important to talk to your teen about vaping.

Start by putting yourself in their shoes. Remember what it was like to be a teen. Find a safe, calm place to talk. Express empathy when talking to them. Try not to yell or pass judgement. It is key to be someone to count on and trust.

A way to help your teen avoid or stop vaping is to have them focus on something else. Encourage them to join a sport or after school club. They could try exercising, journaling, meditation, listening to music or playing games.

Supporting your teen is the best way to help them.
Learn more at [Teen.SmokeFree.gov](https://www.teen.smokefree.gov).

Sources: Centers for Disease Control and Prevention, www.cdc.gov/tobacco/e-cigarettes/index.html, American Lung Association, www.lung.org/quit-smoking/helping-teens-quit/talk-about-vaping

Another Year of Great Benefits for **YOU!**

Medicare's Open Enrollment Period for health and prescription drug plans is here. In September, you got updated materials for 2025. Review your plan documents so you know what's covered. Here's a highlight!



Dental, Vision, Hearing Benefits



Dental cleanings, exams and x-rays are covered once every 6 months.



Routine hearing exams are covered. Routine evaluations and fittings for hearing aids are also covered.



Routine eyewear is covered.

- If you are under the age of 21, routine eyewear is covered once a year.
- If you are between the ages of 21-59, routine eyewear is covered once every two years.
- If you are over the age of 59, routine eyewear is covered once a year.

Healthy Allowances & Rewards

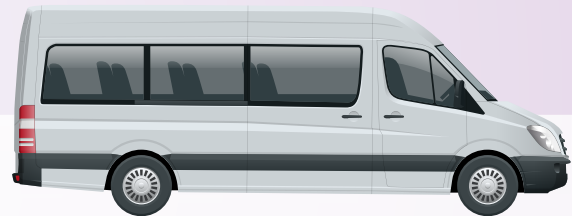


Use your Healthy Benefits+™ card on your over-the-counter (OTC) allowance and flex allowance.

- Use your quarterly \$100 OTC allowance on commonly used health related items.
 - NEW! If you don't use the whole \$100 quarter to quarter, it will rollover. This means this money won't expire until the end of 2025.
- You get a yearly \$500 flex allowance. Use this allowance on dental, vision and hearing services and accessories beyond what your plan already covers! This allowance can be used at any eligible provider.

You can also earn rewards! Earn up to \$365 in rewards by completing healthy activities like going to your annual wellness visit or getting a flu shot. Rewards expire one year from issuance. Visit HealthyBenefits.com/MyCare to learn more.

**The OTC allowance, flex allowance and rewards are only available to MyCare Medicare and Medicaid members.*



Transportation

Get 60 one-way trips to your health care visits, pharmacy, gym and grocery store. Call Member Services to schedule a ride.

**Enhanced transportation benefits are only available to MyCare Medicare and Medicaid members.*

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



Talk to Your Doctor or Pharmacist About Your Medications

Do you have questions about your medications? Talk to your doctor or pharmacist to make sure you are taking them correctly. These are some questions you can ask to learn more about your medicines.

- How long will it take to work?
- Can I take this with other medications?
- How long do I take this medication?
- Do I need to eat with this medication?
- Is there a certain amount of time I should wait between doses?

Source: <https://medlineplus.gov/ency/patientinstructions/000535.htm>



Care Management *How Can They Help?*



We want to make sure you're getting the care you need. With our Care Management program, you can get help coordinating your health and non-health care needs. This program is at no cost to you.

Our Care Management team has nurses, social workers and community health workers who can work with you one-on-one. They are called Care Managers. Our Care Managers can work with you, your providers, family and/or caregivers to set up your care. We will work with you to meet your health and wellness goals. If you don't know who your Care Manager is, please call Member Services.

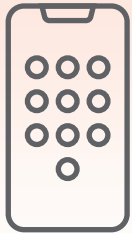


988 Suicide and Crisis Lifeline




Are you in crisis? If so, call or text 988. You can also open a chat on 988lifeline.org. 988 will reach the Suicide Prevention Hotline. This hotline can be used 24/7 by anyone struggling with their mental health or having thoughts of suicide.

Here are some tips for when you call 988:




Press “1” if you are a veteran.


Press “2” if you need interpretation services.


Dial 711 if you are hard of hearing for TTY. Then, dial **1-800-273-8255** or your preferred service.


Talk and text is available in English and Spanish.

Source: 988 Suicide & Crisis Lifeline. <https://988lifeline.org/current-events/the-lifeline-and-988>.

When to Get Your Hearing Checked



Do you have trouble hearing? Do you or your loved ones notice you’re not hearing as well as you used to? It is important to get your hearing checked often. It can be hard to tell if your hearing is getting worse. Here are some early signs of hearing loss to look for:

Adults:	Children:
<ul style="list-style-type: none">• Hearing worse in one ear• Ringing in your ear• Turning volume up louder• Pressure in the ear	<ul style="list-style-type: none">• Not turning towards sound• Delayed speech• Turning volume up louder• Confused in conversations or when given directions

Get your hearing checked! We offer high quality hearing care. Get a routine hearing exam once a year at no cost to you. Hearing aids are covered once every 4 years for conventional and 5 years for digital or programmable.

Go Green!



Did you know we can send you email or text instead of paper mail? We will send you a text or email when documents or invoices are ready for you in your My CareSource® account.

Use these steps to update your preferences and go green!

1. Log in to your **MyCareSource.com** account. If you don't have an account, click **Sign Up** and follow the prompts. You will need your member ID card.
2. Click **Preferences** on the top navigation bar. A screen to edit your contact preferences will appear.
3. Make sure your email and phone number are correct. If they are not, change them. Check the boxes for **Send me email** and/or **Send me text**. You can pick the types of messages you would like to get electronically.

Click the **Update** button and you're all set!



Managing Food Allergies During the Holiday Season

The holidays are a time to celebrate and often involve eating together. This can be challenging for those with food allergies. The more you know about food allergies, the better prepared you can be when planning meals. There are nine foods listed as major food allergens.

These include:



Milk



Eggs



Fish



Shellfish



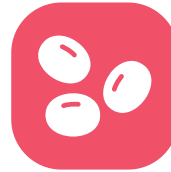
Tree Nuts



Peanuts



Wheat



Soybeans



Sesame

While some food allergies are mild, some can be severe or even life threatening. Talk to the people you are spending time with this holiday season. Tell the host if you have a food allergy. Ask questions. Talk through the menu. If you are someone with a child who has a food allergy, talk with them before the celebration. Having a plan can eliminate some of the worry. Consider writing labels for each dish. You can also keep dishes with food allergens separate from the rest of the food.

Source: Food and Drug Administration, www.fda.gov/food/buy-store-serve-safe-food/food-allergies-what-you-need-know



How to Support a Loved One Through a Difficult Diagnosis

It can be hard to get a life changing diagnosis or find out about a terminal illness. The news can feel overwhelming and difficult. There are no one-size-fits-all solutions, but if you have a loved one facing a difficult diagnosis, there are ways to support them.

Many times, we want to offer advice. Try not to say things that are out of your control, even if you think it will make them feel better. Saying that “everything will be fine” may make your loved one feel like they cannot share when things are not going well. Say, “I am here to support you” instead.

Find out what they need from you. Generally saying, “let me know how I can help” can be overwhelming. Offer specific kinds of help. Bring them a home cooked meal or do household chores.

If you offer help and your loved one does not want it, do not force it. Respect that they may need time and space. Still check in on them because they may want your help eventually.

Source: Mayo Clinic, [mayoclinichealthsystem.org](https://www.mayoclinichealthsystem.org)





Breathe Easier Indoors

When we think about air pollution, we often think of it outdoors. But air pollution levels can be just as high indoors!

There are several common indoor air pollutants. **Radon** is a naturally occurring gas that forms in soil. You cannot see or smell radon. **Combustion pollutants** are gases or particles that come from burning materials. Examples are space heaters, gas stoves and fireplaces. **Volatile Organic Compounds (VOCs)** are products like paint and common cleaners that emit chemical gases.

There are steps you can take to improve your indoor air quality.



- 1 When the weather is nice, open windows to let the breeze through. Check the outdoor air quality where you live at www.AirNow.gov first.



- 2 Limit your use of chemical cleaners or products. Or switch to less toxic products that have the **Safer Choice** label.



- 3 Vent your appliances like heaters and dryers outside. You can also install a carbon monoxide detector in your home.



- 4 Get your home tested for radon. Most states offer free or low-cost test kits. Find out how to get your kit at www.epa.gov/iaq and choose *radon*.

Life HACKS:



Cold & Flu Season

No one plans to get sick. When it happens, it can alter your daily life for up to a week or more. Listen to your doctor's treatment plan to help you get better. Here are some home remedies to help you feel better.

Stay hydrated.

Keeping your body hydrated can help to fight off a cold or flu virus. Drink plenty of water. Electrolyte drinks, like Gatorade or Pedialyte, can also help your body absorb the water.

Rest and drink warm tea.

Give your body time to heal. This helps your body focus on getting better. Warm herbal tea or lemon water can help soothe a sore throat and unblock sinuses. You can also gargle with warm salt water a few times each day.

Stay well this winter.

What's the best way to protect yourself?

Get a flu shot! Earn a \$40 reward* for getting your flu shot. Learn more at [CareSource.com/FluShot](https://www.caresource.com/FluShot).

If you have questions about your health, CareSource24® provides around-the-clock access to a caring and experienced staff of registered nurses. Call CareSource24 Line at **1-866-206-7861** 24 hours a day, 7 days a week, 365 days a year.

**Rewards are only available to MyCare Medicare and Medicaid members*

Protect Your Personal Information



Health insurance fraud is a serious issue. Stay safe. Protect your personal information.

- 1 Be careful when giving out your member ID card number or social security number.
- 2 Do not let another person use your member ID card. This is illegal. It puts you at risk for identity theft.
- 3 Report any suspicion of fraud. If you believe someone has used your card to get services, tell us as soon as you can.

Call **1-844-415-1272 (TTY: 711)** to report fraud. You do not have to give us your name when you write or call. Your report will be kept as confidential as allowed by law.



Your Feedback Is Important to Us!

You may receive surveys from us asking about your experiences. These may come by phone, email, text or mail. We want you to be honest in your responses. It will never affect your CareSource coverage. If you receive a survey, please take it! We need your feedback to ensure you are getting the care and support you deserve.

If you've had a good experience with us or the providers in our network, you can give scores such as 9 or 10, Excellent or Very Good. You can also tell us how we can better serve you! Call Member Services if there is anything you need help with now.

Your voice matters. Thank you for being the best part of CareSource!



It's Important to Drink Water *Even* in the Winter

Our bodies are made up of 60-70% water, so it is important to keep yourself hydrated. As it gets colder, this may seem hard. The dry air from indoor heating can make you dehydrated and you may not even know. Staying hydrated helps keep our immune system strong, which is important during cold and flu season.

There are simple ways to make sure you are getting enough water during the winter. Carry a water bottle with you. This can help encourage you to drink more water. Add some flavor by putting a slice of lemon, lime or other fruit to your water. Drink warm fluids. Hot herbal teas, warm water or warm broths are good choices. Eat hydrating foods like oranges, celery or yogurt. Warm soups can also provide the water you need. Plus, it's a great meal!



Want more health tips? 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 care journey through live videos and chats, polls and more. You can also tell us what we can do to make your CareSource experience better.

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



Get Ahead of Migraines

A big step in coping with migraines is to find out what may be causing them. Causes are not the same for each person. Once you find them, you may be able to stop migraines before they start.

Keep track of your patterns and habits. Some helpful things to track are what you eat or drink and when; when and how long you sleep; the weather; and for those who menstruate, when you have your period. Track when your migraines or headaches start, how long they last and other symptoms you have. Note what medicines and other things help ease the pain.

Take these notes to your provider. Together, you can find what may cause your migraines. This information can also help know the best ways to help ease the symptoms once they start.

Sources: Migraine Trust, <https://migrainetrust.org/live-with-migraine/self-management/common-triggers/>
National Center for Biotechnology Information, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7572189/>



Childhood Immunization Schedule

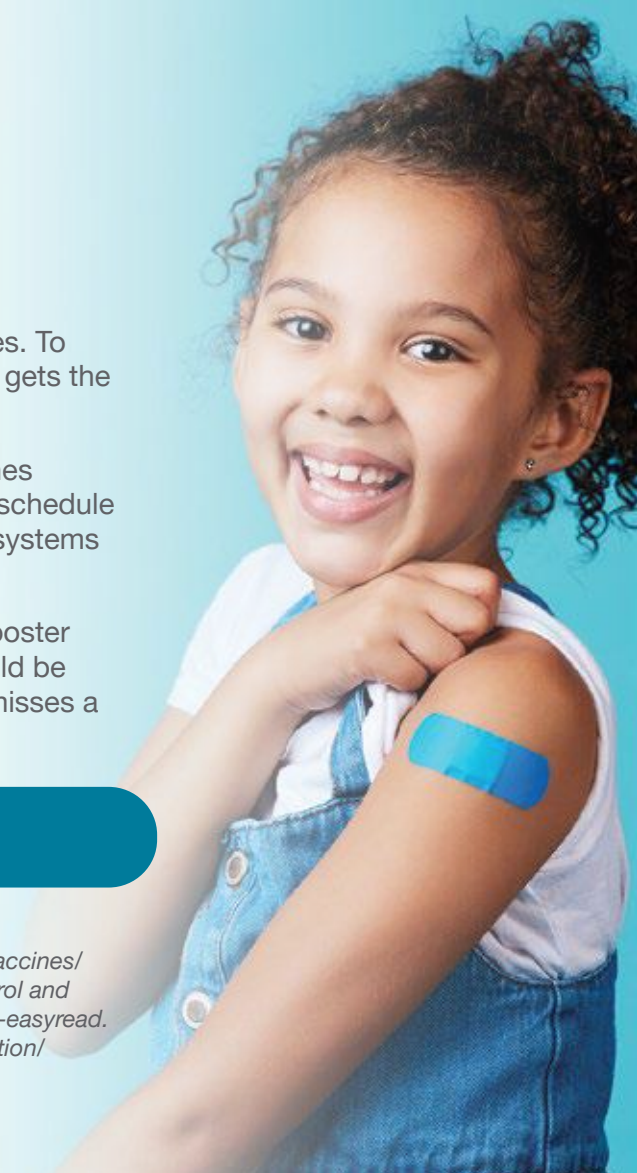
Vaccines, or shots, help protect kids from harmful diseases. To get the most benefit and protection, make sure your child gets the right shots at the right time.

The Centers for Disease Control (CDC) has a list of vaccines children should get and when they should get them. This schedule is based on when vaccines work best with kids' immune systems and when kids need the protection the most.

Many of the shots happen while they are infants. Often booster shots are needed months or years later. Some shots should be given each year, such as flu and COVID-19. If your child misses a vaccine or a booster, they won't need to start over.

If you have questions, talk to your child's primary care provider (PCP).

Sources: Centers for Disease Control and Prevention, www.cdc.gov/vaccines/schedules/easy-to-read/child-easyread.html, Centers for Disease Control and Prevention, www.cdc.gov/vaccines/schedules/easy-to-read/adolescent-easyread.html, Healthy Children, www.healthychildren.org/English/safety-prevention/immunizations/Pages/Recommended-Immunization-Schedules.aspx



Find out if a drug is covered or how much it will cost at **CareSource.com**. We have a searchable drug list. Go to **Find My Prescriptions** under **Members** then **Tools & Resources**. Choose your **Ohio** and **MyCare** to find out which drugs are covered. It is where the most current drug list can be found. You can also call Member Services.

English: We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at **1-855-475-3163** (TTY: 1-833-711-4711 or 711), 8 a.m. - 8 p.m., Monday – Friday. Someone who speaks your language can help you. This is a free service.

Spanish: Contamos con servicios gratuitos de intérprete para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o de medicamentos. Para obtener los servicios de un intérprete, llámenos al **1-855-475-3163** (TTY: 1-833-711-4711 o 711), de 8 a. m. a 8 p. m., de lunes a viernes. Una persona que habla español puede brindarle ayuda. Este servicio es gratuito.

Chinese Mandarin: 我们提供免费口译服务，以回答您对我们的健康或药物计划的任何问题。如要获取口译服务，请在周一至周五的上午 8:00 至晚上 8:00 致电 **1-855-475-3163** (聋哑人电传打字服务专线：1-833-711-4711 或 711) 联系我们。届时，我们将安排会讲普通话的人员为您提供帮助。此项服务免费提供。

Chinese Cantonese: 我們提供免費的口譯服務，以回答您可能對我們的健康或藥物計劃擁有的任何疑問。如需口譯員，請致電 **1-855-475-3163** 聯絡我們 (TTY 聽障電話專線：1-833-711-4711 或 711) ；服務時間為：週一至週五上午 8 點至晚上 8 點。我們將安排會說繁體中文的人員為您提供幫助。此項服務免費提供。

Tagalog: Mayroon kaming mga libreng serbisyo ng interpreter upang sagutin ang anumang mga katanungan na maaaring mayroon ka tungkol sa aming plano sa kalusugan o gamot. Upang makakuha ng interpreter, tawagan lang kami sa **1-855-475-3163** (TTY: 1-833-711-4711 o 711), 8 a.m. - 8 p.m., Lunes - Biyernes. Matutulungan ka ng isang taong nagsasalita ng Tagalog. Libreng serbisyo ito.

French: Des services d'interprétation vous sont proposés gratuitement pour répondre à toutes vos questions sur notre programme relatif à la santé ou aux médicaments. Pour obtenir un interprète, contactez-nous au **1-855-475-3163** (téléscripteur : 1-833-711-4711 ou 711) de 8 h 00 à 20 h, du lundi au vendredi. Une personne parlant français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có các dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào mà quý vị có thể có về chương trình sức khỏe hoặc thuốc của chúng tôi. Để có thông dịch viên, chỉ cần gọi cho chúng tôi theo số **1-855-475-3163** (TTY: 1-833-711-4711 hoặc 711), 8 giờ sáng - 8 giờ tối, từ Thứ 2 đến Thứ 6. Một người nói Tiếng Việt có thể giúp quý vị. Dịch vụ này miễn phí.

Russian: Мы бесплатно предоставляем услуги устного перевода в случае, если у вас могут возникнуть вопросы о нашем медицинском или лекарственном плане. Для получения услуг устного перевода, просто позвоните нам по номеру **1-855-475-3163** (телетайп: 1-833-711-4711 или 711) с 8:00 до 20:00 с понедельника по пятницу. Вам может помочь человек, говорящий на русском языке. Эта услуга предоставляется вам бесплатно.

Arabic: لدينا خدمات المترجمين الفوريين للإجابة على أي أسئلة قد تكون لديك حول خطتنا الصحية أو الدوائية. للحصول على مترجم فوري، فقط اتصل بنا على **1-855-475-3163** (TTY: 1-833-711-4711 أو 711)، من صباحاً حتى 8 مساءً، من الإثنين إلى الجمعة. يمكن لشخص يتحدث اللغة العربية تقديم المساعدة لك. هذه الخدمة مجانية.

Italian: Disponiamo di servizi gratuiti di interpretariato per rispondere a qualsiasi domanda in merito al nostro piano sanitario o farmaceutico. Per richiedere un interprete è sufficiente chiamarci al numero **1-855-475-3163** (TTY: 1-833-711-4711 o 711), dalle 8.00 alle 20.00, dal lunedì al venerdì. Potrai ricevere assistenza da qualcuno che parla italiano come te. Il servizio è gratuito.

Portuguese: Oferecemos serviços de interpretação gratuitos para responder a quaisquer perguntas que possa ter sobre o nosso plano de saúde ou medicamentos. Para obter um intérprete, basta ligar para **1-855-475-3163** (Teletipo: 1-833-711-4711 ou 711), das 8:00 às 20:00, de segunda a sexta-feira. Alguém que fale [Português] pode ajudá-lo. Este serviço é gratuito.

French Creole: Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou kapab genyen sou plan sante oswa medikaman. Pou w jwenn yon entèprèt, jis rele nou nan **1-855-475-3163** (TTY: 1-833-711-4711 oswa 711), 8 a.m. - 8 p.m., Lendi – Vandredi. Yon moun ki pale kreyòl kapab ede w. Sa se yon sèvis gratis.

Polish: Oferujemy bezpłatne usługi tłumacza, który odpowie na wszelkie pytania dotyczące naszego planu opieki zdrowotnej lub planu leczenia farmakologicznego. W celu skorzystania z usług tłumacza prosimy o kontakt pod numerem **1-855-475-3163** (TTY (dalekopis): 1-833-711-4711 lub 711), od 8:00 do 20:00, od poniedziałku do piątku. Asystent mówiący po polsku udzieli Państwu pomocy. Usługa jest bezpłatna.

German: Bei Fragen zu unserem Gesundheits- oder Arzneimittelplan steht Ihnen ein kostenloser Dolmetscherdienst zur Verfügung. Um einen Dolmetscher in Anspruch zu nehmen, rufen Sie uns einfach montags bis freitags von 8.00 Uhr bis 20.00 Uhr unter **1-855-475-3163** (TTY: 1-833-711-4711 oder 711) an. Jemand, der Deutsch spricht, wird Ihnen weiterhelfen. Dieser Dienst ist kostenlos.

Korean: 건강 플랜이나 처방약 플랜에 대하여 궁금하신 점에 대해 답을 드릴 때 무료 통역 서비스를 이용하실 수 있습니다. 통역가가 필요하시면 **1-855-475-3163** (TTY: 1-833-711-4711 또는 711)으로 월요일부터 금요일까지 오전 8시부터 오후 8시 사이에 전화 주십시오. 한국어를 구사하는 담당자가 도와드릴 수 있습니다. 본 서비스는 무료로 제공됩니다.

Hindi: हमारी स्वास्थ्य या दवा योजना के बारे में आपके हो सकने वाले किसी भी प्रश्नों का उत्तर देने के लिए हमारे पास निःशुल्क दुभाषयिणी सेवाएं हैं। दुभाषयिणी प्राप्त करने के लिए, बस हमें **1-855-475-3163** (TTY: 1-833-711-4711 या 711), 8 a.m. - 8 p.m., सोमवार - शुक्रवार, पर कॉल करें। हृदी में बात करने वाला कोई व्यक्ति आपकी मदद कर सकता है। यह सेवा निःशुल्क है।

Japanese: 医療保険または医薬品プランに関するご質問にお答えするため、無料の通訳サービスがあります。通訳をご希望の方は、**1-855-475-3163** (TTY: 1-833-711-4711 または 711) までお電話下さい。月～金曜日、午前8時～午後8時にご利用いただけます。日本語を話す通訳者が対応いたします。こちらは無料サービスです。

Notice of Non-Discrimination

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>.

MyCareOhio
Connecting Medicare + Medicaid



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

HOW TO REACH US

Member Services Dept:
1-855-475-3163
(TTY: 1-833-711-4711 or 711)

CareSource24®
24-Hour Nurse Advice Line:
1-866-206-7861

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!***



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

CareSource® MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

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