

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

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!

PLEASE GET VACCINATED:
URGENT MESSAGE FROM OUR MEDICAL DIRECTOR

I have an urgent message for you about vaccination against COVID-19: Vaccination against COVID-19 is now readily available and if you haven't already been immunized do so right away. COVID-19 is a dangerous disease which has killed over a half a million Americans. We have been making progress against it because people have followed the simple practices of wearing masks, social distancing and avoiding large gatherings. Living in fear, being cut off from our families and friends and isolating ourselves certainly hasn't been easy for any of us, yet it has paid off

in slowing the spread of the pandemic. But COVID-19 is not likely to go away anytime soon unless we take the next step: to get as many people as possible immunized. That means you if you haven't already been vaccinated. There are three vaccines available and all are safe and work. Vaccination will protect you from getting seriously ill, and, yes, from dying. It will protect your family and other people, too. Vaccination will also make it possible to live a more normal life, to meet safely with your immunized family and friends, and do some more normal every

day activities, like eating out. The CDC has just announced that it is safe for most immunized people to go out without a mask, although you still must follow local rules and wear masks when they are required. If you are hesitant about vaccination for any reason, I urge you to put your concerns aside and get vaccinated. Discuss your concerns with doctor, nurse or some trusted, knowledgeable person. Do not delay.



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

Recipe Corner

Popeye the Sailor man used to boast that he was “strong to the finish, ‘cause I eats my spinach”. Popeye was on to something. Spinach is rich in vitamins A and C and fiber and has more iron than almost any other vegetable. Spinach is a very hardy vegetable which can stay alive all winter and start to grow in the spring, giving us fresh greens just as the days start to get longer but the weather is still chilly. Nowadays it’s easy to get fresh spinach almost any time of year. Spinach can be flat leafed or wrinkled (savoy or semi-savoy). Select spinach which is bright green and un-wilted. Spinach can be prepared in a large number of ways, simply boiled or steamed with butter, with olive oil and garlic, creamed, in omelets and in lots of other ways. But it also is delicious uncooked in salads. Here’s a really simple recipe for spinach salad using just lemon juice and olive

oil with a little salt and pepper. And, you can make this into a full spring meal by adding feta cheese, tomatoes, olives, sliced onions, chickpeas, hard boiled eggs or anything that sounds good to you.

SPINACH SALAD

Ingredients:

- Spinach from a 5 or 11 ounce package
- Salad oil (olive oil is especially good, but any will do): 3 tablespoons
- Lemon juice: 1 tablespoon
- Salt and pepper to taste. Try 1/4 to 1/2 teaspoon to start.

Instructions:

Mix the lemon juice, oil and salt and pepper (shaking in a small jar works well). Add it to the spinach, mix and eat.

2021 QUARTERLY MEMBER ADVISORY MEETINGS: PLEASE JOIN US!

We invite you to participate in our quarterly Member Advisory Committee Meetings, please see dates below.

MLTC 11AM-12:30PM

Aug. 12th and Nov. 12th

MAP 12:30PM-2:00PM

Aug. 12th and Nov. 12th

ISNP 2:00PM-3:30PM

Aug. 3rd and Nov. 12th

Due to the COVID-19 pandemic, meetings will currently not be in person. You can join by calling toll free 1-866-226-4650, the conference ID for all the meetings is 8003703600. We will notify you if the meetings change to in-person.

HEALTH TIPS

FROM YOUR NURSE CARE MANAGERS

Hot Weather Is On The Way!

Your Nurse Care Managers are always concerned about your safety and well-being. Keeping you HEALTHY is always a goal we want to achieve.

STAYING SAFE IN THE HEAT AND 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.

Recognize the symptoms of heat related illness:
Headache, dizziness, fatigue, sweating, clammy skin

Most importantly, please remember your Nurse Care Manager is available to assist and answer your questions, call us toll free: 1-800-370-3600

RIVERSPRING IS ONE OF THE TOP RATED PLANS IN NEW YORK, AGAIN!

We are proud to announce that RiverSpring Health is once again in the top tier of all managed care plans in New York State! The state measures the performance of all managed care plans so members can be well informed and choose a plan that has a proven record of providing quality care and improving members’ health. Plans are ranked based on 4 key factors that affect member health and wellness. These are:

- Quality of Care
- Member Satisfaction
- Compliance with regulations set by New York State and the Centers for Medicare and Medicaid Services (CMS)
- Preventing Avoidable Hospitalizations

Our rating reflects our commitment to you, our members, helping you live life at your healthiest and happiest!



PROPER WAY TO
WEAR A MASK



WRONG WAY TO
WEAR A MASK

BE PREPARED: ALWAYS HAVE A "TO GO BAG" READY!

None of us can predict when there will be an emergency - no power, flooding - any emergency. We at RiverSpring Health Plans want you to be prepared for an emergency. We recommend that you have a “TO GO BAG” ready at all times. Prepare a list of your medications, medical and physical diagnoses, allergies, emergency contact names and numbers. We

encourage you to keep this list in your “TO GO BAG” and to keep the bag somewhere easy to find. And, if you need to leave your home in an emergency we suggest you pack the bag with:

- A list of your medications, and diabetic supplies if you need them; add your actual medications to the bag, if/when you have to leave your home

- Your passport, ID, social security and insurance cards;
- Your cell phone and charger, eyeglasses;
- A flashlight and extra batteries, including hearing aids batteries if you need them;
- Water and food for a short time
- A change of clothes.

We certainly hope no emergency arises. However, if it does, you will be better prepared for a smoother transition.