

RiverSpring Health Plans



2021



Our BROOKLYN NURSE CARE MANAGERS

Every day our team of Nurse Care Managers is there to develop plans of care related to your needs, to address changes in your health and to try and help you remain as healthy and independent as possible. The COVID-19 pandemic has and continues to present additional challenges. We meet all challenges and provide support to Members and their families.

JANUARY 2021

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																																										
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17	18 Dr. Martin Luther King Jr. Day	19	20	21	22	23																																										
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31						<div>FEBRUARY 2021</div> <table> <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></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr> <td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr> <td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr> <td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr> <td>28</td><td></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						
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Our MEMBER SERVICES TEAM

Member Services is here to serve you, our members, and those close to you! We take your calls—and try to handle any questions, concerns and requests you have. The team is large and diverse and speaks the languages you speak. Our goal is to provide you with excellent customer service. Give us a call!

FEBRUARY 2021

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
	1	2 Groundhog Day	3	4	5	6																																										
7	8	9 ISNP Member Meeting	10 MLTC and MAP Member Meetings	11	12 Lunar New Year (Chinese & Korean)	13																																										
14 Valentine's Day	15 President's Day	16	17 Lent Begins Ash Wednesday	18	19	20																																										
21	22	23	24	25 Purim Begins	26 Purim Ends	27																																										
28				ISNP Member Meeting MLTC and MAP Member Meetings		<div>MARCH 2021</div> <table> <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></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr> <td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr> <td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr> <td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr> <td>28</td><td>29</td><td>30</td><td>31</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	31			
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Our INTAKE TEAM

Our Intake Department is responsible for explaining our plans and developing plans of care for potential members. Most are nurses, others are skilled in the processes required for enrollment. Intake staff reviews all the details related to a health plan with those interesting in enrolling, and works with potential members and their families so the care plan is based on your needs and preferences. The team's goal is to make sure you are happy with your services and that they are effective.

MARCH 2021

RiverSpring Health Plans

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14 Daylight Savings Time Begins	15	16	17 Saint Patrick's Day	18	19	20 Spring Begins																																										
21 	22	23	24	25	26	27																																										
28  Palm Sunday Passover Begins	29	30	31			<div>APRIL 2021</div> <table> <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></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr> <td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr> <td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr> <td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</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	
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Our REGULATORY AFFAIRS DEPARTMENT

The Regulatory Affairs Department makes sure that our processes and activities are in compliance with government requirements--that our network of providers is robust, that contracts are as they should be, that plan reporting and other matters are timely and accurate and they conduct and oversee regulatory surveys, audits, and investigations.

APRIL 2021

RiverSpring Health Plans

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				1 Holy Thursday April Fool's Day	2 Good Friday	3																																																	
4 Easter Sunday Passover Ends	5	6	7	8	9	10																																																	
11	12 Ramadan Begins	13	14	15	16	17																																																	
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25	26	27	28	29	30	<div>MAY 2021</div> <table> <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></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>31</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	31					
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Our INFORMATION TECHNOLOGY TEAM

Our IT Team is responsible for development and maintenance of all of the software and technology at RiverSpring. The team works side by side with all departments to ensure that staff at RiverSpring has the most up-to-date, innovative and secure technology to provide the best care for all of our members.

MAY 2021

RiverSpring Health Plans

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						1 May Day																																										
2	3	4	5 Cinco De Mayo	6	7	8																																										
9 Mother's Day	10	11 MLTC and MAP Member Meetings Ramadan Ends	12 ISNP Member Meeting	13	14	15																																										
16 Shavuot Begins	17	18 Shavuot Ends	19	20	21	22																																										
23	24	25	26	27	28	29																																										
30	31 Memorial Day					<div>JUNE 2021</div> <table> <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></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></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			
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ISNP: RIVERSPRING STAR TEAM At Hebrew Home at Riverdale

Our RiverSpring Star program has a team of Nurse Practitioners to help our members residing in the Hebrew Home. The team has been there for our members through the continuing COVID-19 pandemic. They have continued to work through the many months of terrible illness, right on the front line, using up-to-date medical knowledge and meeting with family members with compassion and empathy.

JUNE 2021

RiverSpring Health Plans

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13	14 Flag Day Chinese Dragon-Boat Festival	15	16	 17	18	19																																										
20 Summer Begins Father's Day	21	22	23	 24	25	26																																										
27	28	29	30			<div>JULY 2021</div> <table> <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></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr> <td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr> <td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr> <td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr> <td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</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	31
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Our SOCIAL SERVICES DEPARTMENT

Our Social Services Department helps members and their families when they are going through tough times. We also help you maintain your Medicaid eligibility, including completing the required yearly Medicaid renewals and new Medicaid applications and the various types of Medicaid conversions needed to assure eligibility. As with all RiverSpring staff, our social services department is diverse and sensitive to issues related to your culture.

JULY 2021

RiverSpring Health Plans

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4 Independence Day	5	6	7	8	9	10																																										
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Our OUTREACH TEAM

Our Outreach team is well positioned to educate the population about RiverSpring Health Plans and its options of MLTC, MAP and ISNP plans. The staff is comprised of Licensed Outreach Managers, a few are pictured above, all of whom have years of experience working in plans and who truly know the benefits and requirements of our offerings. All are committed to helping potential members and their families live better lives. And among them we have staff who represent the many cultures we serve.

AUGUST 2021

RiverSpring Health Plans

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1	2	3 ISNP Member Meeting	4	5	6	7																																										
● 8	9	10	11	12 MLTC and MAP Member Meetings	13	14																																										
● 15	16	17	18	19	20	21																																										
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Our EDUCATION DEPARTMENT

Our Education Department staff is comprised of Registered Nurses. Their goal is to make sure that our staff are aware of health care trends and changes and to assure that clinical staff are aware of how to achieve highest quality and the best outcomes for members. They orient all staff upon joining RiverSpring, and provide all staff with annual education. We also have special targeted expertise in our Wound Care and Diabetic Nurse Educators, who provide teaching and training at home.

SEPTEMBER 2021

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
			1	2	3	4																																																	
5	 6 Labor Day Rosh Hashanah Begins	7	 8 Rosh Hashanah Ends	9	10	 11 Patriot Day																																																	
 12 Grandparents' Day	 13	14	 15 Yom Kippur Begins	 16 Yom Kippur Ends	17	18																																																	
19	 20 Sukkot Begins	 21 Chinese Mid-Autumn Festival	 22 Fall Begins	23	24	25																																																	
26	 27 Sukkot Ends	 28	29	30	OCTOBER 2021 <table> <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></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>29</td><td>30</td></tr> <tr> <td>31</td><td></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	31						
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Our FINANCE DEPARTMENT

The finance team at RiverSpring Health Plans is dedicated to making sure that all of our hard-working providers are paid timely and accurately. In addition, they are also critical to keeping track of the plans' financial performance and making sure that all regulatory reporting to both state and federal authorities are completed on time and accurately.

OCTOBER 2021

RiverSpring Health Plans

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10	11 Columbus Day	● 12	13	14	15	16																																										
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31 Halloween						NOVEMBER 2021 <table> <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></td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr> <td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td></tr> <tr> <td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr> <td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td></tr> <tr> <td>28</td><td>29</td><td>30</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				
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Our REHABILITATION DEPARTMENT

Our rehabilitation department oversees and coordinates therapy needs. Occupational, Physical and Speech therapists specialize in assisting members to improve their mobility, reduce pain, and reduce fall incidents. Our therapists offer education to members and caregivers and assess Member's needs for adaptive equipment. Our goal is to keep you safe!

NOVEMBER 2021

RiverSpring Health Plans

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	1 All Saints' Day (Dia de Los Santos)	2 Election Day All Souls' Day	3	4 	5	6																																										
7 Daylight Savings Time Ends	8	9	10	11  Veterans Day	12 MLTC, MAP, and ISNP Member Meetings	13																																										
14	15	16	17	18	19 	20																																										
21	22	23	24	25 Thanksgiving	26	27 																																										
28 Chanukah Begins	29	30				<div>DECEMBER 2021</div> <table> <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></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> </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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Our QUEENS & LONG ISLAND TEAM

The Queens/Long Island Team is comprised of compassionate staff who collaborate to keep our members safe in the community. Many are nurses. Just as Queens/Long Island varies in its demographic makeup, so does our team! We can also proudly say we support each other both personally and professionally and we're here to help you!

DECEMBER 2021

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
			1	2	3	4																																																	
5	6 Chanukah Ends	7 Pearl Harbor Remembrance Day	8	9	10	11																																																	
12	13	14	15	16	17	18																																																	
19	20	21 Winter Begins	22	23	24	25 Christmas Day																																																	
26 Kwanzaa	27	28	29	30	31 New Year's Eve	<div>JANUARY 2022</div> <table> <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></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>31</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	31					
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ADMINISTRATION

Mia Etienne, RN is a master clinician. She makes sure that your care plans really meet your needs. That we look at all aspects of your care. That we make sure we address your health issues. And, that we do it with caring, competence and sensitivity. Maxine makes sure that the plan runs smoothly, that needed approvals are signed and submitted, that meetings happen and that glitches get corrected. Susan makes sure we have the team we need in place for best results — as you see from the staff you met in this calendar. All of us are incredibly proud of the team!

JANUARY 2022

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 Dr. Martin Luther King Jr. Day	18	19	20	21	22																																										
23	24	● 25	26	27	28	29																																										
30	31					<div>FEBRUARY 2022</div> <table> <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></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></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					
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1-800-370-3600 (MLTC)
1-800-362-2266 (MAP)
1-800-580-7000 (ISNP)
1-800-771-0088 (RSHP)
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.