

WINTER 2025



# MEMBER Source

A Newsletter for TrueCare Members

## The Impact of Gratitude on Health

The holiday season is full of appreciation. Gratitude can have a great effect on your health all year long.

Your mind and your body have a strong connection. When you practice gratitude, it can offer perks like:

- Lower blood pressure
- Stronger immune system
- Improved heart health
- Boost in mental health
- Better sleep quality
- Decreased pain levels

**Want to express more gratitude in your daily life?** Here are some tips and tricks:

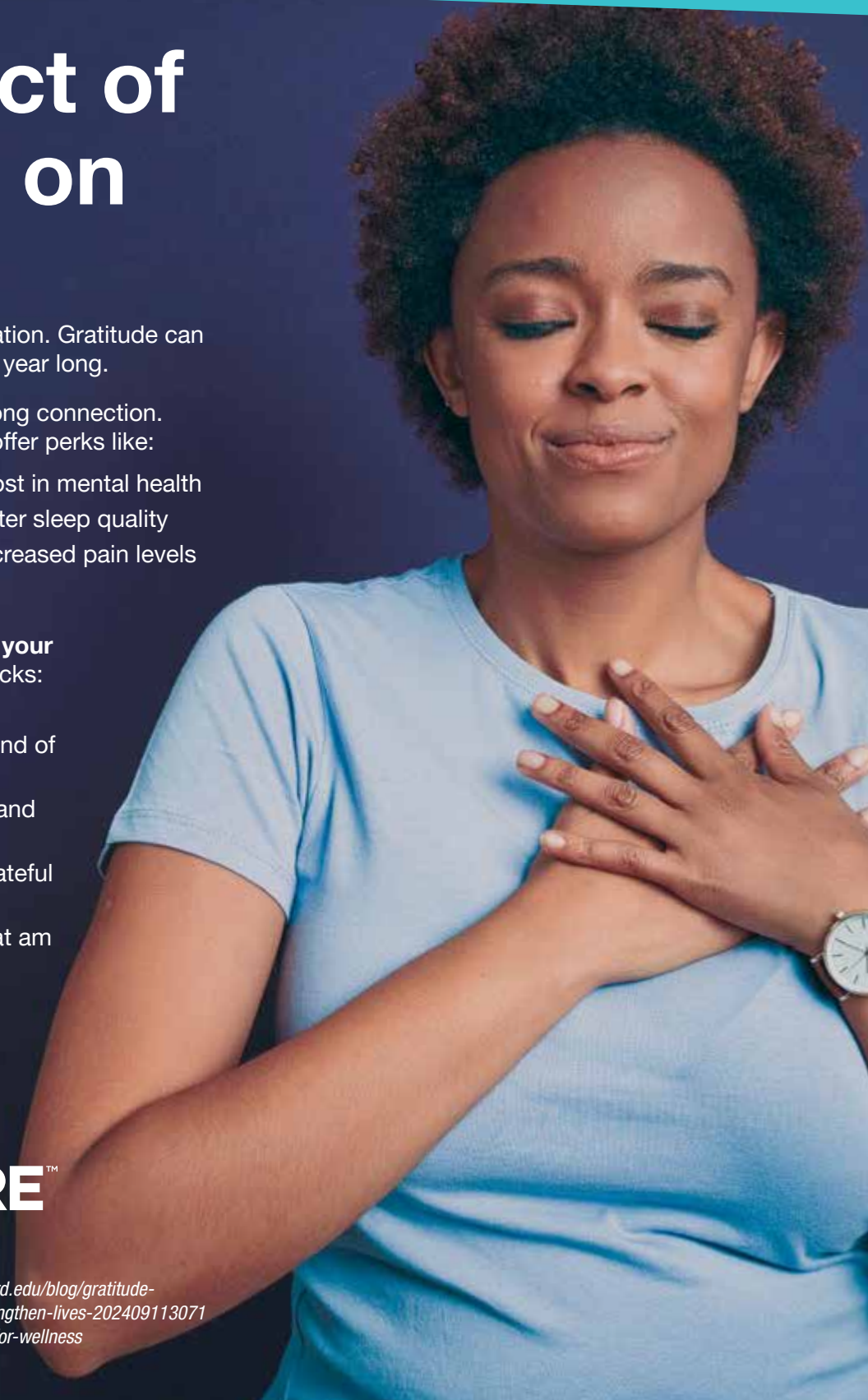
- Keep a journal. Write down three things you're thankful for at the end of each day.
- Write thank you notes to friends and family.
- Take turns saying what you're grateful for at the dinner table.
- Ask yourself questions like, "What am I looking forward to this week?"

Practice a gratitude mindset to start feeling like a healthier, happier you.



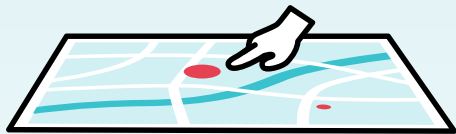
**TRUECARE™**

**Sources:** Harvard Medical School. [www.health.harvard.edu/blog/gratitude-enhances-health-brings-happiness-and-may-even-lengthen-lives-202409113071](http://www.health.harvard.edu/blog/gratitude-enhances-health-brings-happiness-and-may-even-lengthen-lives-202409113071)  
Cleveland Clinic. [health.clevelandclinic.org/gratitude-for-wellness](http://health.clevelandclinic.org/gratitude-for-wellness)

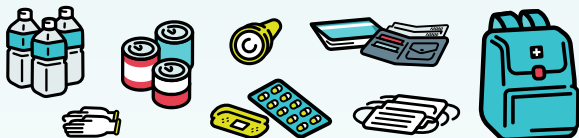


# When Disaster Strikes, Be Prepared.

Disaster can happen anytime. A tornado, hurricane, wildfire or flood can change your life. Make sure you and your family are prepared.



**1. Make a Plan:** use a checklist or create your own. Know what you and your family are going to do during and after an emergency. Know where you'll shelter and where to meet if you are divided.



**2. Build a Kit:** include enough food, water and medications for two weeks if possible.



**3. Stay Informed:** sign up for alerts by phone or text.

Visit [ready.gov](https://www.ready.gov) to download checklists and find helpful resources. Learn more about alerts at [www.ready.gov/get-tech-ready](https://www.ready.gov/get-tech-ready).



## What Are Super Foods?

Have you ever heard of super foods? They get that name because they are packed full of essential nutrients. Having them in your diet is an essential part of staying healthy. Research has shown that having a healthy diet can reduce the risk of heart disease, high blood-pressure, diabetes and cancer.

Foods such as fish, berries, nuts, leafy greens, yogurt and whole grains are all super foods. There are great ways to add these to your diet. Try adding some nuts, like almonds or cashews, to yogurt. Or even try to include leafy greens like spinach or kale to soups and stews. Fish like salmon and tuna are high in Omega-3 fatty acids. Try a nice salmon dinner with some lemon for a hearty meal.



You may qualify for SNAP (Supplemental Nutrition Assistance Program). SNAP can help you pay for groceries each month. Visit [fns.usda.gov/snap](https://fns.usda.gov/snap) to learn more and see if you qualify.

**Source:** Harvard Health Publishing. [www.health.harvard.edu/blog/10-superfoods-to-boost-a-healthy-diet-2018082914463](https://www.health.harvard.edu/blog/10-superfoods-to-boost-a-healthy-diet-2018082914463)



# Medication Adherence Made Easier

Sometimes, managing your medicine can seem like another chore on your to-do list. Taking them correctly is key. This means taking the right dose at the right time. It also means picking them up from the pharmacy on time.

Many pharmacies offer ways to make it easier for you to get your medicine:

- Ask about filling all your medications on the same day.
- Ask about getting your medicine delivered right to your door with mail-order delivery.

**Source:** American Heart Association. [www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed](http://www.heart.org/en/health-topics/consumer-healthcare/medication-information/medication-adherence-taking-your-meds-as-directed)



## Should I Get My **Hearing Tested?**

**Do You Have Confirmed Hearing Loss?**

**Yes**

Get your hearing aids or other hearing devices checked once a year. Talk to your doctor if there's a change in how well you are hearing.

**No**

**Are You Older Than 60?**

**Yes**

Are you or loved ones noticing you're not hearing as well as you used to?

**Yes**

Get your hearing tested.

**No**

Get a baseline test. You may want to get retested later if it continues.

**No**

Is there a lot of noise in your daily life or with your job?

**Yes**

**No**

Based on your answers, you are OK! If you are still concerned, talk to your doctor.



## Get the Most out of Your Benefits

We are more than just quality health insurance. We care about you! Making your health and wellness a priority can be a challenge. We're here to make things a little easier.

**We offer benefits and services that go beyond basic care. Take advantage of all that we have to offer:**

- **No copays** for health care visits.
- **No copays** for prescriptions.
- Vision and dental care as a core part of your benefits.
- **Reward programs** that let you earn rewards to help you buy groceries, personal care items and much more when you make healthy choices.
- **Free rides** to health care visits or to pick up food at food pantries or through curbside pickup.
- Get your own **Life Coach** or help finding a job, finishing your degree or exploring a new career path with **TrueCare Life Services**.
- An easy-to-use digital experience called TrueCare MyLife that lets you access your account on-the-go.

# Watch Out for Seasonal Affective Disorder (SAD) This Winter

## Are you feeling down this season?

Or maybe you've noticed a loved one's change in behavior? Studies show those with mental health illness are more likely to feel worse during the holidays. SAD is a type of depression that happens when the seasons change. The following symptoms often start in fall and last through winter:

- Feeling tired
- Sleeping a lot
- Change in appetite
- Being easily annoyed
- Thoughts of self-harm

## Can you help someone with SAD? Yes! Here are a few tips:

- Try to check in with them at least once a week.
- Listen kindly. Respond with, "How can I help?"
- Gently suggest they talk to a doctor or counselor.

**myStrength<sup>SM</sup>** offers self-help tools like a mood tracker, feeling log and more. Use it through TrueCare MyLife.

## Need help right away?

Call 988 or text HOME to 741741 to reach a crisis counselor 24 hours a day, 7 days a week.

**Practice care and be mindful this holiday season!**

**Sources:** Health Partners. [www.healthpartners.com/blog/why-we-get-depressed-during-holidays/](http://www.healthpartners.com/blog/why-we-get-depressed-during-holidays/).  
Mayo Clinic. [www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/symptoms-causes/syc-20364651](http://www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/symptoms-causes/syc-20364651)





# Thank You for Being a Member

TrueCare is more than just quality health insurance. We care about you! We are proud to:

- ✓ Be a **not-for-profit** health care plan. Our focus is people over profits, so there are more benefits for you.
- ✓ Have a **large network of providers**. We have providers in the largest cities to the smallest towns.
- ✓ Support you beyond your physical health. We know access to **healthy food, housing, transportation and community resources** impact your overall health.

Find all of the benefits and services available to you. Log in to TrueCare MyLife at **MyLife.MSTrueCare.com** or download the app through the App Store® or Google Play®.

## We love hearing from you!

We send out surveys throughout the year asking for your feedback. We want to know about your experience with us and hope that you respond if you get a survey. Your honesty in your response will not change the care you get.

If you have had a good experience, let us know! A score of “9 and 10”, or “usually” and “always”, tells us we are on the right track. If there is something we can do to make your experience better, we want to know. Call Member Services. We are here to help!



## Partners in Health

Your provider is a partner in your health. You should trust the people who give you care. Here are a few tips to keep in mind at your next visit with a provider:

- ✓ Be open and honest with them. Share your concerns even if it feels embarrassing. Your provider should listen and treat you with respect.
- ✓ Do not be afraid to ask questions. It can be helpful to write down what you want to talk about and bring it to your visit.
- ✓ You know your body best. If they tell you your symptoms are normal, but you feel off, speak up. Ask, “What about my issue tells you that it is not serious or something to worry about?” Or “What should I look for that may mean this is getting worse?”

If you are not happy with your provider or feel like they are not listening to your concerns, you can get a new one. Find a network provider near you using our *Find a Doctor* tool in TrueCare MyLife.

**Do you know what a good provider/patient relationship looks like?**

Scan the QR code to take the quiz and find out!





# Setting Health Goals for the New Year

**The new year is a great time to set health goals. Try these tips:**

- 1** Start by thinking about what you want to change. Make sure your goals are specific and easy to follow.
- 2** Try setting **s**pecific, **m**easurable, **a**ttainable, **r**elevant, and **t**ime-bound (SMART) goals. For example, aim to exercise for 30 minutes, five days a week or add more fruits and vegetables into your meals.
- 3** Keep track of your progress! You can use a notebook or an app to see how you're doing.
- 4** Remember to celebrate your small successes to keep you excited. It's also helpful to have friends or family support you in reaching your goals.

**By setting clear health goals, you can make positive changes that can last all year long!**

## You Asked For It!

**Your Top Questions to Member Services Answered**



### When will I get my member ID card?

Each member of your family who has joined TrueCare will receive their own member ID card when they join. Carry your member ID card with you in a secure place. Call Member Services if you never got your card or any of the information listed is wrong. You must show your member ID card when you get any medical services or prescriptions.

#### **Need it sooner?**

You can view your digital member ID card on TrueCare MyLife.



### I lost my member ID card. What should I do?

If you lose your member ID card, you can request a new printed member ID card through TrueCare MyLife. You can also call Member Services to get a new one sent to you.



### I changed my primary care provider (PCP). Do I need a new member ID card?

Your PCP is listed on your member ID card. We will send you a new card if you change your PCP. Make sure you get rid of your old ID card when you receive your new one. If we are unsure of who your PCP is, we will assign one near you and print that provider on your ID card. This doesn't mean you have to see that PCP. You can call us and we can update your ID card.

# Take Charge of Your Health with **TrueCare MyLife**

Health care can feel confusing. TrueCare MyLife, your digital health companion, can help make it easier. It has all the features you need to manage your plan. Sign in to your secure account, see all your benefits, view your digital ID card and so much more. You even get tips and resources tailored to you. Plus, it's easy to use!

Visit **MyLife.MSTrueCare.com** or get the app through the App Store® or Google Play®.



SCAN ME



## Wash your Hands the Right Way and Stop the Spread of Flu!

You can help stop the spread of flu by washing your hands often for at least 15-20 seconds. The flu season lasts from October to May. Here's five steps to washing your hands thoroughly.



**1 WET** your hands with clean, warm or cold running water. Turn off the tap. Apply soap.



**2 LATHER** your hands. Rub them together with the soap. Make sure to get the backs of your hands, between your fingers and under your nails.



**3 SCRUB** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



**4 RINSE** your hands well under clean, running water.



**5 DRY** your hands. Use a clean towel or air dry them.



Talk with your provider or pharmacist about getting your flu shot today. We want you to stay healthy!

*Source: CDC. [www.cdc.gov/clean-hands/about/index.html](http://www.cdc.gov/clean-hands/about/index.html)*



# Four Ways to Report Fraud, Waste & Abuse



To anonymously report any fraud, waste and abuse:

- 1 Call **1-833-230-2050** (TDD/TTY: 711) and follow the steps to report fraud.
- 2 Write to us. Fill out the Fraud, Waste and Abuse Reporting Form. Find it at [mstruecare.com/ms/members/tools-resources/forms/](https://mstruecare.com/ms/members/tools-resources/forms/). You can also send a letter to us. Mail it to:

TrueCare  
Attn: Program Integrity  
P.O. Box 1940  
Dayton, OH 45401-1940

There are other ways to report that are not anonymous. You can:

- 3 Fax us at **1-800-418-0248**.
- 4 Email [fraud@MSTrueCare.com](mailto:fraud@MSTrueCare.com).

Learn about what types of activities are considered fraud, waste and abuse in your member handbook.

## Questions About Your Prescriptions?

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



## Services Covered for You



### What to Do if You Get a Bill

You get all medically necessary Medicaid-covered services at no cost to you. *Medically necessary* means you need the services to prevent, diagnose, or treat a medical condition. You should not be billed for these services. Call Member Services if you get a bill. Services covered by TrueCare can be found in your member handbook. You can find the handbook at **MSTrueCare.com**. You can also get a additional or replacement printed copy sent to you when you call Member Services.

# How to Manage Your Blood Sugar Through the Holidays

Do you have diabetes? As we head into winter and the holiday season, it helps to set a few small goals to keep your blood sugar in control.

- Keep to your schedule as much as you can
- Check your blood sugar often
- Keep track of sweets and treats you eat
- Take healthy dishes to parties
- Stay active

Start off your new year by trying to lessen problems caused by diabetes. Talk to your provider about the tests and screenings you may need like a blood sugar test (A1C), kidney function and blood lipids (fats) screening, dilated eye exam and a thorough foot exam.

**Sources:** American Heart Association. [www.heart.org/en/news/2023/12/12/diabetes-control-at-the-holidays-its-not-about-perfection](http://www.heart.org/en/news/2023/12/12/diabetes-control-at-the-holidays-its-not-about-perfection), CDC. [www.cdc.gov/diabetes/healthy-eating/5-healthy-eating-tips-holidays.html](http://www.cdc.gov/diabetes/healthy-eating/5-healthy-eating-tips-holidays.html)



## Using the 24/7 Nurse Advice Line

Our smart, caring Registered Nurses are here 24/7 to talk with you. They can offer advice about your wound, sickness or health questions. They can also help you know when self-care, a doctor's visit, urgent care or an emergency room visit is needed. Unsure of when and where to get care? Call the 24/7 Nurse Advice Line to talk to a Registered Nurse at **1-833-687-7321** (TDD/TTY: 711).



## Know the Dangers of Smoking

Smoking can lead to nicotine dependence and major health problems. When you stop smoking or using tobacco products, you cut the risk of health issues. Some of these are heart attacks, strokes and certain cancers. The good news is smokers can - and do - quit for good. Since 2002, there have been more former than current smokers.

If you quit smoking, it will be easier to breathe. This will help you be more active. You will also protect those around you from breathing secondhand smoke. As a bonus, you will save more money. Studies show that a person who smokes one pack a day will save over \$2,000 a year!



To get help, call 1-800-QUIT-NOW (1-800-784-8669). Coaches can counsel you over the phone for free.

**Sources:** Centers for Disease Control and Prevention (CDC).  
[www.cdc.gov/tobacco/about/index.html](http://www.cdc.gov/tobacco/about/index.html),  
[www.cdc.gov/tobacco/campaign/tips/quit-smoking/quitline](http://www.cdc.gov/tobacco/campaign/tips/quit-smoking/quitline)



## Protect Yourself and Others from STIs

If you are sexually active, it is vital to get tested for sexually transmitted infections (STIs). STIs often won't show symptoms so you may not know you have one. Even when there are no symptoms, STIs can cause serious health problems. Getting tested can help protect your health and the health of your partner.

We cover STI testing for chlamydia, gonorrhea and syphilis once per year, at no cost to you. Call your provider's office to schedule a test. To find a provider near you, use our Find a Doctor tool in TrueCare MyLife. You may also go to a private, no cost or low-cost testing site near you. You can search for one by going to: [gettested.cdc.gov/](http://gettested.cdc.gov/).

**Source:** Centers for Disease Control and Prevention (CDC).  
[www.cdc.gov/sti/testing/](http://www.cdc.gov/sti/testing/)





# The Importance of Prenatal & Postpartum Care

Staying healthy during your pregnancy is one of the best ways to have a healthy birth. Be sure to go to your routine prenatal visits. You and your provider should talk about your care and birth plans. They can also answer any questions you may have. You may also qualify for rewards for completing your prenatal visits. For details about the reward programs, call Member Services at **1-833-230-2050** (TDD/TTY: 711). Here are some other ways you can help support a healthy pregnancy.

**Prenatal care** should start a few months before you become pregnant. Below are some healthy habits to follow:



Don't smoke or drink alcohol.



Take vitamins like folic acid.



Eat healthy.



Talk to your provider about any medical problems you have.

## myStrength<sup>SM</sup> is here to help

myStrength has tools and resources you can use 24 hours a day. Get support with the challenges of being a new parent. Use it through TrueCare MyLife.

**Postpartum care** starts right after you give birth.

Make sure you are:



Eating right.



Drinking plenty of water.



Getting as much rest as you can.



Going to postpartum visits (one to six weeks after delivery).

We can also help you with breastfeeding resources. Call Mom and Baby Beginnings at **1-833-230-2034** (TTY: 711).

Your body goes through many changes during pregnancy and after you have your baby. At times, the physical and emotional changes you may feel can lead to anxiety, low self-esteem and depression. These feelings often go away on their own. If not, talk with your provider if you are feeling sad longer than two weeks. They can help you with the care you need to feel better.

**Sources:** Integrative Spine & Sports. [integrativespineandsports.com/the-importance-of-prenatal-and-postpartum-care/](https://integrativespineandsports.com/the-importance-of-prenatal-and-postpartum-care/); National Committee for Quality Assurance (NCQA). [www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/prenatal-depression-screening-and-follow-up-pnd-e/](https://www.ncqa.org/report-cards/health-plans/state-of-health-care-quality-report/prenatal-depression-screening-and-follow-up-pnd-e/)

Get free help in your language with interpreters and other written materials. Get free aids and support if you have a disability. Call **1-833-230-2050 (TTY/TDD: 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. Llame **1-833-230-2050 (TTY/TDD: 711)**.

Jwenn èd gratis nan lang ou ak entèprèt ansanm ak lòt materyèl ekri. Jwenn èd ak sipò gratis si w gen yon andikap. Rele **1-833-230-2050 (TTY/TDD: 711)**.

احصل على مساعدة مجانية بلغتك من خلال المترجمين الفوريين والمواد المكتوبة الأخرى. إذا كنت من ذوي الاحتياجات الخاصة، ستحصل على المساعدات والدعم مجانًا. اتصل على الرقم **TTY/TDD) 1-833-230-2050 "الهاتف النصي للصم وضعاف السمع": (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，可以获得免费的辅助设备和支持。请致电：**1-833-230-2050（听语障人士专用电话：711）**。

Erhalten Sie kostenlose Hilfe in Ihrer Sprache durch Dolmetscher und andere schriftliche Unterlagen. Beziehen Sie kostenlose Hilfsmittel und Unterstützung, wenn Sie eine Behinderung haben. Rufen Sie folgende Telefonnummer an: **1-833-230-2050 (TTY/TDD: 711)**.

Obtenez une aide gratuite dans votre langue grâce à des interprètes et à d'autres documents écrits. Si vous souffrez d'un handicap, vous bénéficiez d'aides et d'assistance gratuites. Appelez le **1-833-230-2050 (ATS : 711)**.

Nhận trợ giúp miễn phí bằng ngôn ngữ của quý vị với thông dịch viên và các tài liệu bằng văn bản khác. Nhận trợ giúp và hỗ trợ miễn phí nếu quý vị bị khuyết tật. Gọi **1-833-230-2050 (TTY/TDD: 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 **1-833-230-2050 (TTY/TDD: 711)**.

आपकी भाषा के इंटरप्रेटर तथा आपकी भाषा में अन्य लिखित सामग्रियों संबंधी फ्री मदद पाएं। यदि आपको कोई डिसेबिलिटी हो, तो मुफ्त सहायता और सपोर्ट प्राप्त करें। कॉल करें **1-833-230-2050 (TTY/TDD: 711)**.

통역사와 기타 서면 자료의 도움을 귀하의 언어로 무료로 받으세요. 장애가 있을 경우, 보조와 지원을 무료로 받으세요. **1-833-230-2050 (TTY/TDD: 711)** 로 문의하세요.

በአስተርጓሚዎች እና በሌሎች የጽሑፍ ቁሳቁሶች በቋንቋዎ ከክፍያ ነፃ እርዳታ ያግኙ። የአካል ጉዳት ካለብዎት ከክፍያ ነፃ እርዳታ እና ድጋፍ ያግኙ። ወደ **1-833-230-2050 (TTY/TDD: 711)** ይደውሉ።

Gba ìrànṣéwọ́ ọ̀fẹ́ ní èdè rẹ̀ pẹ̀lú àwọn ògbifọ̀ àti àwọn ohun èlò míràn tí a kọ̀ sílẹ̀. Gba àwọn ìrànṣéwọ́ àti àtilẹ́yìn ọ̀fẹ́ bí o bá ní àìlera kan. Pe **1-833-230-2050 (TTY/TDD: 711)**.

Makakuha ng libreng tulong sa wika mo gamit ang mga interpreter at mga ibang nakasulat na materyales. Makakuha ng mga libreng pantulong at suporta kung may kapansanan ka. Tumawag sa **1-833-230-2050 (TTY/TDD: 711)**.

په خپله ژبه کې د ژباړونکو او نورو لیکلي شوو موادو له لارې وړیا مرسته ترلاسه کړئ. که تاسو معلومات لری نو وړیا ملاتړ او مرستې ترلاسه کړئ. دې شمېرې ته زنگ ووهئ **1-833-230-2050 (TTY/TDD: 711)**.

వ్యాఖ్యాతలు మరియు ఇతర రాతపూర్వక మెటీరియల్స్‌తో మీ భాషలో ఉచిత సహాయాన్ని పొందండి. ఒకవేళ మీకు వైకల్యం ఉంటే, ఉచిత ఉపకరణాలు మరియు మద్దతు పొందండి. కాల్ చేయండి: **1-833-230-2050 (TTY/TDD: 711)**.

दोभाषे र अन्य लिखित सामग्रीहरूको माध्यमद्वारा आफ्नो भाषामा निःशुल्क मद्दत प्राप्त गर्नुहोस्। तपाईंलाई अशक्तता छ भने निःशुल्क सहायता र समर्थन प्राप्त गर्नुहोस्। **1-833-230-2050 (TTY/TDD: 711)** मा कल गर्नुहोस्।

သင့်ဘာသာစကားအတွက် စကားပြန်များနှင့် အခြားပုံနှိပ်စာရွက်များကို အခမဲ့အကူအညီရယူပါ။ သင်သည် မသန်စွမ်းသူတစ်ဦးဖြစ်ပါက အခမဲ့အကူအညီများနှင့် အထောက်အပံ့များ ရယူပါ။ ဖုန်းခေါ်ရန် **1-833-230-2050 (TTY/TDD: 711)**

Bök jibañ ilo an ejjelok wōnāān ikkijjien kajin eo am ibbān rukok ro im wāween ko jet ilo jeje. Bök jeralin jibañ ko ilo an ejjelok wōnāer im jibañ ko ñe ewōr am nañinmejīn utamwe. Kall e **1-833-230-2050 (TTY/TDD: 711)**.

MS-MED-M-3287595

DOM Approved: 3/3/2025





## 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 **1-833-230-2050 (TTY/TDD: 711)** if you need any of this help. We are open Monday through Friday, 7 a.m. to 8 p.m. Central Time (CT). 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:** TrueCare  
Attn: Civil Rights Coordinator  
P.O. Box 1947  
Dayton, OH 45401  
**Phone:** 1-844-539-1732 (TTY: 711)  
**Email:** CivilRightsCoordinator@MSTrueCare.com  
**Fax:** 1-844-417-6254

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 **MSTrueCare.com**.



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

#### HOW TO REACH US:

Member Services:  
**1-833-230-2050** (TDD/TTY: 711)

24-Hour Nurse Advice Line:  
**1-833-687-7321** (TDD/TTY: 711)

#### Join Us



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Instagram.com/**mstruecare**

## Important Plan Information

# Welcome to TrueCare!

### We are excited to serve you as a TrueCare member.

We know that there is more to health and well-being than just great health care. At TrueCare, we care about you. We know life can be hectic. We're here to help make things a little easier.

The MemberSource newsletter will be available to you throughout the year. These newsletters have a lot of great health and wellness tips. Use them to learn more about your benefits and find out what's new with your TrueCare plan.