

MLTC 800-370-3600 FIDA 800-950-9000 ISNP 800-580-7000

24 hours / 7 days a week

RiverSpring Health Plans 800-771-0088 TTY-711

Do you need HELP with any of our services?



Transportation is important, so please don't leave it to the last minute! We make it easy for you to get to your medical appointments. We arrange and pay for your medical transportation—but we need to know 2 days in advance about your needs - however, if you have any urgent need for transportation please call us.

CALL US TOLL-FREE

THE BEST WAY TO GET HELP WITH ANY OF OUR SERVICES IS TO CALL US DIRECTLY.

- Please contact us to report any changes in your health, address, telephone numbers or any concerns.
- Please don't forget to notify us when you are in the hospital or when you will be going out of town.
- Please contact us with any complaints or grievances, we are here to help!

IMPORTANT CHANGES TO THE MLTC APPEAL PROCESS & FAIR HEARING REQUESTS

The New York State Department of Health has made changes to the Appeals and Fair Hearing process starting May 1, 2018. We sent you updated information about this to place in your Member Handbook.

THE UPDATE TELLS YOU:

- Your rights if we decide to change, stop or reduce your services that you are getting now and how you can keep your care the same until our Plan Appeal or Fair Hearing is decided.
- How long we take to review your request for services. We will make some of these approval decisions faster than they did before.
- If your request is denied, how to ask for a Plan Appeal asking us to look at your case again and provide Aid to continue.
- If your Plan Appeal is denied, you have a right to ask for a State Fair Hearing. In all cases, you need to ask for a Plan Appeal first, before you can ask for the State Fair Hearing.

Summer Safety

You need protection from the sun every day. Protect your body and drink water to stay hydrated and help prevent heat stroke.

Helpful tips include:

- **Apply sunscreen** (SPF 30 or higher) when spending time outside.
- **Seek out shade and rest** under a shady tree or umbrella and try to stay indoors during the midday hours when the sun is strongest.
- **Get a hat** - in addition to sunscreen, a wide brim hat can protect your face, ears and neck.
- **Wear sunglasses** - some can wrap around your eyes and block most of the sun's harmful UV rays.

Dear Members,

We invite you to join our quarterly Member Advisory Meetings. Please call us if you are interested!

2018 MEETING DATES

MLTC and FIDA Meetings
August 7th & November 9th

ISNP Meetings
August 9th & November 6th



Cooking with RiverSpring Broiled Fish: a Healthy Choice

Eating fish is one of the recommendations for healthy eating in the NIH (National Institute of Health) diet study discussed in this newsletter. All fish are rich in protein and are a good source of many vitamins. Oil rich fish, such as salmon, mackerel, tuna, bluefish and sardines are also rich in vitamins A and D and in omega-3 fatty acids which are felt to have many health benefits. Salmon, mackerel, tuna, bluefish and sardines are readily available in most supermarkets and fish stores. Fresh fish are shiny and never smell "fishy." Get filets to avoid bones. There are many ways to prepare and cook fish however, fish are delicious on their own, simply broiled with a little salt, pepper, olive oil and lemon juice. Here is a simple way to prepare fish.

INGREDIENTS

Salmon, bluefish or mackerel filet, 4 ounces per person

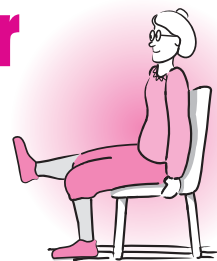
Olive Oil, Salt, Pepper and Lemon Juice

DIRECTIONS

1. Turn on the broiler. Lightly oil a baking dish and place the fish filet on it, skin side down.
2. Squeeze some lemon juice on the fish then sprinkle a little olive oil, salt & pepper.
3. Broil until the fish begins to flake easily with a fork, about 10-12 minutes. Don't overcook.
4. Serve, with lemon slices if you like. That's it!

Delicious and healthy. It goes well with the sweet potato recipe we had in our last newsletter.

Exercise Corner



LEG EXTEND

- Hold onto the side of the chair
- Raise your right foot as you straighten your leg out in front of you
- Hold for up to 5 seconds and slowly lower back down
- Repeat up to 5 times on each leg

New Medicare ID Cards are Coming Your Way!

Medicare will be mailing out new ID cards with a new Medicare Beneficiary Identifier (MBI). The MBI will replace the current ID number which was based on a Social Security Number with a suffix. It is important to keep this new number secure and only share it with providers that you know and who are rendering health services to you. **We ask that you let us know the new number when you receive it so we can update our records.** This new number is considered Protected Health Information, and as such, we will not share it unless necessary for you to receive health care services.



Healthful Eating

It's the Quality of Food that Counts

Healthy eating is important for good health. People with certain medical conditions have to follow a diet from the doctor. For everyone there are foods which are both healthy and delicious. Exciting new research from the National Institutes of Health (NIH) is showing the importance of the quality of the food we eat. It's all about fresh, natural and unprocessed.

The NIH scientists found that the quality of the ingredients in the food people ate was the most important factor in losing weight--more important than "low carb" or "low fat." "High quality" foods were those that were

made with fresh, unprocessed ingredients, prepared at home. Olive oil, fish, avocados, hard cheeses, vegetables, nuts, whole wheat breads, pastas, brown rice, barley, quinoa, old fashioned oatmeal lean meats, beans and low-fat dairy are quality foods.

Heavily processed foods and take-out foods seem convenient and cheap, but they are less healthy. Processing often removes important nutrients and adds chemicals. Sodas, fruit juices and sugar also have little nutritional value. Takeout, frozen, prepacked, snack and fast foods are very high in calories, fat and salt

and should be a small part of anyone's diet.

People who prepared food made with high quality ingredients reported that they appreciated their food more, avoided snacking, lost weight and generally felt better. Preparing, eating and enjoying meals made with high quality, fresh, nutritious, unprocessed foods is good for your health. In each of these newsletters we try to suggest interesting, tasty, simple and inexpensive recipes which use fresh, unprocessed ingredients.

You should discuss with your doctor or nurse whether you require a special diet tailored to your medical situation, but with so many choices of high quality foods available everyone can eat healthy and delicious food.

ATTENTION MLTC MEMBERS

Please disregard any notification you may have received from the Department of Health regarding the change in Nursing Home benefits. MLTC nursing home benefits will remain unchanged at this time. The Department of Health will be sending out clarification in the next few weeks to apologize and retract the information, and they will provide contact information for any questions.



Wishing you good health,

Dr. Jon Gold
Medical Director