

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

All of us at RiverSpring Health Plans wish you a happy and healthy holiday season! Thank you for being part of the RiverSpring family.

HELP IS AVAILABLE IF YOU HAVE PROBLEMS WITH HOT WATER AND/OR HEAT!

- **In New York City**, tenants must be provided with **Hot Water** 24 hours a day, 365 days a year and **Heat** from October 1st through May 31st
- If you live in a **NYCHA (New York City Housing Authority)** building please call **the Maintenance Hotline at (718) 707-7771** 24 hours, 7 days a week.
- **Tenants in the five boroughs**, for Heat & Hot Water Complaints: please call the NYC Citizen Service Center by **dialing 311**.
- **Tenants on Long Island**, for Heat & Hot Water Complaints: please call **(516) 227-9715**.
- **Tenants in Westchester**, for Heat & Hot Water Complaints: please call **(914) 813-5000**.

PHYSICAL ACTIVITY AND YOUR HEALTH

Making regular physical activity a part of your life has many health benefits, and it doesn't have to take much time. Activity can be as simple as walking (in good weather)! It's safer and more fun if you do it with your aide or with family or friends. Why don't you ask your aide to take a walk with you each day she is in?

For anytime, and, especially as cold weather is coming, RiverSpring Health has created two exercise videos to help you be healthier and stronger. You can see them by going to our website (www.riverspringhealthplans.org)

and clicking on staying fit at home. One video has sitting exercises and the other has exercises while standing. Try both!!

The exercises help maintain your flexibility and core strength, and help you to be active and safe in your home and when you are out and about. It's especially important to exercise if you have conditions like heart disease or breathing problems that can limit your activity. Try to exercise in a regular routine, but, if you can't do it often!

And, very important! Exercise can improve your mood and attitude. Regular exercise has been shown to be effective in treating mild to moderate depression—as powerful as medication.

There are many reasons that physical activity helps your health. If you're not active already, now is a great time to get started.

Respectfully submitted,



Dr. Peter Davidson
Chief Medical
Director

EATING WELL: A RECIPE FROM OUR RIVERSPRING KITCHEN

WINTER SQUASH

In the previous issue of Live Well we discussed summer squash. We promised then that in this issue we would talk about winter squash. Like summer squash, winter squashes come in an appealing variety of shapes, colors and sizes and they are rich in vitamins, minerals and fiber. They even have wonderful names: butternut, acorn, hubbard, delicate and kabocha, to name a few. Winter squashes can be stored for months and, while they are difficult to cut, many grocery stores now sell squash that has been peeled, seeded and cut into cubes so that preparation is easy: you can bake, boil, steam, roast or microwave the cubes. This recipe uses cubed butternut squash, which you can get in any supermarket.

MICROWAVED SIMPLE BUTTERNUT SQUASH

Peeled, cubed butternut squash 1 pound

Water: two tablespoons

Optional: salt, pepper, butter or olive oil, maple syrup, orange juice, cinnamon to taste any, all or none of these.

Put the squash in a microwave proof dish, with a few tablespoons of water. Microwave on high for 10 to 15 minutes until tender. It should be easily pierced with a fork. You can add butter or olive oil and salt and pepper if you please. A tablespoon of maple syrup is delicious with this, too, and some people like to add a few tablespoons of orange juice and a pinch of cinnamon. But this squash is tasty even with nothing added at all. You can just eat the cubes or mash them. Enjoy!

RIVERSPRING MAP AND RIVESPRING STAR Members

Please always bring your RIVERSPRING ID card with you when you go to see your doctor, any specialist, or when getting any tests- essentially anytime you are seeing a medical professional.

REMINDER AN ELECTRONIC NOTICE OPTION IS AVAILABLE TO YOU!

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 225th Street
Bronx, NY 10463



RIVERSPRING HEALTH PLANS MEN'S CLUB

We are happy to announce the start of a new Men's Group in our Brooklyn office. The first meeting was held on Friday, October 18th. Our social worker, Harry Claude Boutin, is facilitating the group. The group meetings provide our male members with an opportunity for personal development and to receive support from one another on how to best navigate various life challenges. The purpose of the men's group is to help men better their lives by recognizing men do have different emotional needs that are often not addressed.

The Men's Club also continues to meet in the Bronx office, once a month. Please call us if you are interested in participating, call **800-370-3600** and ask to speak to Ana Perez ext. 7983

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: OTC INCREASED TO \$218.00 PER MONTH!

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 and visiting nurse—in fact all of your MLTC providers!
2. You will receive an **“Over-the-Counter” card (OTC)** in the amount of **\$218** (as of January 2025) 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. You can shop on line at Walmart, CVS, Instacart, and Farmers Box.
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.



IT'S IMPORTANT: PLEASE GET YOUR FLU SHOT!

Older people and people with chronic diseases are at higher risk of complications if they get the flu. Unless you are allergic or eggs or have had a bad reaction in the past, we should all get flu shots each year. It's especially important if you:

- Have Asthma, Diabetes, Heart, lung or kidney disease
- Have a weakened immune system from illness or medication
- Or are over age 65.

The flu is upon us; it takes 2 weeks for the flu vaccine to offer protection. A flu vaccine is needed each year because flu

viruses are constantly changing. The flu shot will not cause the flu. The most common side effect of the flu vaccine in adults is soreness at the injection site, usually lasting less than a couple of days.

Take steps to protect you and stop the spread of germs:

- Try to avoid contact with people who are sick.
- If you are sick, limit your contact with others as much as you can so you don't infect them.
- Wash your hands often with soap and water. If soap and water is not available, use an alcohol based hand rub.

- Cover your nose and mouth when you cough and sneeze and throw away any tissues after use.
 - Avoid touching your eyes, nose and mouth as germs may spread this way.
 - Clean surfaces and object that may collect germs like the flu.
- If you get the flu and your doctor prescribes medicine, take it to treat your illness and symptoms. Flu like symptoms include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Some people also have vomiting and diarrhea.

Take care of you & your loved ones.

Content adapted from CDC.gov/flu

2025 MEMBER ADVISORY COMMITTEE MEETINGS

*Dear Members,
We invite you to participate in our quarterly Member Advisory Committee Meetings, please see the 2025 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 12:30PM-2:00PM

Wednesday, February 5th
Tuesday, May 6th
Friday, August 8th
Thursday, November 6th

ISNP 2:00PM-3:30PM

Tuesday, February 4th
Wednesday, May 7th
Thursday, August 7th
Friday, November 7th