

## Live Well with RiverSpring Health Plans

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

# COVID-19

## LIKE NOTHING WE HAVE LIVED THROUGH IN THE PAST 100 YEARS

As we are sure, you have heard, we find ourselves in the midst of a Covid pandemic. Now we live with “social distancing,” “sheltering in place,” face masks, and quarantines, shutdowns of entire states and job losses on a scale of the Great Depression of the 1930s.

We now have much more ability and capacity for testing and contract tracing than we did when we wrote about this virus in the last newsletter.

Meanwhile, we are thankful for the courageous health care workers—doctors, nurses, technicians, housekeepers and ambulance drivers who work to save lives, the transportation workers, delivery people, store workers, postal workers and others who maintain the daily services which we depend on, and the home health aides who make it possible for many of us to be comfortable and safe at home.

To protect everyone from infection, your Nurse and Nurse Care Manager are conducting many of our evaluations by telephone, and many clinics and doctors’ offices are curtailing patient visits. Family and friends wear face masks and keep their distance or do not visit at all. If you are lonely or feel isolated, our Nurse Care Managers and Social Workers can discuss ways to cope with these feelings and can help you get counseling.

A safe and effective vaccine will be the best way to stop the pandemic. This may be many months away, so we will need to continue the protective measures now in place, as these measures are slowing the pandemic. Until a vaccine is available, we need to continue the simple, but very effective things we can do to protect ourselves. Hand washing remains the most important way of preventing infections. Proper food handling, avoiding shared

personal care items and utensils and avoiding crowds to the extent possible are all effective. Wearing face masks is now recommended.

Face masks protect both the wearer and other people from infection. Masks should be worn when going out, especially when close to others, as in stores or on public transportation. You will be asked to wear a mask when seeing a health care provider.

During this difficult time, there will be many new and important developments, and we want to keep you informed and help you to stay safe and healthy.



Wishing you good health,

*Dr. Jon Gold*

Chief Medical Director

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



### 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.

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

*We appreciate your cooperation!*



# Recipe Corner:

## SPINACH SALAD

These days everyone is cooperating to protect ourselves and others from COVID-19 by “sheltering in place,” wearing masks, distancing ourselves from others by at least six feet and limiting the time we spend outdoors and shopping. While there is no need to be concerned about food shortages or to hoard or stockpile, there may be temporary shortages of some grocery items. Also, since we need to limit shopping trips, plan to have a supply of basic nonperishable foods on hand. Select things you like to eat: pasta, beans, frozen or canned fruits and vegetables, eggs, yogurt, cheese, canned tuna, salmon, sardines or chickpeas (delicious and rich in protein), canned sauces, and a few pounds of long lasting fresh vegetables like potatoes, sweet potatoes, onions, beets or squash. Have some spices and condiments like olives or salsa-things that you like. Be sure to get fresh fruits and vegetables when you do go out to shop. A fresh salad will be especially delicious during these times.

### SPINACH SALAD

- Baby spinach (about 1/2 pound)
- Thinly sliced onion three or four slices
- Chickpeas 1-15 oz can, drained and washed
- Olives
- Tomato,
- Cucumber
- Carrots, thinly sliced
- Hard boiled eggs, halved (1 or 2 per person)
- Tuna fish

### VINAIGRETTE DRESSING

3 tablespoons olive oil, one tablespoon wine vinegar, pinch of salt and pepper

Mix the vegetable ingredients in a large bowl with a few tablespoons of the dressing. If you're adding tuna fish or hard boiled eggs add them after mixing the other ingredients. Break the tuna fish into small chunks and cut the eggs in half, then gently mix them in.

Dig in!

You can vary this recipe any way you want.



## MEMBER ADVISORY COMMITTEE MEETINGS DATES FOR 2020

Dear Members,

All are invited to attend our open quarterly Member Advisory Committee Meetings. You can join us in person or you can call in toll free 1-866-226-4650, the conference ID number for all meetings is 800-370-3600. If you would like to attend, we can arrange transportation, please call Member Services if you are interested.

### MLTC (11:00AM - 1:00PM) AND MAP (12:30PM - 2:30PM)

August 14th in our Queens Office  
November 4th in our Bronx Office

### ISNP

Meetings take place at the Hebrew Home in the Biederman Library.

August 25th - 2:00pm - 3:30pm  
November 7th - 10:00am - 11:30am

## 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!!**

# WE ARE HERE TO HELP YOU

When you feel you can't cope, we are here to help. If you are going through a difficult time, no matter how bad your situation seems in the moment, there are ways to make it better. Be aware of your mood, feelings and your thoughts. Just because you feel a certain way today does not mean you will feel the same way tomorrow.

We are here to help you and there are many resources available to you and your loved ones. We want to take this opportunity to share this information with you. So, if you or anyone you know is depressed or feeling like they can't cope, please call us or one of the resources here.

For additional information, please visit our website:  
[www.riverspringhealthplans.org](http://www.riverspringhealthplans.org)

### RIVERSPRING SOCIAL SERVICES DEPARTMENT

**1-800-370-3600**

LICENSED CLINICAL SOCIAL WORKERS ARE AVAILABLE

### EMERGENCY

**CALL 911**

### 1-888-NYC-WELL

**1-888-692-9355**

OPERATING 24/7/365

### NATIONAL SUICIDE PREVENTION LIFELINE

**1-800-273-8255**

# HEALTH TIPS

## FROM YOUR NURSE CARE MANAGERS

Your Nurse Care Managers are always concerned about your safety and well-being.

### STAYING SAFE IN THE HEAT & HOT WEATHER

#### INDOORS

- Stay Hydrated: drink plenty of cool water and juices. Avoid alcohol and caffeine - they cause you to urinate more and lose water.
- Cool Down: place a damp washcloth or towel with cool water on your forehead, neck or armpits.
- Use air-conditioning if available: if not available-keep rooms well ventilated with open windows and fans. Keep shades down during strong sun exposure.

#### OUTDOORS

- Avoid direct sunlight, stay in shaded areas.
- Wear light colored loose fitting clothing
- Avoid strenuous activity - especially during the peak hours of 11am-4pm
- Wear sunglasses to protect your eyes from UV exposure
- Wear comfortable low heel, fitted shoes.

### HOT WEATHER IS ON THE WAY!

Recognize the symptoms of heat related illness:

**Headache, dizziness, fatigue, sweating, and clammy skin.**

Most importantly - please remember your **Nurse Care Manager** is available to assist and answer your questions.

**1-800-370-3600**