

RiverSpring Health Plans

80 West 225th Street
Bronx, NY 10463

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

FALL
2023

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!

FLU SEASON IS AROUND THE CORNER

With all the attention that has been paid to COVID-19 infection and vaccination, many have forgotten the seriousness of flu and the opportunity to prevent it through vaccination. The timing of the flu season varies each year, appearing as early as September, or as late as November or December. The illness typically starts with high fever, headache, dry cough, and several muscle aches. While these symptoms are very unpleasant, serious complications such as dehydration and pneumonia can also occur. Older people and those with chronic illnesses such as chronic

lung disease, asthma, heart disease, diabetes, and kidney disease are at higher risk of complications and death.

Getting the flu vaccine each year does not eliminate your risk for flu, but dramatically reduces it, and if you do get it, it is likely you will be much less sick than if you were not vaccinated. The side effects from vaccination are usually very mild—soreness at the site of injection or a low fever. Many do not have any side effects at all. We encourage all members who are not allergic to eggs to get the flu vaccine. If you do have an allergy to eggs, check with your primary care provider

who can recommend an alternative vaccine that is safe for you.

If you develop flu-like symptoms, contact your primary care provider to be tested. Your provider may prescribe treatment for you, but the treatment works best if started early in the course of your illness. Please remember, prevention through vaccination is your best defense against the flu.

Wishing you good health,



Dr. Peter Davidson
Chief Medical
Director

**PLEASE GET YOUR FLU SHOT AND STAY UP TO DATE
WITH YOUR COVID VACCINATIONS**

RECIPE CORNER: SIMPLE STEAMED FISH



INGREDIENTS

- Cod or other fish fillet, 6 ounces per person
- 2 tablespoons olive oil
- Juice of 1/2 lemon
- Chopped parsley, cilantro, dill or other herbs of your choice
- A pinch of salt

INSTRUCTIONS

1. Put an inch of water in the bottom of a steamer (or a saucepan with a steamer inserted), cover and bring to the boil. Lay the fish on the steamer, making sure it is above the boiling water.
2. Cover and steam for 4 to 8 minutes, until the fish flakes when a fork is inserted.
3. Remove the fish to a warm platter and drizzle with olive oil and lemon juice.
4. Dust with a pinch of salt to taste.
5. Sprinkle with chopped parsley. Enjoy!

MAKE SURE YOUR WISHES ARE FOLLOWED PLEASE PUT A HEALTH CARE PROXY IN PLACE

Have you ever heard of advanced directives? They are a set of instructions that you give to doctors and nurses about what you want to happen if you ever get really sick or hurt and can't speak for yourself.

While it may seem unlucky, scary or uncomfortable to think about getting sick or hurt, it's important to talk with your family and doctors about what you want to happen if something like that ever does happen. It can also help reduce the burden on your family to make what they may feel is a very difficult decision. **Advanced directives help make sure that your wishes are known and respected.**

So what kind of things should you think about when making your advanced directives?

Here are some things you might want to consider:

1. Who do you want to make decisions for you if you can't? This person is called your **healthcare proxy**, and they will make medical decisions for you if you are unable to make them for yourself. **A health care proxy only takes effect in a situation where you cannot speak for yourself. You continue to make your own decisions unless you are unable to.**
2. Do you want doctors to try to keep you alive no matter what? This is called life-sustaining treatment, and it can include things like using machines to help you breathe and/or eat, or giving you medicine to keep your heart beating.
3. Are there any treatments you don't want to receive? For

example, some people may not want to receive blood transfusions or may not want to be put on a machine to help them breathe.

It's okay if you don't know the answers to these questions right away. You can talk to your family and your doctor to help you figure out what you want. At RiverSpring Health Plans, your Nurse Care Manager or Social Worker can help you understand what the paperwork means and what your options are. Your Nurse Care Manager will also provide you information and education periodically but feel free to ask any time.

REMEMBER, advanced directives are important because they make sure that your wishes are known and respected if you ever get sick and can't speak for yourself.

RiverSpringMAP (HMO D-SNP) **OUR NEWEST PLAN**

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.

THE ADVANTAGES OF JOINING 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—in fact all of your MLTC providers!
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.
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.



ALERT: MEMBERS WITH MEDICAID - YOU WILL BE GETTING A MEDICAID RENEWAL PACKET IN THE MAIL

PLEASE CALL US WHEN YOU RECEIVE IT!

As of April 1st, the government is restarting the yearly renewals for everyone receiving Medicaid. You will be **getting a Medicaid renewal packet** in the mail, when you receive your packet please **call us** - MLTC Members call **800-370-3600**, MAP Members call **800-362-2266**. If you are on SSI or receive Public Assistance - Do not worry. This does not apply to you. When you call, please ask for the Entitlements Department and say you received your Medicaid renewal packet. Our **Entitlements team will assist you in filling out the forms.**

We are here to help you retain you Medicaid! Our Social Services Department is knowledgeable and easy to deal with. We understand there are some scams out there- **YOU NEVER NEED TO PAY SOMEONE TO RENEW YOUR MEDICAID WHEN YOU BELONG TO RIVERSPRING HEALTH PLANS!!!**

2023 MEMBER ADVISORY COMMITTEE MEETINGS

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

*This meeting will be held via audio conference. You can join by calling toll free **1-877-357-0238** and the conference ID for all meetings is **347-842-3500**. If you are asked for a pin number please just press the pound key, #, thank you.*

**MLTC 11AM-12:30PM
MAP 12:30PM-2:00PM**
Thursday, November 9th

ISNP 2:00PM-3:30PM
Friday, November 10th