RiverSpring Health Plans
80 West 225th Street
Bronx, NY 10463

Do you need **HELP** with any of our services?

Please keep in mind that same day or next day transportation is not guaranteed due to availability and scheduling.

We appreciate your cooperation!

NON EMERGENCY MEDICAL TRANSPORTATION: HELP US HELP YOU
(For MLTC and MAP Members only)

- Please remember to call us at least two business days in advance, however, if you have any urgent need for transportation please call us right away.
- Please have the doctor's name and phone number handy so we can process your transportation order.
- Please be ready 15 minutes prior to your pick up time and allow up to 1 HOUR when returning home from medical appointments.
- When ready to return home from your appointment, please contact your transportation vendor directly.

WINTER
2019-2020

Live Well with RiverSpring Health Plans

HAPPY HOLIDAYS!

MLTC 800-370-3600 ISNP 800-580-7000 MAP 800-362-2266
24 hours / 7 days a week
RiverSpring Health Plans 800-771-0088 TTY-711

TIPS FOR STAYING HEALTHY AND SAFE IN COLD WEATHER

Winter can be a joyful time with family gatherings, parties, indoor activities and enjoying feeling of being snug at home on a cold and blustery snowy day. Winter also brings icy sidewalks, chilly houses, flu season and, for some people, a sense of isolation and loneliness. Here are a few tips to help you stay safe and well and to enjoy this season.

STAY WARM.

As we get older, we become more susceptible to injury from the cold. If body temperature falls below 95 degrees, which occur outdoors or even in homes, that are too cold, it can cause injury to vital organs or death. Shivering is an early sign of hypothermia. Prevent hypothermia by wearing warm, layered clothing when you go outdoors (a warm shirt under a sweater under an overcoat). The layers of air between the clothes provide extra insulation. Wear gloves and hats with ear protectors. Indoors, try to keep the temperature between 68 and 72 degrees and wear sweaters if it's cool.

PROTECT YOURSELF FROM FALLS.

Watch out for wet and icy sidewalks. If you sense that you are falling, try to relax to roll on your side. Don't try to block your fall with your hand or arm.

Exercise strengthens bones and muscles and improves balance. This can decrease your chances of falling and give some protection from injury if you do fall. Your nurse can review our suggested exercise program with you.

PROTECT YOURSELF FROM INFECTIONS

such as influenza (flu) and pneumonia. Make sure to get your annual influenza vaccination, and that you have received all of your pneumococcal vaccinations. Discuss this with your nurse or doctor if you have any questions about this. Remember, too, that hand washing, coughing properly (into your elbow, not your hand) and not sharing personal items like toothbrushes and razors can also protect you and others from infections.

Winter can be a sad and lonely time for many people. Call us if you need help.

Your RiverSpring Health care team wants you to follow these tips so you will be safe, well, and enjoy the winter.

Wishing you good health,

Dr. Jon Gold
Chief Medical Director

Eating Well

A RECIPE FROM OUR RIVERSPRING KITCHEN:
WINTER SQUASH

In the previous issue of Live Well we discussed summer squash. We promised then that in this issue we would talk about winter squash. Like summer squash, winter squashes come in an appealing variety of shapes, colors and sizes and they are rich in vitamins, minerals and fiber. They even have wonderful names: butternut, acorn, hubbard, delicate and kabocha, to name a few. Preparing winter squash can be challenging because of their tough skins and thick flesh. Luckily, many grocery stores now sell squash that has been peeled, seeded and cut into cubes so that preparation is very easy: all you have to do is chose how to cook it. These cubed squash can be baked, boiled, steamed, roasted or microwaved. This simple recipe uses the peeled, seeded cubed butternut squash, which you can get in any supermarket.

INGREDIENTS

1 pound peeled, cubed butternut squash

2 Tbsp water

Optional: a little salt, pepper, butter or olive oil, a teaspoon of maple syrup, orange juice, cinnamon to taste any, all or none of these.

DIRECTIONS

1. Put the squash in a microwave proof dish, with a few tablespoons of water.
2. Microwave on high for 10 to 15 minutes until tender. It should be easily pierced with a fork.
3. Mash with a fork. You can add butter or olive oil and salt and pepper if you please. A tablespoon of maple syrup is delicious with this, too, and some people like to add a few tablespoons of orange juice and a pinch of cinnamon. But this squash is tasty even with nothing added at all.

EXERCISE

IS IMPORTANT FOR ALL OF US!

We want to remind you that we have a home exercise program!

Call Member Services at **1-800-370-3600** and we will send you an exercise DVD, hard copy, or both.

Here at RSHP we practice what we preach- we had two staff members run in the 2019 NYC Marathon!!! Congratulations to Stefanie Knox and Juan DeLaCruz!

WE'LL BE CHECKING IN! THE CARE IS ALL ABOUT YOU!

We care about your well-being so expect a call from us monthly. We will call you at home to find out how you are doing. Please don't worry if we call you and you are not home, **we will call you back!!**

Beat the Holiday Blues

The holidays are often seen as a time of joy and hopes for the coming year. This time period can be painful and sad for many of us. During the holidays, we remember those people dear to us that we have lost. We can feel anxious, lonely and depressed as a result. These feelings can be especially strong during the months of November through December and affect our ability to function normally. At RiverSpring, we have a team of professional social workers ready to assist you.

SOME CAUSES OF THE HOLIDAY BLUES

Past loses, grief, and feeling lonely and isolated, can all cause holiday blues.

SYMPTOMS OF THE HOLIDAY BLUES

If you feel more tired than usual, you're not sleeping well, you have difficulty making decisions or you feel isolated from family and friends, you feel pressure, or you feel angry and agitated you may have holiday blues.

WHAT YOU CAN DO ABOUT THE HOLIDAY BLUES

- Don't drink alcohol
- Get plenty of sleep and spend time with family and friends
- Exercise if you can
- Do the exercises from our Home Exercise Program with your aide

CALL US

Get support from RiverSpring

MONDAY TO FRIDAY
9am-5pm

1-800-370-3600

simply say
"Holiday Blues"

All Members...

PLEASE CALL US

If you have a new Primary Care Physician.

When you call, please give us your doctor's name and phone number so we can update our records. Thank you!

CONSUMER DIRECTED PERSONNAL ASSISTANCE SERVICES (CDPAS)

Members,

To receive CDPAS services, New York state requires that we have Doctor's Orders signed by your doctor. We need new signed Doctor's Orders every 6 months. We always send your doctor the Doctor's Order. However, if your doctor does not send us the signed Doctor's Order, we will reach out to you to contact your Doctor, because we are not permitted to provide you with CDPAS services without current Doctor's Orders.