



# *the* HOME *front*

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Summer 2020

## Nascentia HealthOPTIONS

TOMORROW'S HEALTHCARE TODAY

1050 West Genesee Street  
Syracuse, NY 13204

P: 1.888.477.HOME  
F: 315.477.9590

[nascentiahealthoptions.org](http://nascentiahealthoptions.org)

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### Member Advisory Committee

The Member Advisory Committee will hold its next meeting at **11:00 am** on **12/17/20**. If you or your caregiver would like to participate, contact **Cathy Kelley** at **315.671.5151** or [ckelley@477home.org](mailto:ckelley@477home.org).

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### Transportation Reminder

When your Care Manager/Coordinator is making a home visit or speaking with you on the phone, please alert him or her of any scheduled appointments for which you'll need transportation. This will reduce the number of calls being made to our Transportation department and shorten your wait time when you must call in for a ride.

## Are You Drinking Enough Water? *The Importance of Adequate Hydration*

Water is your body's principal chemical component and makes up about 60-75 percent of your body weight. Every cell, tissue and organ in your body needs water to work properly. For example, water:

- Gets rid of wastes through urination, perspiration and bowel movements;
- Keeps your temperature normal;
- Lubricates and cushions joints;
- Protects sensitive tissues.

Every day, you lose water through your breath, perspiration, urine, bowel movements and physical activity. Extreme heat and humidity in the summer months can cause you to lose even more water. For your body to function properly, you must replenish its water supply regularly. The following tips can help ensure you stay properly hydrated.

- Drink 6-8 glasses of fluid daily (water is the best fluid for hydration, as it has no calories, sugar, carbonation or preservatives).
- Limit or avoid diuretic beverages (coffee, tea, alcohol and caffeinated soda), which increase urination and cause you to lose water faster than normal.
- Consume plenty of fruits and vegetables high in water, such as grapes, oranges, cantaloupe, honeydew, watermelon, apples, tomatoes, lettuce, cucumbers and celery.
- Have a glass of water when you wake up in the morning, between every meal, and with every meal.
- Carry a water bottle with you if you plan to be away from home for long periods of time.

# Complaint & Appeals Process - Part I

At Nascentia Health Options, we strive for 100% member satisfaction. That said, we understand that problems and concerns may arise, and we'll do our best to rectify them as quickly as possible and to your satisfaction. If you have a problem with the care or services you're receiving, please talk with your Care Manager. If he/she can't resolve the issue to your satisfaction, you may file a complaint according to the following procedure, which can also be found in your Member Handbook and on our website.

There will be no change in your services or the way you are treated by Nascentia Health Options staff or a health care provider because you file a complaint. We will maintain your privacy. We will give you any help you may need to file a complaint or appeal. This includes providing you with interpreter services or help if you have vision and/or hearing problems. You may also choose someone like a relative, friend or provider to file a complaint on your behalf.

To file a complaint, please call 1-888-477-4663 (TTY: 711) or write to: 1050 West Genesee Street, Syracuse, NY 13204. When contacting us, please be prepared to provide your name, address and telephone number, as well as the details of your complaint.

## What is a Complaint?

A complaint is any communication by you to us of dissatisfaction about the care and treatment you receive from our staff or providers of covered services. For example, if someone was rude to you or you do not like the quality of care or services you have received from us, you can file a complaint with us.

## The Complaint Process

The person who receives your complaint will record it appropriately, and we'll send you a letter to let you know we received it. The letter will also include a description of our complaint review process. Your complaint will then be reviewed by appropriate plan staff, and written notification of our decision will be provided within one of two time frames:

1. If a delay would pose a significant risk to your health, we will notify you of our decision within 48 hours after receipt of the necessary information, but the process will be completed within 7 days of receipt of the complaint.
2. For all other types of complaints, we will notify you of our decision within 45 days of receipt of the necessary information, but the process will be completed within 60 days of receipt of the complaint.

## Appealing a Complaint Decision

If you are not satisfied with the decision we make concerning your complaint, you may request a second review of your issue by filing a complaint appeal. Your appeal must be filed in writing within 60 business days of receipt of our initial decision. Once we receive your appeal, we will send you a written acknowledgment telling you the name, address and telephone number of the individual we have designated to respond to your appeal. All complaint appeals will be conducted by appropriate professionals – including health care professionals for complaints involving clinical matters – who were not involved in the initial decision.

For standard appeals, we will make the appeal decision within 30 business days after we receive all the necessary information to make our decision. If a delay in making our decision would significantly increase the risk to your health, we will use the expedited complaint appeal process. For expedited complaint appeals, we will make our appeal decision within 2 business days of receipt of the necessary information. For both standard and expedited complaint appeals, we will provide you with written notice of our decision. The notice will include the detailed reasons for our decision and, in cases involving clinical matters, the clinical rationale for our decision.



We'll include more information about appeals - including state fair hearings, state external appeals and plan actions and how to appeal them - in our next edition. In the mean time, should you have any questions or concerns about Nascentia Health Options' Complaint and Appeals process, please speak with your Care Manager.

## New Providers - 2<sup>nd</sup> Quarter, 2020

Please join us in welcoming the newest members of our Provider Network. A complete list of providers can be obtained by calling **1.888.477.HOME (4663)** or by visiting **[nascentiahealthoptions.org/member-materials](https://nascentiahealthoptions.org/member-materials)**.

**Hudson Home Health Care,  
Inc. dba National Seating &  
Mobility NE**

***Durable Medical Equipment  
(DME)***

Albany, Columbia, Greene,  
Montgomery, Rensselaer,  
Saratoga, Schenectady, and  
Schoharie Counties

101 Fairchild Avenue, Suite 2  
Plainview, NY 11803  
516-833-1797

**Suzanne Hefferan dba  
Spencerport Podiatry  
Podiatry, Prosthetic & Orthotics**

Monroe and Orleans Counties

24 West Avenue  
Spencerport, NY 14559  
585-352-5211

**Liberty Resources, Inc.  
Adult Social Day Care**

Cortland County

149 Main Street  
Cortland, NY 13045  
607-218-6055

**National Seating &  
Mobility, Inc.**

***Durable Medical  
Equipment (DME)***

Albany, Columbia, Fulton, Greene,  
Montgomery, Otsego, Rensselaer,  
Saratoga, Schenectady, Schoharie,  
Warren, and Washington Counties

12 Jupiter Lane  
Albany, NY  
855-418-6404

**National Seating &  
Mobility, Inc.**

***Durable Medical  
Equipment (DME)***

Allegany, Cattaraugus,  
Chautauqua, Erie, Genesee,  
Livingston, Monroe, Niagara,  
Ontario, Orleans, Steuben, Wayne,  
and Wyoming Counties

19B Ransier Drive  
West Seneca, NY 14224  
716-674-0783

**United Seating and Mobility,  
LLC dba Numotion**

***Durable Medical Equipment  
(DME)***

All 48 Counties

11 Denton Ave. South  
New Hyde Park, NY 11040  
718-746-3150



## Christa Baumes Named VP of Care Management

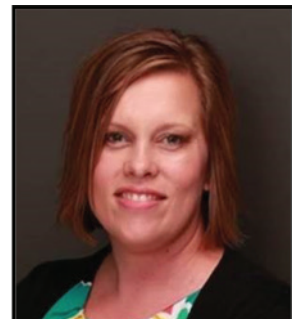
We are excited to share that Christa Baumes has been named Vice President of Care Management for Nascentia Health Options. In her new role, she will oversee the care management activities of the entire Managed Long-Term Care (MLTC) Plan which operates in 48 Upstate New York counties and serves over 7,500 members. Christa succeeds Deborah Maciewicz who retired after 32 years of community health care experience and will always be missed and remembered for her compassionate leadership.

Since joining Nascentia Health in 2010 as a Case Manager with our certified home health care agency (CHHA), Ms. Baumes has embraced every opportunity for growth by assuming different roles within the system. With the 2012 launch of the Managed Long-Term Care Program

(Nascentia Health Options), Christa eagerly took on the role of their first Care Manager on staff and later transitioned to a team leader position before returning back to the CHHA

branch as a House Supervisor. Most recently she returned to the MLTC to serve as a Regional Program Director.

Ms. Baumes is a graduate of the nursing program at St. Elizabeth Hospital in Utica, NY and holds a Bachelor of Nursing degree from Keuka College that she earned while working at Nascentia Health. She is currently pursuing her Healthcare Administration Master's degree through Southern New Hampshire University.



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## Time for Your Summer Tune-Up

Summer is the perfect season to bring your focus back to your overall wellness and recommit to a healthy lifestyle that has you feeling your best. The following tips will help you step into the season as your healthiest self:

**Get a Check Up** - After a long winter and rainy spring spent indoors, summer is the perfect time to head to your doctor for a check of your weight, blood pressure, blood sugar, cholesterol levels and hearing. If you haven't visited the dentist or optometrist in the last year, be sure to make appointments with them, as well.

**Walk it Out** - Walking is one of the best activities for your health, takes no special equipment, and can be done anytime, anywhere. Comfortable/supportive shoes are a must and will reduce the risk of falls.

**Adjust Your Diet** - As the temperatures change, so do our diets. Be sure to include fresh, seasonal fruits and veggies in at least one meal a day, and try to cut back on sugar, refined carbs, processed foods and red meats.

## Nascentia Health Launches Medicare Advantage Plan

Nascentia Health is now offering a Medicare Advantage Plan, Nascentia Health Plus, to qualifying residents of Albany, Broome, Columbia, Delaware, Erie, Greene, Niagara and Onondaga counties.

Nascentia Health Plus offers Medicare Advantage Special Needs Plans (SNPs) to individuals with unique needs. Plans are available to beneficiaries residing in skilled nursing facilities (institutional) as well as beneficiaries entitled to both Medicare and Medicaid (dual eligible). The plan also includes prescription drug coverage (Medicare Part D) as part of the comprehensive package.

To learn more, call 1.888.477.HOME (4663).