

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.

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

THE INFLUENZA & COVID-19 “TWINDEMIC”

Influenza vaccination will be especially important during the COVID-19 pandemic. Each year, as fall and winter approached, we have reminded you of the need for annual influenza vaccination. This year we must prepare for COVID-19 and influenza at the same time. Public health officials from the Centers for Disease Control are warning of a “twindemic,” a simultaneous outbreak of both of these dangerous respiratory infections this fall. Either of these infections can be dangerous to anyone, but they especially threaten the elderly and those with “pre-existing conditions” such as diabetes, hypertension, obesity, and cardiac, kidney and chronic lung disease. The early symptoms of these two infections are often indistinguishable: fever, chills, cough, shortness of breath, headache, muscle aches and malaise. There are differences in treatment, however, so an accurate diagnosis, which requires testing, is important. We want to help you to protect yourself and others from both of these diseases. While there isn't a vaccine yet for COVID-19, the influenza vaccine is the first line of defense against influenza, and

it's especially important to make sure that everyone receives it. In addition, remember, because the viruses causing influenza change you must be vaccinated each year for protection.

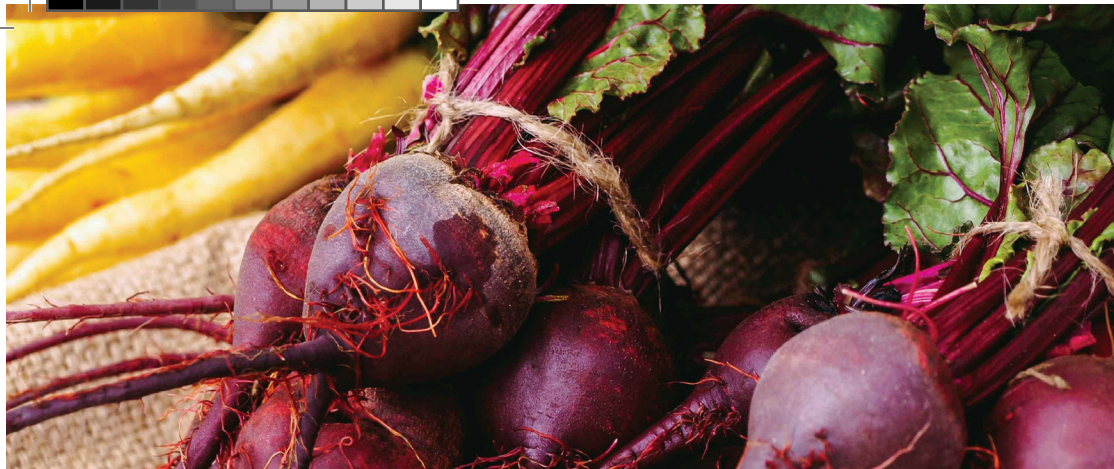
It is always a good idea to stay healthy and avoid preventable trips to the emergency room, urgent care center or doctor's office, but this is especially true when both COVID-19 and Influenza are spreading. Long waits in a crowded uncomfortable waiting area or emergency room with many ill, coughing people can expose you to infection, so you want to avoid any avoidable ER or doctor's office visits. A person who isn't immunized against flu is at increased risk of becoming seriously ill with it and having to compete with COVID-19 patients for a bed in an overwhelmed hospital. Also, while we don't know yet what happens when someone has both infections at the same time, it could be very dangerous. These are some reasons why it's especially important to do everything possible to be protected from these infections, and why the influenza vaccine is even more important than ever

this year. Every year in addition to reminding you to be vaccinated, we review the additional measures to protect against influenza: hand washing and sanitizers, coughing etiquette, minimizing contact with infected surfaces and avoiding crowds. These measures provide additional protection against influenza. The public health measures we've become used to for controlling COVID-19 are enhanced versions of what we have used each year to protect from influenza. Masks, social distancing, hand washing, avoiding crowded gatherings, contact tracing and quarantining exposed and infected individuals also offer protection against influenza. We must use all the tools we have to prevent these two dangerous respiratory diseases.

The influenza vaccine will be available at your doctor and local pharmacy. Your doctor, nurse and nurse care manager are always available to answer your questions and help you. We at RiverSpring want you to stay safe and healthy.



Wishing you
good health,
Dr. Jon Gold
Chief Medical Director



Recipe Corner:

BEETS: AN EAT-ALL, NO-WASTE VEGETABLE

Autumn is the time to start thinking about beets. Beets are low in calories, very rich in vitamins and minerals, and a good source of fiber. They are filling with a distinctive, tangy, earthy flavor. They are very versatile, and all parts can be eaten, roots, stems and leaves. How many vegetables can you think of which are entirely edible and leave almost no waste at all? Beet roots can be boiled, baked or roasted. They are the main ingredient of borscht, a delicious soup eaten hot or cold. And beet greens are delicious steamed or boiled until tender and served with butter or oil and garlic.

Look for bunches of clean, shiny beets with fresh looking, unwilted greens attached. Beets may be dark purple, gold or even white.



Please let us know if you enjoyed this recipe, and let us know what other vegetables you can think of which are “eat-all, no waste,” like beets.

COOKING BEET ROOTS

Beets can be boiled, steamed, roasted whole, or cut up and roasted with oil. Which ever method you use, cook until tender.

1. Place beets with about 2 inches of tops left in boiling water for about 30 minutes
2. Drain, let them cool and rub off the skins
3. Large beets can be sliced, about 1/4 inch thick

COOKING BEET GREENS

Use a bunch of greens, rinse to get rid of any grit, remove any dead leaves, and chop coarsely. Boil in a pot for about 10 minutes or until tender, drain. Serve with butter or try this recipe with olive oil and garlic:

- 2 Garlic cloves peeled and sliced thinly
 - 2 tablespoons Olive oil (or some other oil)
1. Heat the oil over medium heat in a frying pan, stir in the garlic for about half a minute
 2. Mix the greens with the oil (either put the greens into the frying pan or pour the oil on to the greens)
 3. Serve.

MEMBER ADVISORY COMMITTEE MEETINGS ALL ARE INVITED!

Please join us for our last meetings of the year. Due to the pandemic, all meetings will take place via conference calls.

You can join by simply dialing in, toll free, **1-866-226-4650** and punching in the conference ID number **8003703600**.

The **MLTC** meeting will be held on November 4th from 11:00am-12:30pm

The **MAP** meeting will be held on November 4th from 12:30pm-2:00pm

The **ISNP** meeting will be held on November 10th* from 2:00pm-3:30pm

*please note this is a change, previous date was November 7th.

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!!**

HEALTH TIPS

FROM YOUR NURSE CARE MANAGERS

It is hard to believe that we have been dealing with this pandemic since February. It has taken great courage, patience and perseverance to adjust to all of the changes in our lives as a result of Covid-19.

One of our Directors has suggested the following ways to help stay positive during these difficult times:

4 WAYS TO STAY POSITIVE:

- 1 Stay connected to friends and family- call often, FaceTime and/or Zoom
- 2 Limit your exposure to the news, instead choose funny shows, dramas or game shows
- 3 Know that you’re not experiencing this crisis alone; we are all in this together
- 4 Remember “this too shall pass” just as the seasons change we will get through this

If you have any suggestions or other questions for us, or you need additional support, please feel free to reach out to us by calling: (800) 370-3600 to speak to Member Services or you can ask for your Nurse Care Manager.

BE PREPARED FOR AN EMERGENCY

- Identify someone who can assist you if your aide cannot get to you
- Keep emergency contact information on your refrigerator: this should include your doctor and family contacts
- Have your medications on hand, take them with you, and have a complete list of your medications
- Make sure you have extra bottled water and non-perishable food
- Keep a flashlight and batteries where you can easily find them, if your lights go out
- Have your “go bag” ready if you need to leave your home

Exercise Corner

SIT TO STAND



- Move forward in the chair and place your feet slightly behind your knees



- Lean forward with a straight back and stand up



- Use your hands for support if needed but try to aim toward standing without using your hands
- Slowly lower back down into the chair and repeat up to 5 times