

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  
**HAPPY HOLIDAYS!**

**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**



**MEET OUR NEW  
MEDICAL DIRECTOR**

Dr. Peter Davidson is an Internist with extensive experience caring for adults with complex medical conditions. He has worked at major teaching hospitals and in the community and is excited to work with us to help you remain as healthy and independent as possible. Dr. Jon Gold has retired to Maine; and, while he still works with us on a limited basis, is also very excited that we have found such a competent and caring physician to take on this important role.

In passing this torch, both Dr. Gold and Dr. Davidson feel strongly that all our Members and their families need to take care to stay well and safe over the winter. Their tips follow.

**TIPS** FOR STAYING  
HEALTHY AND SAFE  
IN COLD WEATHER

Winter can be a joyful time with family gatherings, parties, indoor activities and enjoying feeling of being snug at home on a cold and blustery snowy day. Winter also brings icy sidewalks, chilly houses, flu season and, for some people, a sense of isolation and loneliness. Here are a few tips to help you stay safe and well and to enjoy this season.

**STAY WARM.**

As we get older, we become more susceptible to injury from the cold. If your body temperature falls below 95 degrees, which can occur not only outdoors but even in homes that are too cold, it can cause injury to vital organs or death.

Shivering is an early sign of low body temperature. Prevent this by wearing warm layered clothing when you

go outdoors (a warm shirt under a sweater under an overcoat). Wear gloves and hats with ear protectors. Indoors, try to keep the temperature between 68 and 72 degrees; wear a sweater if it’s cool.

**PROTECT YOURSELF  
FROM FALLS.**

Watch out for wet and icy sidewalks. If you sense that you are falling, try to relax to roll on your side. Don’t try to block your fall with your hand or arm.

Exercise strengthens bones and muscles and improves balance. This can decrease your chances of falling and give some protection from injury if you do fall. Your nurse can review our suggested exercise program with you.

*continued inside*



# TIPS

FOR STAYING HEALTHY  
AND SAFE IN COLD WEATHER

*continued from front page*

## PROTECT YOURSELF FROM INFECTIONS

Make sure to get your COVID booster if you haven't yet, as well as your annual flu vaccination. Check with your doctor to make sure you have received the vaccinations that will protect you against pneumococcal pneumonia.

Remember, too, that hand washing, coughing properly (into your elbow, not your hand) and not sharing personal items like toothbrushes and razors can also protect you and others from infections.

Winter can be a sad and lonely time for many people.

Call us if you need help.

Your RiverSpring Health care team wants you to follow these tips so you will be safe, well, and enjoy the winter.

*Wishing you good health,*

*Dr. Peter Davidson*

Chief Medical Director



## RSHP EXERCISE PROGRAM

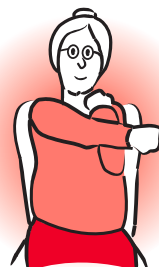
Please meet your RiverSpring Health Plans Rehabilitation Team! From left to right - Erica Noonan, Julie Aime and Joanne Orlando. They are hard at work putting together a comprehensive exercise program you can do right at home just by getting onto our website, [riverspringhealthplans.org](https://riverspringhealthplans.org) from a smart phone, tablet or computer!

We hope to get this out to all of you by the beginning of 2023! Can't wait for you to try it out so you can stay fit at home!

## EXERCISE CORNER BOXER



- Place your fists at shoulder level beneath your chin



- Smoothly reach your right arm straight out and slowly bring it back to starting position



- Do up to 10 punches on each side
- Repeat punching to the side and then straight up toward the ceiling up to 60 seconds

## Recipe Corner

FOOD IS IMPORTANT TO ALL OF US —  
RSHP COOKBOOK!

We would love to make a cookbook of recipes contributed by you, our Members — you are from so many counties with so many food traditions! If you'd like to share with us, please send us a favorite recipe and tell us why you love it — is it something from your home country? Something your mother or grandmother always made? Is it your grandchildren's favorite? If you, our Members, show interest in this, we'll create a little cookbook of your contributions with the stories you tell us. We'll put the book with your recipes onto our website so you can share them and celebrate you with all of our Members — and sometimes include a recipe in our newsletters.

You can send the recipe by email to:  
[recipes@riverspringhealth.org](mailto:recipes@riverspringhealth.org)

OR

by mail to:

**Recipes**

**RiverSpring Health Plans**

**80 West 225th Street, Bronx, NY 10463**

## NEW INFORMATION

RiverSpring has always screened our Members for issues outside of their health care that may be affecting their health and functioning. We pay attention to whether you have food in the house, whether your housing is adequate and whether you are alone and lacking interaction with others. Your Nurse Care Manager will now be conducting a more formalized screening and, as we have always done, our social work department will assist. They may also refer you to community resources that we believe can be helpful. As always, please feel free to call us if you have issues that you would like to discuss with us.

## 2023 MEMBER ADVISORY COMMITTEE MEETINGS

*Dear Members,*  
*We invite you to participate in our quarterly Member Advisory Committee Meetings, please see 2023 dates below.*

*Due to the Covid-19 pandemic, and your preference, 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 8th

Tuesday, May 9th

Friday, August 11th

Thursday, November 9th

**ISNP 2:00PM-3:30PM**

Tuesday, February 7th

Wednesday, May 10th

Monday, August 7th

Friday, November 10th

**WE'LL BE  
CHECKING IN!**

**THE CARE IS ALL  
ABOUT YOU!**

We care about your well-being so expect a call from us monthly. We will call you at home to find out how you are doing. Please don't worry if we call you and you are not home, **we will call you back!!**