

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

*RSHP wishes you all a Safe and Peaceful
Holiday Season and a Happy New Year!*

STAYING SAFE THIS HOLIDAY SEASON

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!

At the holidays, it's wonderful to get together with family and friends sharing, joy, food, and traditions.

But know that indoor gatherings lasting several hours create ideal conditions for the spread of infections passed through the air from one person to another. Thankfully, levels of COVID infections in the community are much lower, but COVID is still present, and other viruses such as flu and RSV spread during the winter. Here are several ways to stay safe and still enjoy the holiday season:

1. Particularly if you have conditions such as heart failure, COPD, diabetes, or kidney disease, get the flu vaccine and the most recent COVID booster.
2. Consider asking everyone coming to a celebration to take a rapid COVID test the day before or the day of the celebration—even if they have no symptoms.

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

3. If you have chronic medical conditions, you may also want to wear a mask while not eating or drinking.

Please enjoy the holiday traditions of your culture!—And stay safe.

Wishing you good health,



Dr. Peter Davidson
Chief Medical
Director

RECIPE CORNER: CHICKEN SOUP WITH SPINACH AND EGG

INGREDIENTS

- 6 cups chicken stock
- 2 large eggs
- 1-1/2 tablespoons semolina*
- 1/3 cup grated parmesan cheese
- 6 oz bag of baby spinach, or 1 bunch spinach washed, with stems removed and coarsely chopped

INSTRUCTIONS

1. Place the stock in a large saucepan. Remove 1/3 cup and set aside; bring the rest to a simmer. Lightly season with salt and pepper if desired.
2. Beat the eggs in a bowl, and stir in the 1/3 cup of stock, the semolina and the cheese.
3. Stir the spinach into the simmering stock, then slowly pour in the egg mixture, and stir with a rubber spatula until ribbons of eggs form. Enjoy!

*Semolina is flour made from durum wheat. If you cannot find semolina, you may substitute corn meal.

NEW MEMBER ID CARDS!

ALL MEMBERS SHOULD HAVE RECEIVED A NEW ID CARD WITH THE FOLLOWING UPDATED BILLING INFORMATION. PLEASE CUT UP AND DISCARD YOUR OLD ID CARD, AND ONLY USE YOUR NEW CARD, THANK YOU!

PAPER CLAIMS:

RIVERSPRING HEALTH PLANS,
PO BOX 211465, EAGAN, MN 55121

ELECTRONIC CLAIMS:

USE PAYER ID: 05178

REMINDER: SDOH, SOCIAL DETERMINANTS OF HEALTH

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 and our Social Work department will assist you in finding services and community resources we believe may be helpful. As always, please feel free to call us if you have issues that you would like to discuss with us.



RIVERSPRING ATTENDS 26TH ANNIVERSARY GALA

RiverSpring Health Plans was honored to attend the 26th Anniversary Gala for Homecrest Community Services, a non-profit organization, which provides community-based, multi-social services for older adults and immigrant families living in Southern Brooklyn. The RiverSpring Team was also honored to meet State Senator Iwen Chu, a strong advocate for the care needs of the communities served by Homecrest Community Services and RiverSpring Health Plans.

Photo from left to Right: Caroline Moy, RSHP; Eliza Chang, RSHP; Iwen Chu, NY State Senator, 17th District; Bolivar Altamirano, RSHP; Bob Manley, RSHP; Keith Gosselin, RSHP; Daisy Li, RSHP

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. RiverSpring at Home members who join RiverSpring MAP 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.



2024 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

Wednesday, February 7th
Tuesday, May 7th
Friday, August 9th
Thursday, November 7th

ISNP 2:00PM-3:30PM

Tuesday, February 6th
Wednesday, May 8th
Thursday, August 8th
Friday, November 8th

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!!!**