

# RiverSpring Health Plans



2019



maintain  
good  
health

**James Wells** with his aide Pal (left) and his Nurse Care Manager Masha

Mr. James Wells is a native New Yorker, born and raised in Manhattan, where he still resides today after retiring from his job as a retail manager. Mr. Wells has a sister, Patricia, who gives him strong support. He also has a dog that he loves. Mr. Wells enjoys peaceful, quiet hobbies, such as reading and walking his dog. His philosophy on living a long life is maintaining good health and having an aide that can provide the help he needs. Mr. Wells says he has a wonderful aide whom he truly appreciates. He is very happy with RiverSpring services and has been a member since 2016.

# JANUARY 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
		1 New Year's Day	2	3	4	● 5																																																	
6 Epiphany Three Kings Day (Dia de Los Reyes)	7	8	9	10	11	12																																																	
13	◐ 14	15	16	17	18	19																																																	
20	○ 21 Dr. Martin Luther King Jr. Day	22	23	24	25	26																																																	
◑ 27	28	29	30	31		<table border="1"> <thead> <tr> <th colspan="7">FEBRUARY 2019</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> </tr> <tr> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> </tr> <tr> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> </tr> <tr> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td></td> <td></td> </tr> </tbody> </table>	FEBRUARY 2019							S	M	T	W	T	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28		
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## **Foo Tam & Chi Tam** with their Nurse Care Manager Yang Yang

The Tam's have been Members of RiverSpring Health Plans since 2012. They have been married for 58 years, and are loving parents to their son, daughter and four grandchildren. Born in Guangdong, they have been in the United States for 55 years and currently live in Brooklyn. Mr. Tam worked as a waiter in a Chinese restaurant and Mrs. Tam worked in a factory. They love America and their philosophy has always been to work hard, educate their children, smile and keep going. They are very fond of Yang Yang and their aide and think RiverSpring is "very good".

hard work,  
**smile**  
& keep going

# FEBRUARY 2019

RiverSpring Health Plans

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					1	2 Groundhog Day																																																								
3	● 4	5 Lunar New Year (Chinese & Korean)	6	7	8	9																																																								
10	11 MLTC and FIDA Member Meetings Open Feedback Sessions	● 12 ISNP Member Meeting	13	14 Valentine's Day	15	16																																																								
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## Sandra Aboulafia

with Vice President of Outreach Irina  
at Ms. Aboulafia's meeting

Ms. Aboulafia was born and raised in Brooklyn, New York. She has three children and three grand-children, triplets. Her most recent job was in magazine ad sales, but the work she enjoys most is community activism. She is the president of her own civic organization called the Midwood Civic Action Council and she has invited staff from RiverSpring to join her meetings. Her life philosophy is "being a good person and helping the community" and her favorite hobby is American politics. Ms. Aboulafia has been with RiverSpring since 2014 and says the best thing about RiverSpring is the long term healthcare, which is very important for people.



being a  
**good**  
person  
& helping the  
**community**

# MARCH 2019

RiverSpring Health Plans

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3	4	5	6 ● Lent Begins Ash Wednesday	7	8	9																																										
10 Daylight Savings Time Begins	11	12	13	14 ◐	15	16																																										
17 Saint Patrick's Day	18	19	20 ○ Purim Begins Spring Begins	21 Purim Ends	22	23																																										
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## Bissoondia Rampersad

with his aide Dhanwattie (left) and his daughter Radica

Mr. Bissoondia Rampersad was born in Guyana, South America. He came to the United States in 1984 when he was nearly 50 years old. He currently lives in Queens. He worked in a factory in the Garment District of Manhattan. He has eight children (seven living), 27 grand-children and 13 great-grand-children. His life philosophy is “prayer is healing”- he says “believe in God, work hard for what you want.” Mr. Rampersad joined RiverSpring in 2016 and loves the services he receives from RiverSpring. He says his Nurse Care Manager, Linda, is the best and his aide is wonderful. He is so happy that everyone at RiverSpring is very compassionate and caring.

the staff is  
compassionate  
& caring



# APRIL 2019

RiverSpring Health Plans

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	1 April Fool's Day	2	3	4	● 5	6																																										
7	8	9	10	11	◐ 12	13																																										
14 Palm Sunday	15	16	17	18 Holy Thursday	○ 19 Good Friday	20 Passover Begins																																										
21 Easter Sunday	22	23	24	25	◑ 26	27 Passover Ends																																										
28	29	30				<p>MAY 2019</p> <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
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keep  
smiling  
& be.  
nice

## **May Jean-Claude** with Member Services Representative Antoinette

Miss Jean-Claude has been a Member of RiverSpring since 2012. She was born in Haiti and came to New York in 1998. She worked as a receptionist at a hotel and a nursing home and did housekeeping. Her philosophy on living a long life is “live life like it is, have faith in the almighty, avoiding grief and stress; keep smiling, be careful with what you eat, and be nice with people.” She loves when Antoinette calls her each month to speak to her to see how she is doing – she feels like she is not alone. Ms. Jean-Claude also said she appreciates her aide, Jeanette, who is from Trinidad. Ms. Jean-Claude says she has all the services she needs and really enjoys the RiverSpring program.

# MAY 2019

RiverSpring Health Plans

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			1 May Day	2	3	4																																																	
5 Cinco De Mayo Ramadan Begins	6	7	8	9	10	11																																																	
12 Mother's Day	13	14	15	16	17	18																																																	
19	20	21	22 ISNP Member Meeting	23 MLTC and FIDA Member Meetings Open Feedback Sessions	24	25																																																	
26	27 Memorial Day	28	29	30	31	<p>JUNE 2019</p> <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> </tr> <tr> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> </tr> <tr> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> </tr> <tr> <td>30</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30						
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**Pretty Lam** with her Nurse Care Manager Lorna (right) and her aide Fatou

Ms. Pretty Lam was born in Saigon, Vietnam, and now lives in Manhattan, having moved to New York in 2016. She was a home-maker and has three children. She enjoys spending time with her family in New York, Massachusetts and Washington, D.C., where her children live. Ms. Lam is a foodie - she loves watching the Food Network and other food-oriented programs, and loves learning new recipes and healthy eating ideas. She also likes using her iPad. Ms. Lam joined RiverSpring in 2017 and says the best thing about RiverSpring is the level of attention and detail, the quality of care and the impeccable staff coordination that goes into caring for her. She relies on and greatly appreciates all the wonderful services from RiverSpring.

spending  
time  
with the  
family

# JUNE 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
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2	● 3	4 Ramadan Ends	5	6	7 Chinese Dragon-Boat Festival	8 Shavuot Begins																																										
9	◐ 10 Shavuot Ends	11	12	13	14 Flag Day	15																																										
16 Father's Day	○ 17	18	19	20	21 Summer Begins	22																																										
23	24	◑ 25	26	27	28	29																																										
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eat well  
& get plenty  
of rest

**Maria Valdez and Jose Cruz** at their Social Day Care Center

Mrs. Valdez and Mr. Cruz have been married for 48 years, they were both born in El Salvador and currently live in Hempstead, Nassau County. Mr. Cruz was a manager of a golf course and his wife was also in management. He came to the United States in 1988 and Mrs. Valdez came in 1990. They both joined RiverSpring Health Plans in 2017. They are very fond of their RiverSpring visiting nurse, they say she “is very attentive and really nice” and they enjoy going to their Social Day Care center. They have two sons, one is a civil engineer and one is a doctor, and they have five grandchildren. Their philosophy on life is to eat well, get plenty of rest, have a little wine and enjoy time with family.



# JULY 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
	1	● 2	3	4 Independence Day	5	6																																																	
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## Marie Wallace with her Nurse Care Manager Susan

Ms. Wallace joined RiverSpring in November 2017. She loves her Nurse Care Manager Susan. She says “she is the best!” “She helps me with my supplies and anything I need, she calls me to check up on me and I truly appreciate her”, says Ms. Wallace. She was born in Brooklyn but now lives in the Bronx, and everyone in her building calls her “Mama Love”. Her philosophy on life is to “live life to the fullest and take care of your community”. It’s easy to see all the love Ms. Wallace has for her community, it’s all in her beautiful smile and laugh when she talks about people.

live life  
to the  
fullest

# AUGUST 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
<p>SEPTEMBER 2019</p> <table border="1"> <tr> <td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	S	M	T	W	T	F	S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30									1	2	3
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# Rema Glushets

with her aide Irina and  
Nurse Tatyana (right)

Ms. Glushets, a Member since 2013, gives thanks to her Nurse and Nurse Care Manager Marina. “They are very warm people and Marina has helped me many times.” Ms. Glushets says the most important thing is that she can call RiverSpring anytime and get her answer. Born in Belarus, she came to New York in 1991. She worked in the medical field, assisting with the delivery of over 100 babies! She has two children, two granddaughters and two great granddaughters. She says “if one wants to live a long and beautiful life, you must love people and treat them with respect and kindness and be in agreement with your conscience.”

love  
people &  
treat them with  
respect



# SEPTEMBER 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
1	2 Labor Day	3	4	5	6	7																																																	
8 Grandparents' Day	9	10	11 Patriot Day	12	13 Chinese Mid-Autumn Festival	14																																																	
15	16	17	18	19	20	21																																																	
22	23 Fall Begins	24	25	26	27	28																																																	
29 Rosh Hashanah Begins	30					<table border="1"> <thead> <tr> <th colspan="7">OCTOBER 2019</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> </tr> </tbody> </table>	OCTOBER 2019							S	M	T	W	T	F	S			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
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## **Kidong Hong and Jong Hong**

**with their aide Ann (left) and Korean Outreach Coordinator Sandra**

Mr. and Mrs. Hong have been with RiverSpring Health Plans since early 2012. They were born in Korea and came to America in September of 1985. They now live in Westchester County. They have one son. Their philosophy on living a long life is “to live with peacefulness and be optimistic, this way all will be good and you will be content”. Also “be fair and friendly to all who come your way”. Mr. Hong says “RiverSpring is Number One”, they have been with us a long time and say they “will stay with RiverSpring all the days ahead”. They love the Social Day Care they attend through RiverSpring, and they say their “nurse and aide are very helpful”.

**live** with  
**peacefulness**  
and be  
**optimistic**



# OCTOBER 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
		1 Rosh Hashanah Ends	2	3	4	5																																																	
6	7	8 Yom Kippur Begins	9 Yom Kippur Ends	10	11	12																																																	
13 Sukkot Begins	14 Columbus Day	15	16	17	18	19																																																	
20 Sukkot Ends	21	22	23	24	25	26																																																	
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maintain a  
positive  
attitude

## **Yevgeniya Chigirina** with our staff at a Member Advisory Committee Meeting

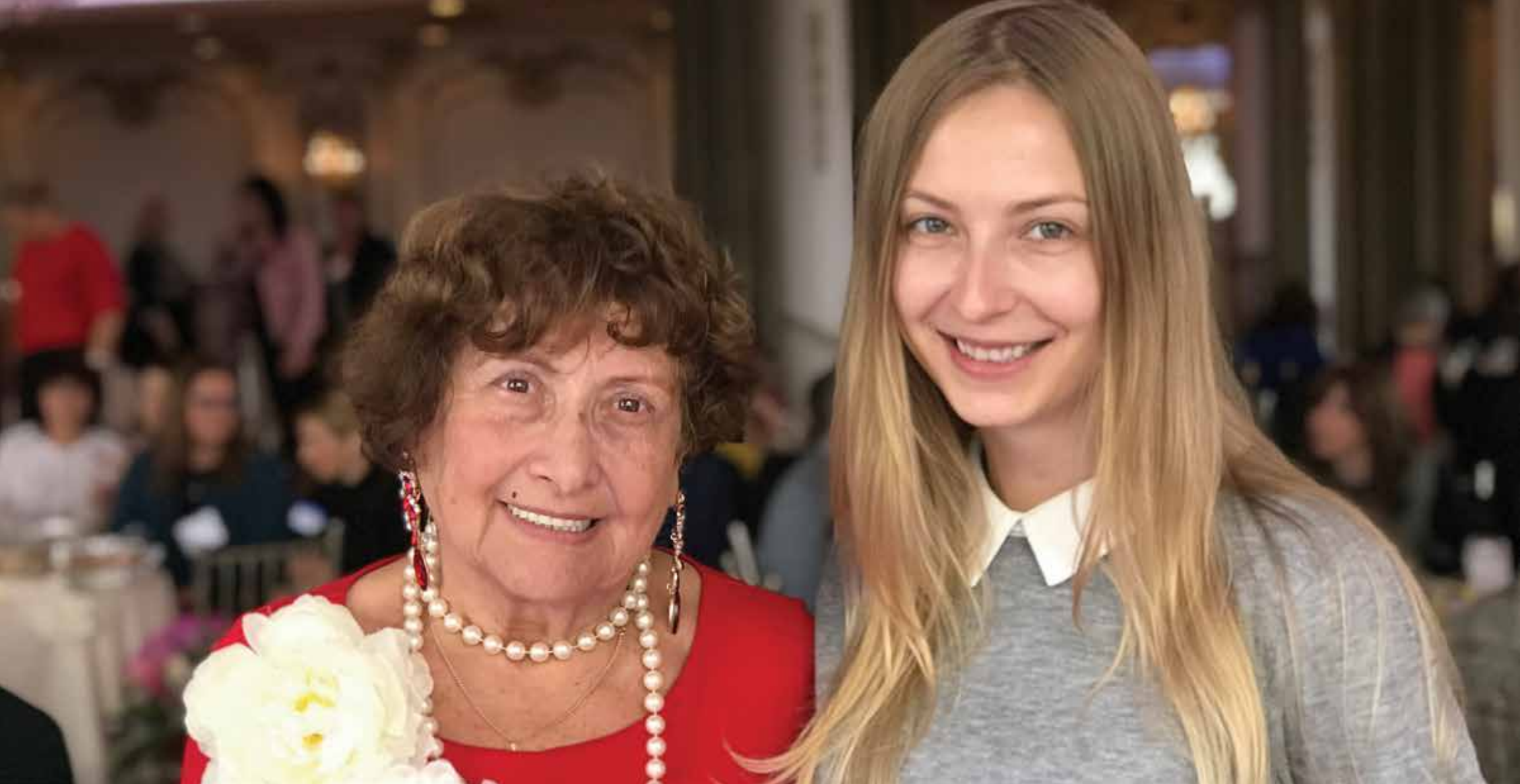
Ms. Yevgeniya Chigirina lives in Brooklyn, New York, but she was born in Kiev, the capital city of the Ukraine, where she worked as an engineer. She came to New York in May 1994. She has a son, grand-son and great-grand-daughter. She believes it's important to maintain a positive attitude without fear and keep oneself busy. She loves sewing and spending time with her family. She also enjoys taking strolls with her aide, whom she is very fond of. She joined RiverSpring in 2017 and is very happy with the services she receives. She is a member of the Member Advisory Committee, and this photo is from one of the Committee meetings in Brooklyn.

# NOVEMBER 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
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				Thanksgiving																																												





## **Sofiya Bykova** with her aide **Christina**

Ms. Sofiya Bykova joined RiverSpring in August 2012. She was born in Nizhny Novgorod, a beautiful old Russian city. In Russia, she worked as a financier at an aircraft manufacturing company. Ms. Bykova lives in Brooklyn and has been in the United States since 1995. She has one daughter. Her philosophy is “do only good things in life, to people you know and don’t know.” She appreciates all the services she gets from RiverSpring and says everyone is very helpful. She is very happy to be with us.

do only  
**good**  
things in  
**life**

# DECEMBER 2019

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
1	2	3	4	5	6	7 Pearl Harbor Remembrance Day																																																	
8	9	10	11	12	13	14																																																	
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22 Winter Begins	23 Chanukah Begins	24	25 Christmas Day	26 Kwanzaa	27	28																																																	
29	30 Chanukah Ends	31 New Year's Eve				<table border="1"> <thead> <tr> <th colspan="7">JANUARY 2020</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> </tr> </tbody> </table>	JANUARY 2020							S	M	T	W	T	F	S				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
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live a  
**healthy  
life**

**Yuriy Zuser** with his aide Arkady (left)

Mr. Zuser joined RiverSpring in 2012. He is from Ukraine and after WWII he started wrestling, winning the Transcarpathian Military District Candidate for Master of Sports of the USSR. After moving to America in the 1990s, he trained young wrestlers in Brooklyn. Since 1994, the International Judo Tournament, held in Donetsk, is named after him. He has one daughter and grandson and wishes all people health and prosperity. He is pleased that his Nurse Care Manager, Alina, helped him get a scooter and he thanks her for everything. "My nurse Lyudmila is wonderful and gives precious guidance to Arkady." He credits RiverSpring with helping him live a healthy life.



# JANUARY 2020

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
			1 New Year's Day	2	3	4																																																	
5	6 Epiphany Three Kings Day (Dia de Los Reyes)	7	8	9	10	11																																																	
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19	20 Dr. Martin Luther King Jr. Day	21	22	23	24	25																																																	
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## RiverSpring Health Plans

**1-800-370-3600** (MLTC)

**1-800-950-9000** (FIDA)

**1-800-580-7000** (ISNP)

**1-800-771-0088** (RSHP)

**1-800-362-2266** (DSNP)

**TTY-711**

RiverSpring Health Plans complies with applicable Federal civil rights laws, and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

