

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

ALERT: MLTC AND MAP MEMBERS

ORDERING HEALTH TRANSPORTATION CHANGED ON MARCH 1!

All non-emergency medical transportation ("NEMT") for MAP and MLTC members must be arranged by Medical Answering Services (MAS), a transportation company that contracts with the Department of Health.

To request NEMT services please call MAS at 1-844-666-6270 three days before the date of transportation.

Note: RiverSpring cannot arrange your NEMT.

riverspringhealthplans.org

HEART DISEASE ALSO KNOWN AS CARDIOVASCULAR

THINGS YOU CAN DO TO HELP MANAGE IT

Medicines are Important

The medicines your doctor has prescribed may lower your blood pressure, reduce cholesterol (which is bad for your heart) and help your heart beat regularly. Taking your medicines as prescribed can help your health.

Exercise is Important

Exercise strengthens your heart and improves your blood flow (circulation). It can help you manage your weight, lower your blood pressure and reduce stress. Combined with your medicines, it can greatly improve your heart's health

1. Start slow, but do start! Even a few minutes is a good start. Just work up very gradually. We really think our new "Staying Fit at Home" exercise video created by our amazing Rehabilitation Department is where to start..

2. Make your exercise more fun

by doing it with your home care aide or family! Its good for both of you!

3. Set goals - aim to reach 15 minutes in a month, for example. Giving yourself a goal for the day helps you stay motivated!

4. Be consistent - if exercise becomes a regular part of your day - even for only a few minutes - you'll see real benefits!

5. Listen to your body: If you feel pain or discomfort, stop and talk to your doctor.

Eating Healthy foods is important

Eating healthy food can help control your weight, lower cholesterol and reduce the risk of heart disease.

Tips for Taking Your Medicine

1. Pre-pack your medication: Have your medicines pre-packed for you. Your Nurse Care Manager or your physician can have a pharmacy pre-pour (in blister packs). Medicines are mailed to you. Each pack is printed with what day and what time of day it is to be taken.

2. Set Reminders: either you or your home care aide should set reminders in your phone if you have a cell phone. It helps you remember to take your medicines. Try to take your medicines at about the same times each day. It's better for your body and helps you remember to take it.

3. Follow Directions: Some medicines need to be taken with food while others should be taken on an empty stomach. Make sure to read and follow the instructions carefully.

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4. Keep a List: Write down all of the medicines you take. It's important for the doctors you see or the hospital to know what medicines you are taking.

How We Can Help
Your Nurse Care Manager is here to support you. He or she can:

Answer Your Questions: If you're unsure about your medicine, our nurses can explain how to take it and what it does.

Help with Refills: Our nurses can help coordinate home-delivered medicines so you never run out.

Check In: Our nurses will check in with you to see how you're feeling and make sure your medicine is working.

Organize Your Medicine: Our nurses can help you get pre-poured blister pack medicine. If you want to use a pill organizer, they can show you how to set it up effectively



Respectively submitted,

Julieanne Lau

SVP Clinical Operations

RECIPE CORNER



SQUASH - A RECIPE FROM DR. JON GOLD

We like to recommend recipes to you that are nutritious, tasty, easy to prepare and use seasonal ingredients. Today it's a delicious and very attractive vegetable with a funny name: **squash**. There are summer and winter varieties of squash. Both are delicious nutritional powerhouses with vitamins, minerals and fiber. In this issue we'll focus on summer squash, and we'll talk about winter squash in a later newsletter. Summer squash comes in a variety of shapes and colors. While winter squash can be stored for months and still be delicious, summer squash is best when it's fresh. When shopping, look for shiny, small, unblemished firm specimens.

Summer squash can be part of a large variety of dishes -- here are two to try!

1. Just steamed or microwaved - Take about a pound of zucchini or yellow squash, trim the stems and tips. Slice into rounds about 1/2 inch thick. If cooking in a microwave, add a few tablespoons of water and microwave on high for about two to three minutes. You can drain or eat the cooking water. If using a stove, cover and boil gently for about five minutes in a little water. When ready to serve, you can add a little butter and a little salt, but it's not needed!

2. Or, as a simple main dish, cook some whole wheat pasta in water for about 9 minutes, drain, gently toss in the squash with the drained pasta and top with a teaspoon or two of grated parmesan cheese! Enjoy!

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 **\$155** per month to purchase health related items at the pharmacy. Up to half 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 2024 meeting dates below. 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 12:30-2:00pm
Thursday, November 7th**

**ISNP 2:00-3:30pm
Friday, November 8th**

AN ELECTRONIC NOTICE OPTION IS AVAILABLE

RiverSpring Health Plans can send electronic notices to your Sharefile Mailbox about service authorizations, complaints, your member handbook, provider directory, and changes to Medicaid managed care benefits. To get a Sharefile Mailbox and receive these notices electronically, contact us via phone, fax, e-mail or mail:

Phone: 1-800-771-0088 **Fax:** 347-332-1758

Email: RecordsRequest@elderservehealth.org

Mail: RiverSpring Health Plans
Attn: Demographic Update Group (DUG)
80 West 225 Street, Bronx, NY 10463

Please provide your contact information (mobile phone number, email address, fax number, etc.). RiverSpring Health Plans will confirm your request by mail.