

Live Well with
RiverSpring Health Plans

WINTER
2020/2021

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

Dear Members,

We wish you all a very happy, healthy holiday and new year! Please stay safe, wear your mask and practice social distancing. We appreciate you being part of RiverSpring Health Plans and thank you very much for entrusting us with your healthcare. We are all in this together.

Sincerely,
RiverSpring Health Plans

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!

COVID-19: TIME FOR
STRAIGHT TALK

The COVID-19 pandemic is continuing. We want you to know what to expect in the coming months and to remember the very effective and simple steps you should continue to take to protect yourself: wear face masks, stay socially distant, avoid large gatherings and wash your hands often. These simple steps are very effective and will protect you from COVID-19 and influenza.

COVID-19 has caused big changes in all of our lives. We are already seeing a "third wave" of infections. After a terrible start earlier this year, New York has done a good job in containing the spread of the virus. This involved many painful decisions to close shops, museums, theaters, restaurants, schools and bars and required

cooperation by people everywhere, including you.

This is a time for an honest presentation of the facts based on the best available scientific evidence. The pandemic will continue, but can be slowed and contained if we follow public health measures. Scientists and doctors are working hard and have significantly improved the care of those who become sick. Dr. Anthony Fauci, our leading infectious diseases expert, is hopeful that the first safe and effective vaccine to prevent COVID-19 will be available by the end of this year. But, he cautions that even when a vaccine becomes available, COVID-19 will not be immediately controlled. Even with an effective vaccine, we must expect that it may not be controlled until late in 2021.

Until then we will need to follow the same precautions.

The good news is that if we all wear face masks, follow social distancing, avoid crowds as much as possible and wash our hands frequently we can protect ourselves and other people from this disease. During this time, many of your encounters with us will be by telephone. When your nurse does visit you he or she will be following precautions including wearing a mask and you and your aide will be wearing masks too. We want you to be safe and stay well during this difficult time.



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



Recipe Corner:

BEANS

Beans are one of the healthiest, versatile, nutritious and economical foods. They are packed with protein, fiber and a decent amount of vitamins and minerals. They can be used by themselves or in soups, stews, spreads, snacks and salads. Beans come in many varieties: chickpeas, cannellini, black beans, navy beans, pea beans, pinto beans and cranberry beans to name a few of the common ones we find in the grocery store. Then there are the heirloom beans with evocative names like jacob's cattle, china yellow, marfax, money dry, soldier, succotash dry bean, tiger's eye, vermont appaloosa and many, many more. Some varieties are very colorful with speckles or deep reds, maroons, tans and blacks.

The inexpensive canned beans you buy at the grocery store are already cooked, tender and ready to use. Dry beans are even less expensive and are just as or even more delicious than canned beans, but to use them they must be soaked overnight and then cooked. The simple instructions are on the package and in cookbooks.

Any cookbook will have recipes for delicious bean dishes. Chickpeas aren't shaped like most beans, but beans they are, and they are delicious right out of the can or in salads, vegetarian burgers and lots more. They are an essential

ingredient in hummus, along with tahini or sesame paste. Check out cookbooks or the internet. Like most canned beans, chickpeas come in 15 ounce cans.

Curried Chickpeas

- Olive oil 1 tablespoon
 - One onion, diced
 - Curry Powder, one teaspoon
 - Chickpeas (one 15 oz can), drained
 - Lemon juice (from lemon, this is optional)
 - Salt and pepper
1. Heat the oil in a frying pan over medium heat. Fry the onions for about 5 minutes. Stir in the curry powder for a minute. Then add the chickpeas, and lemon juice, salt and pepper if you're using them. Cook for another 5 minutes until the chickpeas are slightly browned. That's it. You can add parsley if you like.
 2. Here's another idea for beans during the dark months of winter. Plant a few beans in potting soil in a sunny warm window. In a few weeks, you may have a pretty bean plant, and in a few more weeks, you may even have a few beans. It's fun. White beans work well for this.

2021 MEMBER ADVISORY COMMITTEE MEETINGS

Dear Members,

We invite you to participate in our quarterly Member Advisory Committee Meetings, please see dates below. Due to the COVID-19 pandemic, meetings will be held via audio conference. You can join by calling toll free 1-866-226-4650 and the conference ID for all meetings is 8003703600.

MLTC 11AM-12:30, MAP 12:30-2:00

Wednesday, February 10th
Tuesday, May 11th
Thursday, August 12th
Friday, November 12th

ISNP 2:00PM-3:30
Tuesday, February 9th
Wednesday, May 12th
Tuesday, August 3rd
Friday, November 12th

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 HAPPY TO INTRODUCE THE NEWEST RIVERSPRING HEALTH PLAN:

RiverSpringMAP

RiverSpring MAP is a plan for people who have both Medicare and Medicaid. This plan enables our MLTC members to have "one-stop shopping" as you will receive both Medicare and Medicaid benefits from a single plan.

WHAT ARE THE ADVANTAGES OF MAP?

1. **You keep the same Nurse Care Manager**, who now will coordinate both your Medicare and Medicaid benefits, including from your primary care doctor and specialist physicians. You will also have the same aide, visiting nurse, and transportation.
2. **You will get an "Over-the-Counter" card (OTC).** Starting January 1, 2020, you would receive a generous \$155 per month. You can use this card to purchase covered items at the pharmacy or purchase items online that are delivered to your home
3. **Focus on Primary Care and Prevention.** We want to keep you healthy at home and out of the hospital and nursing home.
4. **Access to Medication Therapy Management (MTM) at no cost.** You can ask questions and share concerns about medications with qualified health care professional and pharmacists

WITH ALL OF THESE ADVANTAGES WHY NOT CALL US TODAY!
(800) 362-2266 (TTY/TDD 711)

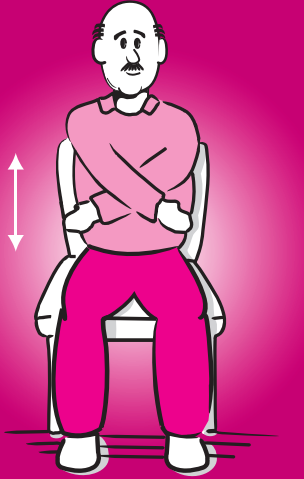
Help is available if you have problems with HOT WATER and/or HEAT!

IN NEW YORK CITY, TENANTS MUST BE PROVIDED WITH HOT WATER 24 HOURS A DAY, 365 DAYS A YEAR, AND HEAT FROM OCTOBER 1ST THROUGH MAY 31ST.

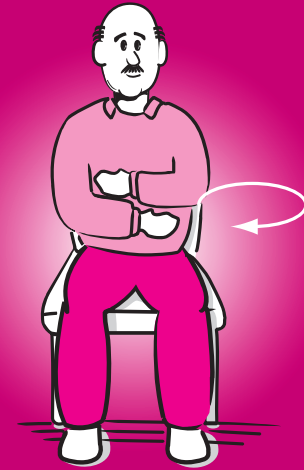
- If you live in a NYCHA New York City Housing Authority) building please call the Maintenance Hotline at **(718) 707-7771** 24 hours, 7 days a week.
- Tenants in the five boroughs, for Heat & Hot Water Complaints: please call the NYC Citizen Service Center by dialing 311.
- Tenants on Long Island, for Heat & Hot Water Complaints: please call **(516) 227-9715**.
- Tenants in Westchester, for Heat & Hot Water Complaints: please call **(914) 813-5000**.
- You can also call us at RiverSpring, we will be do our best to assist you!

Exercise Corner

CRISS CROSSING



- Keep your arms straight, criss cross your arms in front of your body with a scissoring action.
- Keep the action moving up and down in front of your body.
- Continue for up to 30 seconds.



- Wind your lower arms around in a circular motion (as if winding wool).
- Continue for up to 30 seconds and then reverse the direction.