

# 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

## COVID-19:

### WHAT'S NEXT?

More than two wearying and frightening years into the COVID-19 epidemic, the worst we have experienced since the great Influenza epidemic of 1918, we are asking ourselves whether we are beginning to see the end? Is there light at the end of the tunnel, and what will the world be like when this epidemic has passed? This is being written in early February 2022. While it is too soon to let up on the precautions we are all taking, there is real hope that we are passing the worst. Infections with the omicron variant of the virus which spread like wildfire are now rapidly declining, at least in our area. It caused many serious illnesses and deaths most of which were avoidable because they occurred in people who decided not to receive the very effective vaccines. With large numbers of vaccinated people and people who have been infected it is possible, even likely, that infections will be less

common. This can happen unless another new highly infectious variant comes which evades the protection of our vaccines. While the unexpected still may happen life may start to return to "normal." What will be the new normal?

No more masking and avoiding our friends and crowds; eating in our favorite restaurants, going to movies and children in school. We will be wary of infections, but we now have the knowledge to protect ourselves, if we use it. COVID-19 may disappear completely or may become an "endemic" infection like influenza or cold viruses which periodically cause individual infections or outbreaks but don't overwhelm our lives. New viruses or variants of familiar viruses may appear. In fact it is nearly certain that they will. Scientists and doctors will remain alert to recognize these infections, understand

how they spread and how we can protect ourselves. Safe and effective vaccines will be made, perhaps even more quickly than for COVID-19. And, as COVID-19 has reminded us, we already know how to protect ourselves and each other from these infections. The same things that we do to protect ourselves against COVID-19, influenza and other infections will help protect us against these new infections whatever they are: masks, handwashing, distancing, avoiding crowds and vaccination.

Even with this hopeful news, COVID-19 is still not over. **If you are not yet vaccinated we urge you as strongly as possible to put any reservations aside and just do it! The vaccines are safe and protect you against serious illness. Discuss any remaining concerns with your doctor or nurse. We at RiverSpring keep hammering this in because we want you and everyone to stay safe and be well.**



Wishing you good health,

*Dr. Jon Gold*

Chief Medical Director

## 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!*



# Recipe Corner

## COLLARD GREENS & ONIONS

There are always lots of delicious healthy vegetables to eat. There are hearty root crops like carrot, beets and parsnips to roast to delicious sweetness with a little oil, and there are fresh greens like kale, collard greens, cabbage and Brussels sprouts to saute or make into vegetable stews. Both root crops and greens are good sources of vitamins, minerals and fiber. Many of these vegetables can be bought pre-washed, cut up, packaged and ready to cook. Or you can buy fresh greens. Pick ones which have a nice color and aren't wilted. Wash them and cut away the thick parts of any stems. Collards and kale take some time to cook to make them tender.

Here's a simple and delicious recipe which combines onions, carrots and collard greens. Adding chorizo or sweet or hot Italian sausage isn't necessary, but makes this an even tastier and heartier dish. You can substitute kale for the collard greens.

### INGREDIENTS

- 2 tbsp. cooking oil (corn oil, canola oil or other)
- 1-2 (1/4 to 1/2 lb.) chorizo or Italian sausage (if using)
- 1 large onion cut into thick slices
- 2 large carrots, peeled and cut into 1/2 inch pieces
- Large bunch (or package about

1-1/2 lbs.) collard greens or kale, washed. Trim the tough part of the stems and cut or tear the leaves into bite size pieces. Leave the leaves wet.

- 2 tbsp. soy sauce

### INSTRUCTIONS

1. In a large pot with a cover, heat the oil over medium heat. If using the sausage, brown it for five minutes, then add the onions and carrots and cook for 3 minutes. Otherwise just cook the onions and carrots.
2. Add the wet collard greens, stir occasionally and cook for 10 minutes or until they wilt. Then add the soy sauce, cover the pot and simmer over low heat for about 30-40 minutes until the greens are tender and there is little liquid left.
3. Serve and enjoy!

## BE AWARE OF SCAMMERS! RSHP WILL NEVER CALL YOU AND ASK YOU FOR BANK ACCOUNT INFORMATION!

There are many schemes out there in the world and we just want you to know that we would NEVER call you and ask for your banking information or account numbers – if anyone says they are from RiverSpring and asks for this kind of information do NOT provide it – it is someone trying to take advantage of you and is not anyone from RiverSpring!! PLEASE HANG UP THE PHONE AND DO NOT GIVE THEM ANY INFORMATION.

Similarly, you may receive an email or text message that has some urgency like your password needs to be reset, or you missed a payment and you need to click on a link to log in to address it. DO NOT CLICK on any links and if you accidentally do, NEVER enter your username or password. Scammers are trying to get your online identity so they can steal from you.

## MAP UPDATES

The network of physicians and specialists for our MAP program has expanded!

### OUR NETWORK NOW INCLUDES:

- A large number of **New York University (NYU)** primary care physicians and specialist
- A number of **Columbia** primary care physicians and specialist
- As well as physicians in the **Montefiore** medical groups
- If you have any issues at the pharmacy getting your medications or using your OTC card, please call us BEFORE you leave the pharmacy—we can help you on the spot!
- We want to remind you: as one of the newer MAP plans a number of Physician groups and private practices have not yet seen any of our wonderful Members (that's you).
- As a result, sometimes when you visit physician offices you are told by the medical office staff that they “do not participate with our plan” or that they “do not take” our insurance.
- **We are here to help! Please call us immediately.** Do not leave the office until you call us and we are able to speak to the office staff. We usually can call and speak to the right person in the office, and explain to the staff, that they do, “participate with us and take our insurance.”
- Taking the few minutes to call us can save you the disappointment of not being seen by the doctor and the frustration of having to make another appointment at a later date.

Please give us a call immediately if you are being told that the doctor's office where you are does not accept our insurance. We will do our best to immediately resolve the problem.

Thanks for being a valued RiverSpring Member!

### UPDATES FOR OUR MEMBERS:

1. For our MAP and ISNP Members we have a new OTC (Over the Counter) vendor: **INCOMM**. You can now purchase all eligible OTC items in a participating retail store. This benefit now includes healthy food items!
2. For all our members who use CDPAS services you can only use one Fiscal Intermediary.
3. For all our MAP and MLTC Members we are now using Liberty Dental.

## 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**  
Tuesday, May 10th  
Friday, August 12th  
Thursday, November 10th

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

## Weather Alerts

Please be aware of any severe weather alerts this spring. If there is a warning about a significant storm, Nor'easter, hurricane and/or flooding please think about rescheduling your medical appointments and consider not attending your social day care center during the storm. Your safety and well-being is our top priority!