

RiverSpring Health Plans



2025



Our MEDICAL DIRECTORS

Our Medical Director, Dr. Peter Davidson, is a highly skilled physician with years of experience working to keep members as healthy as possible. He works closely with our care management and quality teams. Together with Dr. Sander Koyfman, our Behavioral Health Medical Director, they provide regular education to our care management teams. Dr. Koyfman works with our behavioral health teams and the entire staff on best practices for providing the most effective behavioral health services. Both participate in our regular Intensive Care Management process where all of our clinical leaders work together to develop new and effective solutions for members with difficult to resolve medical or behavioral issues.

JANUARY 2025

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
			1 Kwanzaa Ends New Year's Day	2 Chanukah Ends	3	4																																																	
5	6 Epiphany Three Kings Day (Dia de Los Reyes)	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 Lunar New Year	30	31	<table border="1"> <thead> <tr> <th colspan="7">FEBRUARY 2025</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></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>	FEBRUARY 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	
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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.

FEBRUARY 2025

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
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2 Groundhog Day	3	4 ISNP Member Meeting	5 MLTC and MAP Member Meetings	6	7	8																																																	
9	10	11	12	13	14 Valentine's Day	15																																																	
16	17 President's Day	18	19	20	21	22																																																	
23	24	25	26	27	28 Ramadan Begins	<p>MARCH 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>29</td> </tr> <tr> <td>30</td> <td>31</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	31					
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Our SOCIAL WORK DEPARTMENT

Our Social Services Department helps Members and their families when they are going through tough times. They assist our members with various community resources, long range planning and decision making. They help family and involved friends learn more ways to work with the many health issues our members face by providing counseling and support.

MARCH 2025

RiverSpring Health Plans

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2	3	4	5 Ash Wednesday	6	7	8																																										
9 Daylight Savings Time Begins	10	11	12	13 Purim Begins	14 Purim Ends	15																																										
16	17 Saint Patrick's Day	18	19	20 Spring Begins	21	22																																										
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30 Ramadan Ends	31					<p>APRIL 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>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> </tr> <tr> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> </tr> <tr> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> </tr> <tr> <td>27</td> <td>28</td> <td>29</td> <td>30</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 OUTREACH TEAM

Our Outreach Team is well positioned 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.

APRIL 2025

RiverSpring Health Plans

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		1 April Fool's Day	2	3	4	5																																																	
6	7	8	9	10	11	12 Passover Begins																																																	
13 Palm Sunday	14	15	16	17 Holy Thursday	18 Good Friday	19																																																	
20 Easter Sunday Passover Ends	21 Patriot Day	22	23	24	25	26																																																	
27	28	29 Passover Ends	30			<table border="1"> <thead> <tr> <th colspan="7">MAY 2025</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>30</td> <td>31</td> </tr> </tbody> </table>	MAY 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
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Our BROOKLYN NURSE CARE MANAGERS

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MAY 2025

RiverSpring Health Plans

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4	5 Cinco De Mayo	6 MLTC and MAP Member Meetings	7 ISNP Member Meeting	8	9	10																																										
11 Mother's Day	12	13	14	15	16	17																																										
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25	26 Memorial Day	27	28	29	30	31 Chinese Dragon-Boat Festival																																										



Our ADMINISTRATIVE TEAM

Julie Lau, RN, who heads all of our care management, makes sure that our care management policies adjust to any changing conditions and requirements, and that we provide regular education to our care managers. Working with our quality department, she assures that our care management effectively meets your needs. Susan, Julie and Maxine work together to make sure our departments have the resources they need to deliver quality care to our members. We are all so grateful that you chose RiverSpring and are dedicated to keeping you as healthy and functional as possible.

JUNE 2025

RiverSpring Health Plans

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1 Shavuot	2	3	4	5	6	7																																										
8	9	10	11	12	13	14 Flag Day																																										
15 Father's Day	16	17	18	19 Juneteenth	20 Summer Begins	21																																										
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Our ENTITLEMENTS DEPARTMENT

Our Entitlements department helps 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 Entitlements Department is diverse and sensitive to issues related to your culture and language.

JULY 2025

RiverSpring Health Plans

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Our 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.

AUGUST 2025

RiverSpring Health Plans

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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!

SEPTEMBER 2025

RiverSpring Health Plans

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● 7 Grandparents' Day	8	9	10	11	12	13																																																	
◐ 14	15	16	17	18	19	20																																																	
○ 21	22 Fall Begins	23 Rosh Hashanah	24	25	26	27																																																	
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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!



Our INTAKE NURSES

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.

NOVEMBER 2025

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 All Saints' Day (Dia de Los Santos)
2 Daylight Savings Time Ends All Souls' Day	3	4 Election Day	5	6 MLTC and MAP Member Meetings	7 ISNP Member Meeting	8
9	10	11 Veterans Day	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27 Thanksgiving	28	29
30						DECEMBER 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 QUEENS NURSE CARE MANAGERS

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DECEMBER 2025

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
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7 Pearl Harbor Remembrance Day	8	9	10	◐ 11	12	13																																																	
14	15 Hanukkah	16	17	18	○ 19	20																																																	
21 Winter Begins	22	23	24 Christmas Eve	25 Christmas Day	26 Kwanzaa	◑ 27																																																	
28	29	30	31 New Year's Eve			<table border="1"> <thead> <tr> <th colspan="7">JANUARY 2026</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>30</td> <td>31</td> </tr> </tbody> </table>	JANUARY 2026							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 INFORMATION TECHNOLOGY TEAM

You may notice that when you call us, our amazing call center representatives know about you right away. This is due to our information technology team – they make sure we have excellent systems so our staff can be as helpful as possible to you and so we can meet all of our obligations.

JANUARY 2026

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p>FEBRUARY 2026</p> <p>S M T W T F S</p> <p>1 2 3 4 5 6 7</p> <p>8 9 10 11 12 13 14</p> <p>15 16 17 18 19 20 21</p> <p>22 23 24 25 26 27 28</p>				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	16	17
○ 18	19 Dr. Martin Luther King Jr. Day	20	21	22	23	24
◑ 25	26	27	28	29	30	31



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, sex, disability,