

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 **GET VACCINATED**. We appreciate your 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!

Boosters for COVID-19 and Influenza Vaccine: THE TIME IS NOW

COVID-19 is still with us and the influenza season is about to begin. NOW is the time to make sure that you protect yourself and those around you against these dangerous diseases by being fully immunized. We want you to be safe and make sure that you understand and follow the updated recommendations for the vaccines. You can go to your doctor or pharmacy.

You may have heard that there are new antibody preparations and oral drugs for treating COVID-19. These include casirivimab/imdevimab (REGEN-COV2), a combination of synthetic antibodies given as an intravenous injection and molnupiravir which is a pill awaiting final FDA approval.

These medications can be given to people who are ill with COVID-19 and can protect them from serious illness, hospitalization and dying. **But vaccination is still by far the most important way to prevent becoming ill.** All three vaccines used in the United States are very effective and safe if you are fully immunized, you can improve your immunity by getting a booster shot. If you finished receiving the Pfizer-BioNTech or Moderna vaccines six months ago or received the Johnson and Johnson vaccine two months ago or more, you should receive a booster shot. If the vaccine you originally received is not available for some reason, it is okay to be boosted by one of the other vaccines. Your doctor or RiverSpring nurse can answer any questions you may have. **DON'T DELAY.** The overwhelming majority of people who are hospitalized and dying from COVID-19 are those who haven't been vaccinated. Get your booster

as soon as possible. And if you haven't been vaccinated, **DO IT.** Getting vaccinated and following the guidelines for wearing a mask are the most important things you can do to protect yourself.

And influenza is still a threat. Vaccination, hand washing and coughing into your elbow if you aren't masked are the best protections against flu. And preventing flu is an additional benefit of masking to prevent COVID-19!

We want you to stay safe from these dangerous infectious diseases. Your doctor and nurse are ready to answer any questions.

**WE URGE EVERYONE TO
GET VACCINATED!**



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

Recipe Corner

Many people want to eat less meat and are interested in substitutes made from vegetables which still have the taste and texture of real meat. Beef, pork and lamb are very nutritious. They are rich in protein, vitamins and minerals, but they also are high in saturated fats and cholesterol. People are interested in meat substitutes for health, environmental and animal welfare reasons.

Many food companies are making plant-based meat substitutes meant to taste like hamburger, sausage or chicken with names like “Impossible Burger”, “Beyond Burger”, “Incogmeato”, “Chik’n Tenders” and others. They are in the meat or freezer sections. These products are coming closer to the taste and texture of real meat, but are they really healthy? They have less cholesterol and saturated fat than real meat, and are rich in protein, made from processed peas, soybeans or other plants. However, they tend to be high in sodium and contain starches, gums and colorings, even in “organic” varieties. They are also more expensive than the real

meat which they are intended to replace.

Still, eating plant based meat substitutes, at least occasionally, can be an interesting addition to a healthy diet. They will probably continue to improve and become less expensive. If you want to try them, use them sparingly. Here are two ways to try vegetable based meat substitutes:

HAMBURGER: This is really simple: All you do is fry the pre-made patties, in a little cooking oil over medium heat for 3 or 4 minutes on a side, and eat them like any other hamburger.

BRAISED CABBAGE: Mark Bittman, the well-known food writer, created a version of braised cabbage which he called “Unstuffed Cabbage”. It uses hamburger meat but is also good made with meat substitute. It’s simple to make. You might want someone to help especially with chopping the vegetables or you can use pre-packaged chopped cabbage which is sold as coleslaw mix.

- 1/2 pounds of hamburger, or, for the meatless version, one package (12ounces) meatless hamburger (such as Beyond or Impossible Burger).
- 1 onion, chopped
- 1 carrot chopped
- 1 or 2 tablespoons oil (such as olive, corn or canola)
- 6 cups of chopped cabbage (about 1/2 of a small cabbage) or cole slaw mix
- 1/4 cup raisins
- 1/4 teaspoon cinnamon
- 1 28 ounce can diced or crushed tomatoes
- 1/2 cup water (or use broth from a vegetable bouillon cube)

1. In a large pot over medium heat, heat the oil and sauté the beef, onion and carrot for 5 minutes.
2. Add Cabbage, raisins and cinnamon. Cover and cook until cabbage wilts, about 5 to 10 minutes.
3. Add the entire can of tomatoes and 1/2 cup water or bouillon.
4. Simmer about 20 minutes until the cabbage is tender and the juices are a little thickened.
5. You’ll be surprised how good this tastes, by itself or over some rice.

RiverSpringMAP

RiverSpring MAP is a plan for individuals who have both Medicare and Medicaid. With RiverSpring MAP, our members will have a “one-stop shop” and receive covered Medicare and Medicaid benefits through a single plan and a trusted care team.

WHAT ARE THE ADVANTAGES OF MAP?

1. With RiverSpring MAP you will keep the same Nurse Care Manager, who will coordinate both your Medicare and Medicaid benefits, along with your primary care physician and specialists. You will be able to keep your aide, visiting nurse and transportation company.
2. You will receive an “Over-the-Counter” card (OTC) in the amount of \$150 per month to purchase health related items at the pharmacy. Up to \$75 of the OTC benefit amount can be used for healthy food and produce for eligible members, beginning January 1, 2022.
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 professionals and pharmacists.

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!

2022 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.

MLTC 11AM-12:30PM
MAP 12:30PM-2:00PM
Wednesday, February 9th
Tuesday, May 10th
Friday, August 12th
Thursday, November 10th

ISNP 2:00PM-3:30PM
Tuesday, February 8th
Wednesday, May 11th
Monday, August 8th
Friday, November 11th

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