

RiverSpring Health Plans



2024



Our REHABILITATION DEPARTMENT

Our Rehabilitation Department oversees and coordinates therapy needs. Occupational, Physical and Speech therapists specialize in assisting Members to improve their mobility, reduce pain, and reduce falls. Our therapists offer education to Members' and caregivers and assess Member's needs for adaptive equipment. Our goal is to keep you safe!

JANUARY 2024

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
	1 New Year's Day	2	3	4	5	6 Epiphany Three Kings Day (Dia de Los Reyes)																																																	
7	8	9	10	11	12	13																																																	
14	15 Dr. Martin Luther King Jr. Day	16	17	18	19	20																																																	
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28	29	30	31			<table border="1"> <thead> <tr> <th colspan="7">FEBRUARY 2024</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td></td> <td></td> </tr> </tbody> </table>	FEBRUARY 2024							S	M	T	W	T	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29		
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Our BROOKLYN OPERATION SPECIALISTS

Operation Specialists order services and supplies for Members. They make sure that the services planned for you with your Nurse Care Manager are ordered accurately and provided to you timely. They work with you and the clinical team to resolve any issues and they speak many languages.

FEBRUARY 2024

RiverSpring Health Plans

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				1	2 Groundhog Day	3																																																	
4	5	6 ISNP Member Meeting	7 MLTC and MAP Member Meetings	8	9	10 Lunar New Year																																																	
11	12	13	14 Valentine's Day Lent Begins Ash Wednesday	15	16	17																																																	
18	19 President's Day	20	21	22	23	24																																																	
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Our BRONX NURSE CARE MANAGERS

RiverSpring's Nurse Care Managers are our heart. The goal for all of us, led by our Nurse Care Managers, is to keep you as healthy as possible. Your Nurse Care Managers work with you to develop your care plan, to make sure it is effective, and to adjust it as your needs change. We are here to meet your challenges and provide support to you and to your families. You see some of the Bronx Team here. We have teams based in Brooklyn and Queens as well. Among them, we speak many languages.

MARCH 2024

RiverSpring Health Plans

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10 Daylight Savings Time Begins Ramadan Begins	11	12	13	14	15	16																																										
17 Saint Patrick's Day	18	19	20 Spring Begins	21	22	23 Purim Begins																																										
24 Palm Sunday Purim Ends	25	26	27	28 Holy Thursday	29 Good Friday	30																																										
31 Easter Sunday						<p>APRIL 2024</p> <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30				
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Our INTAKE DEPARTMENT

Our Intake Team helps you join RiverSpring! Staff support our many Intake Nurses in making sure that, for anyone who is interested in joining RiverSpring Health Plans, we complete the necessary assessments of services you need and complete information required by Medicaid and/or Medicare in order to process your application for membership. The Intake Team also handles questions you may have about the process of joining RiverSpring and about care management. They connect you to any specialists or clinicians you might need. They speak all the main languages spoken by our Members and are delighted to help explain the process.

APRIL 2024

RiverSpring Health Plans

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	1 April Fool's Day	2	3	4	5	6																																																	
7	8	9 Ramadan Ends	10	11	12	13																																																	
14	15 Patriot Day	16	17	18	19	20																																																	
21	22	23 Passover Begins	24	25	26	27																																																	
28	29	30 Passover Ends				<table border="1"> <thead> <tr> <th colspan="7">MAY 2024</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> </tr> </tbody> </table>	MAY 2024							S	M	T	W	T	F	S				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
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Our FACILITY DISCHARGE TEAM

The Facility Discharge Team is here to ensure that, if you need to go to the hospital, your transition out of the hospital is safe and efficient. We work closely with your Nurse Care Manager to make sure you get the care, services and supplies you need and are safe at home. Our dedicated staff is here to help you.

MAY 2024

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
			1 May Day	2	3	4																																																	
5 Cinco De Mayo	6	7 MLTC and MAP Member Meetings	8 ISNP Member Meeting	9	10	11																																																	
12 Mother's Day	13	14	15	16	17	18																																																	
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26	27 Memorial Day	28	29	30	31	<p>JUNE 2024</p> <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> </tr> <tr> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> </tr> <tr> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> </tr> <tr> <td>30</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30						
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Our SOCIAL SERVICES and ENTITLEMENTS DEPARTMENT

Our Social Services Department helps Members and their families when they are going through tough times. We also help you maintain your Medicaid eligibility, including completing the required yearly Medicaid renewals and new Medicaid applications and the various types of Medicaid conversions needed to assure eligibility. As with all RiverSpring staff, our Social Services Department is diverse and sensitive to issues related to your culture.

JUNE 2024

RiverSpring Health Plans

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9	10 Chinese Dragon-Boat Festival	11 Shavuot Begins	12	13 Shavuot Begins	14 ◐ Flag Day	15																																										
16 Father's Day	17	18	19 Juneteenth	20 Summer Begins	○ 21	22																																										
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Our BROOKLYN NURSE CARE MANAGERS

RiverSpring's Nurse Care Managers are the heart of our programs. The goal for all of us, led by our Nurse Care Managers, is to keep you as healthy as possible. Your Nurse Care Managers work with you to develop your care plan, to make sure it is effective, and to adjust it as your needs change. We are here to meet your challenges and provide support to you and to your families. You see some of the Brooklyn Team here. We have teams based in the Bronx and Queens as well. Among them, we speak many languages.

JULY 2024

RiverSpring Health Plans

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Our OPERATIONS MANAGERS

In previous calendars, and in this year's, we've introduced you to our Operations Specialists who make sure you get the services and supplies you need on time. Many of you speak with them frequently. We now introduce you to our Operations Management Team that oversees this process. Managers are based in Brooklyn, the Bronx and Queens.

AUGUST 2024

RiverSpring Health Plans

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<p>SEPTEMBER 2024</p> <table border="1"> <tr> <td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	S	M	T	W	T	F	S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30									1	2	3
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Our EDUCATION DEPARTMENT

Our Education Department staff is comprised of Registered Nurses. Their goal is to make sure that our staff is aware of health care trends and changes and to assure that clinical staff is aware of how to achieve highest quality and the best outcomes for Members. They orient all staff upon joining RiverSpring, and provide all staff with annual education. We also have special targeted expertise in our Wound Care and Diabetic Nurse Educators, who provide teaching and training at home.

SEPTEMBER 2024

RiverSpring Health Plans

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8 Grandparents' Day	9	10	11 ◐	12	13	14																																																	
15	16	17 ○ Chinese Mid-Autumn Festival	18	19	20	21																																																	
22 Fall Begins	23	24 ◑	25	26	27	28																																																	
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Our OUTREACH TEAM

Our Outreach Team is well positioned to to teach potential Members and their families about RiverSpring Health Plans and its options of MLTC, MAP and ISNP plans. The staff is comprised of Licensed Outreach Managers, all of whom have years of experience working in plans and who truly know the benefits and requirements of our offerings. All are committed to helping potential Members and their families live better lives. And among them we have staff who represent the many cultures we serve and the languages you speak.

OCTOBER 2024

RiverSpring Health Plans

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			Rosh Hashanah Begins		Rosh Hashanah Ends																																											
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					Yom Kippur Begins	Yom Kippur Ends																																										
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	Columbus Day Indigenous Peoples' Day		Sukkot Begins																																													
20	21	22	23	24 ◑	25	26																																										
			Sukkot Ends																																													
27	28	29	30	31																																												
				Halloween																																												
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Our TRANSPORTATION DEPARTMENT

Our Transportation Team coordinates transportation to and from your medical appointments seven days a week. If you need to visit your dentist, primary care doctor, your physical therapist, or any other health care provider, you can count on us for your transportation needs. As with all our departments, our transportation team speaks many languages.

NOVEMBER 2024

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
<p>DECEMBER 2024</p> <table border="1"> <tr> <td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td> </tr> </table>	S	M	T	W	T	F	S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31									<p>● 1</p> <p>All Saints' Day (Dia de Los Santos)</p>	<p>2</p> <p>All Souls' Day</p>
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<p>3</p> <p>Daylight Savings Time Ends</p>	<p>4</p>	<p>5</p> <p>Election Day</p>	<p>6</p>	<p>7</p> <p>MLTC and MAP Member Meetings</p>	<p>8</p> <p>ISNP Member Meeting</p>	<p>● 9</p>																																										
<p>10</p>	<p>11</p> <p>Veterans Day</p>	<p>12</p> <p>Diwali</p>	<p>13</p>	<p>14</p>	<p>○ 15</p>	<p>16</p>																																										
<p>17</p>	<p>18</p>	<p>19</p>	<p>20</p>	<p>21</p>	<p>◐ 22</p>	<p>23</p>																																										
<p>24</p>	<p>25</p>	<p>26</p>	<p>27</p>	<p>28</p> <p>Thanksgiving</p>	<p>29</p>	<p>30</p>																																										



Our MEMBER SERVICES TEAM

Member Services is here to serve you, our Members, and those close to you! We take your calls - and try to handle any questions, concerns and requests you have. Our team is large and diverse and speaks the languages you speak. And we are dedicated to helping make your lives better. Our goal is to provide you with excellent customer service. Give us a call!

DECEMBER 2024

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
● 1	2	3	4	5	6	7 Pearl Harbor Remembrance Day
◐ 8	9	10	11	12	13	14
○ 15	16	17	18	19	20	21 Winter Begins
◑ 22	23	24	25 Christmas Day	26 Chanukah Begins Kwanzaa Begins	27	28
29	● 30	31 New Year's Eve				JANUARY 2025 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31



Our ADMINISTRATIVE TEAM

Last year we introduced Julieanne Lau, RN, who is responsible for our overall care management, and Dr. Peter Davidson, Medical Director. This year we've added Dr. Sander Koyfman, a psychiatrist, to the team as Behavioral Health Medical Director. Susan Aldrich is the overall administrator. We're all so grateful that you chose RiverSpring and are all dedicated to keeping you as healthy and functional as possible! Best wishes for a healthy and happy 2025!

JANUARY 2025

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
			1 Kwanzaa Ends New Year's Day	2 Chanukah Ends	3	4 Epiphany Three Kings Day (Dia de Los Reyes)																																										
5	6	7	8	9	10	11																																										
12	13	14	15	16	17	18																																										
19	20 Dr. Martin Luther King Jr. Day	21	22	23	24	25																																										
26	27	28	29	30	31	<p>FEBRUARY 2025</p> <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> <tr> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> </tr> <tr> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> </tr> <tr> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	
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RiverSpring Health Plans

1-800-370-3600 (MLTC)

1-800-362-2266 (MAP)

1-800-580-7000 (ISNP)

1-800-771-0088 (RSHP)

TTY-711

RiverSpring Health Plans complies with applicable Federal civil rights laws, and does not discriminate on the basis of race, color, national origin, age, disability, or sex.