



# the HOME front

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Fall 2020

## Nascentia HealthOPTIONS

TOMORROW'S HEALTHCARE TODAY

1050 West Genesee Street  
Syracuse, NY 13204

P: 1.888.477.4663  
F: 315.477.9590

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

### Member Advisory Committee

The Member Advisory Committee will hold its next meeting at **Thursday, December 17th at 11 am**. If you or your caregiver would like to participate, contact **Cathy Kelley** at **315.671.5151** or **ckelley@477home.org**.

### 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.

## Five Reasons to Get Your Flu Shot Today

The ongoing spread of COVID-19 has made getting the flu shot more important than ever. You may be receiving an important, brief care call from 315-901-1401 and/or a "Nascentia" Caller ID to check in on your immunization status against the flu. Please answer all the questions on this call so we can get you the care you need as soon as possible. If you have any questions about these calls, or if you need any assistance in obtaining your flu shot, please let your Care Manager know.

Please remember the following facts pertaining to the seasonal flu:

1. Anyone can get the flu, but some are at higher risk of developing serious flu-related complications. This includes people over 65 years of age, those with certain medical conditions (asthma, diabetes, heart, lung or kidney disease) or compromised immune systems, pregnant women and young children.
2. It takes roughly two weeks after vaccination for antibodies to develop in the body and provide flu protection. The Centers for Disease Control and Prevention (CDC) recommends people get their flu shot as soon as the 2020-2021 vaccine becomes available.
3. The flu vaccine cannot give you the flu as the viruses contained in the vaccine are inactivated (dead). The most common side effect of the flu vaccine soreness at the injection site, usually lasting less than two days.
4. You can get the flu vaccine in many convenient places, including the grocery store, pharmacies and, of course, from your physician. This year's vaccine is available now, so don't wait to schedule your appointment!

## 8 Autumn Health and Home Safety Tips for Seniors

Regions around the country are starting to experience their first taste of the cooler temperatures and shorter fall days. Don't miss this quick essential checklist for people looking to safeguard their health and safety this season.

### Get the Flu Vaccine

Everyone should get the flu shot sooner rather than later. Seniors should also check with their doctor on whether to obtain the pneumonia vaccine.

### Organize Your Medicine Cabinet

Stock up on flu prevention essentials like hand sanitizer, antiseptic wipes, tissues, and over-the-counter supplements like vitamin C or zinc that can help boost the immune system. Discard old prescriptions and outdated over-the-counter products.

### Cold Proof Your Home

Takes steps to address areas that are letting cold drafts into your home as they can increase your vulnerability for getting sick. Rearrange furniture to block cooler air coming in from windows, and get out your favorite throw blanket to help keep you warm.

### Check Batteries

Be sure carbon monoxide and smoke detectors are working properly and check the batteries. If you have trouble affording your heating bills, talk to your local Council on Aging or utility company to find out if there are heating assistance resources available.

### Protect Against Falls

Upgrade living environments to guard against falls with easy-to-use tools like grab bars, bed rails, safe bathroom steps, and non-slip bathmats.

### Make Sure You Can See

Make sure you get your annual vision checkup. Test the lighting throughout your home and replace bulbs that are dimming or are not bright enough. Evenings are a bit darker in the fall —plan outings and travel accordingly.

### Plan for Solitude

Fall and winter months can leave many isolated, especially when freezing temperatures or bad weather make it difficult to get out. Fall is the perfect time to learn how to use technology to stay connected with friends and family. Learn to video chat with Skype or Facetime or join social media platforms like Facebook.

### Prep for Bad Weather

In addition to coats, scarves, hats, gloves, and boots, make sure you have backup supplies of water, food, prescription medicines, and first aid items. Battery-operated flashlights and candles are helpful if power is lost. Have an action plan in place with your family or care network so people can check on you regularly.



## Complaint & Appeals Process - Part II

When Nascentia Health Options denies or limits services requested by you or your provider; denies a request for a referral; decides that a requested service is not a covered benefit; restricts, reduces, suspends or terminates services that we already authorized; denies payment for services; doesn't provide timely services; or doesn't make complaint or appeal determinations within the required timeframes, those are considered plan "actions".

If you do not agree with a plan action, you may appeal - either orally or in writing - within 60 business days of receipt of the letter notifying you of the action. Once we receive your appeal, we will send you a written acknowledgment as well as a case file that includes medical records and other documents used to make the original decision. Unless you ask for an expedited review, we will review your appeal of the action taken by us as a standard appeal and send you a written decision as quickly as your health condition requires, but no later than 30 days from the day we receive the appeal. In the case of an expedited review, we will send you our written decision within 72 hours of receipt of the appeal.

If our decision about your appeal is not totally in your favor, the notice you receive will explain your right to request a Medicaid Fair Hearing from New York State. If we deny your appeal because of issues of medical necessity or because the service in question was experimental or investigational, the notice will also explain how to ask New York State for an "external appeal" of our decision.

# New Providers - June – August , 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)**.

**Aliah Home Care**  
**Consumer Directed**  
**Personal Assistant**  
**(CDPA)**

All 48 Counties

651 Park Avenue, 2nd  
Floor  
Rochester, NY 14607  
585-656-7000

**America Home Care Inc.**  
**Consumer Directed**  
**Personal Assistant**  
**(CDPA)**

All 48 Counties

1775 Wehrle Drive, Suite  
150  
Williamsville, NY 14221  
716-288-9300

**Aveanna Healthcare**  
**Licensed Home Care**  
**Service Agency (LHCSA),**  
**Private Duty Nursing**

Erie and Monroe Counties

2250 Wehrle Drive, Suite 1  
Williamsville, NY 14221  
716-276-2123

**Caring24 Health**  
**Technologies, Inc.**  
**Personal Emergency**  
**Response System (PERS)**

All 48 Counties

3265 Lawson Blvd.  
Oceanside, NY 11572  
516-858-2310

**First Alert Medical**  
**Pendant, LLC**  
**Personal Emergency**  
**Response System**  
**(PERS)**

All 48 Counties except  
Clinton, Columbia,  
Herkimer, and  
Schenectady

303 Ferndale Road  
Williamsville, NY 14221  
716-527-3100

**Liberty Home Care**  
**Consumer Directed**  
**Personal Assistant**  
**(CDPA)**

Cattaraugus, Chautauqua,  
Erie, Genesee, Monroe,  
Niagara, and Orleans  
Counties

2424 Niagara Falls Blvd.  
Niagara Falls, NY 14304  
716-274-5000

**NYCDPAP**  
**Consumer Directed**  
**Personal Assistant**  
**(CDPA)**

All 48 Counties

1149 Route 17M, Suite  
201  
Chester, NY 10918  
800-765-7485

**Willis A. Rosena, DPM**  
**Podiatry**

Erie County

4227 Maple Road  
Amherst, NY 14226  
716-692-1451

**Siblings Home Care**  
**Services, LLC**  
**Consumer Directed**  
**Personal Assistant**  
**(CDPA)**

All 48 Counties

125 Wickham Avenue  
Middletown, NY 10940  
845-792-1000

**Thelma's**  
**Durable Medical**  
**Equipment (DME -**  
**Mastectomy)**

Allegany, Cattaraugus,  
Cayuga, Erie, Genesee,  
Livingston, Monroe,  
Niagara, Ontario, Orleans,  
Oswego, Schuyler,  
Seneca, Steuben, Wayne,  
Wyoming, and Yates  
Counties

251 Park Avenue  
Rochester, NY 14607  
585-256-2460

**Trans Am Ambulance**  
**Services Inc.**

**Transportation – Non-**  
**Emergent**

Cattaraugus County

305 North 8th Street  
Olean, NY 14760  
716-372-5871

**George R. Vito DPM –**  
**Ankle and Foot Centers**  
**of Western New York**  
**Podiatry**

Chautauqua, Erie, and  
Genesee Counties

8745 Lake Street Road  
Leroy, NY 14482  
585-250-0064

Additional Locations:  
614 Central Avenue  
Dunkirk, NY 14048  
585-250-0064

826 Lake Street Road  
Angola, NY 14006  
585-250-0064

2562 Walden Avenue,  
Suite 205  
Buffalo, NY 14225  
585-250-0064



# Nascentia HealthOPTIONS

1050 West Genesee Street, Syracuse, NY 13204  
nascentiahealthoptions.org

## Nascentia Health Options Member Rights

As a member of Nascentia Health Options:

- You have the Right to receive medically necessary care
- You have the Right to timely access to care and services
- You have the Right to privacy about your medical record and when you get treatment.
- You have the Right to receive information on available treatment options and alternatives presented in a manner and language you understand.
- You have the Right to receive information in a language you understand; you can get oral translation services free of charge.
- You have the Right to receive information necessary to give informed consent before the start of treatment.
- You have the Right to be treated with respect and due consideration for your dignity.
- You have the Right to request and receive a copy of your medical records and ask that the records be amended or corrected.
- You have the Right to take part in decisions about your health care, including the right to refuse treatment.
- You have the Right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- You have the Right to get care without regard to sex, (including gender identity and status of being transgender), race, health status, color, age, national origin, sexual orientation, marital status or religion.
- You have the Right to be told where, when and how to get the services you need from your managed long term care plan, including how you can get covered benefits from out-of-network providers if they are not available in the plan network.
- You have the Right to complain to the New York State Department of Health or your Local Department of Social Services; and, the Right to use the New York State Fair Hearing System and/or a New York State External Appeal, where appropriate.
- You have the Right to appoint someone to speak for you about your care and treatment.
- You have the Right to seek assistance from the Participant Ombudsman program