

## 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!

## Live Well with RiverSpring Health Plans

FALL  
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

# COVID-19 HAS NOT GONE AWAY

*It has become dishearteningly clear now that COVID-19 is not going away any time soon. Viruses follow their own rules and evolve. The new Delta variant is much more infectious than previous virus strains. Where there are large numbers of unvaccinated people and the basic rules of masking and social distancing are not being observed it is surging. Once again, hospitals are being overwhelmed by the crush of sick patients. Those studying the epidemic change recommendations as new facts emerge. This can be frustrating and confusing.*

### Here are some facts which we want you to know:

The Delta variant is far more infectious than previous strains and spreads rapidly.

Any of the three currently approved vaccines is safe and provides very strong protection. Getting vaccinated is the single most important thing you can do to protect yourself from becoming seriously ill or dying from COVID-19. Nearly all serious cases of COVID-19 are in unvaccinated people.

Even vaccinated people can be infected with the Delta variant and can infect others. Usually such infections cause no symptoms or mild, flu-like symptoms.

Masking and social distancing protect you and others from infection. The CDC is now

recommending masking for both unvaccinated and vaccinated people when they are in indoor public places and crowded outdoor places in an area where there is substantial virus transmission.

Newspapers like the New York Times are excellent sources of the latest information about COVID-19.

We want you to stay well. Your RiverSpring team is available to you to help you stay informed and healthy through this trying time.

### WE URGE EVERYONE TO GET VACCINATED!



Wishing you  
good health,

*Dr. Jon Gold*

Chief Medical Director

# Recipe Corner



## this is the season for tomatoes

In the late summer and early fall and you can find fresh, vine ripened, locally grown tomatoes in grocery stores and farmers markets. These beautiful, juicy, delicious vegetables (technically a fruit, but that’s another story) are a far cry from the hard, cellophane wrapped paltry tasting tomatoes which are available year round. They are worth finding and enjoying while they are available. They are full of vitamins, fiber and lycopenes which may help prevent a variety of diseases, but especially, they are delicious. Tomatoes are native to Central and South America, but they are now grown everywhere and have become part of nearly every

cuisine. Ripe tomatoes may be red, purple, yellow, orange and even green. Some are striped like a tiger. They range in size from marbles to nearly softballs and may be round, oval or pointed, smooth or indented. Some are ripe even when they have green “shoulders.” Many of the tastiest tomatoes are “heirlooms” which have been grown for years. Others have been bred to be tasty or to meet the needs of commercial farms and are easy to ship. Tomatoes have many colorful names: Big Boy, Brandywine, Kellogg’s Breakfast, Sweet Million, Mortgage Saver, Sungold and many, many more.

There are so many ways to enjoy tomatoes: soups, stews, salads and sauces, but fresh tomatoes, sliced by themselves, with a little salt can be as good as it gets. Or with mayonnaise or olive oil, fresh basil and mozzarella cheese. Vary this recipe any way you like.

### CAPRESE SALAD

- One large heirloom or other vine ripened tomato from a farmers market or grocery store
- Olive oil, one-half tablespoon or to taste
- Balsamic vinegar (optional)
- Salt to taste
- Fresh Mozzarella (available at deli counters)
- Fresh basil leaves

Slice the tomato about 1/4 inch thick and lay slices on a platter alternating with slices of mozzarella

Sprinkle with salt and basil leaves (sliced or whole)

Sprinkle with olive oil and balsamic vinegar

Enjoy.

We are happy to introduce our newest product of RiverSpring Health Plans:

## RiverSpring MAP

River Spring 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). 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).

## CLINICAL VISITS ARE BACK IN PERSON!

Your nurse will be coming to see you in person as will your NCM, they can’t wait to see you!

### HOME CARE AIDES: the current situation in New York

We want to let you know that, although we contract with the maximum number of home care agencies permitted by the New York State Department of Health, since the Covid pandemic, we have had some difficulty, in some situations finding aides as quickly as we were able to do before the pandemic. Many fewer aides are working now which has created an issue at times for most plans. As always it is our priority to get you the services you need.

## 2021 MEMBER ADVISORY COMMITTEE MEETINGS

Dear Members,  
We invite you to participate in our quarterly Member Advisory Committee Meetings, please see remaining 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 each meeting is 8003703600.

FRIDAY, NOVEMBER 12TH

MLTC: 11AM-12:30PM

MAP: 12:30PM-2:00PM

ISNP: 2:00PM-3:30PM

## Friendly REMINDER

### FROM YOUR NURSE CARE MANAGER

- FLU SEASON IS COMING - PLEASE GET YOUR FLU SHOT
- PLEASE KEEP YOUR MEDICAL APPOINTMENTS
- PLEASE CONTINUE TO SOCIAL DISTANCE
- PLEASE WASH YOUR HANDS
- CALL YOUR NCM WITH ANY HEALTH ISSUES
- GET VACCINATED!!!

## PLEASE CONTINUE TO WEAR A MASK!



PROPER WAY TO WEAR A MASK

We want you and your aide to remain safe-please wear your mask and encourage your aide to do the same. Besides being vaccinated, wearing a mask is your best protection against the virus.

When you are going to a medical appointment, please wear your mask and ask your driver to do the same.



WRONG WAY TO WEAR A MASK