



# The Homefront

Volume 21 | Issue 1

MLTC Member Newsletter

Winter 2021

Nascentia   
Health**OPTIONS**

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)

## Member Advisory Committee

The Member Advisory Committee will hold its next meeting at **11:00 am** on **Wednesday, June 16th**. If you or your caregiver would like to participate, contact Cathy Kelley at **315.671.5151** or [ckelley@477home.org](mailto:ckelley@477home.org).

## Managed Long Term Care Lock-In Period

On December 1, 2020, the New York State Department of Health implemented a new policy called a Lock-In period. All new members that enroll into Managed Long Term Care Plans (MLTCP) on or after December 1st will be subject to a lock-in period. During the first ninety days of enrollment, the member can call New York State Medicaid Choice if they wish to transfer to another MLTC Medicaid plan. After the first 90 days in the plan have passed, the member will not be able to transfer to another MLTC Medicaid plan for nine (9) months, unless they have a good reason to change plans.

Example of how Lock-In works:

You enrolled in Nascentia Health Options on December 1, 2020.

Your grace period that you may choose to transfer to another MLTC plan goes from December 1, 2020 - February 28, 2021.

Your Lock-in Period will go from March 1, 2021 - November 30, 2021.

If you have any questions regarding this NYDOH policy update, please speak to your Care Manager or Health Plan representative.



## Member Rights: Voluntary Disenrollment

Nascentia Health Options has a robust grievance process in place that is designed to investigate and resolve your concerns. That said, there may be issues that cannot be resolved to your satisfaction. You may also decide that our plan simply isn't a good fit for you. If you wish to disenroll from the plan, you may do so at any time and for any reason by providing oral or written notification to Nascentia Health Options (we will provide written confirmation upon receipt of an oral request).

Your Care Manager/Coordinator will begin coordinating services for your transition upon receipt of your notice, and your disenrollment will take effect no later than the first day of the second month following the month you submitted your request. Should you wish to initiate disenrollment, you will be asked to sign a voluntary disenrollment form. If you choose to disenroll to another MLTC plan, you must still qualify to maintain coverage in an MLTC. This includes the need for community based long-term care services for more than 120 days.

If you have any questions about the disenrollment process, please contact your Care Manager/Coordinator or Member Services at **1.888.477.HOME (4663)**.

## 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.

## Tips for Dressing in Cold Weather

Keeping your body warm during bitterly cold temperatures that are part of the winter weather is important. Experts agree that everyone should abide by the following tips, even if you don't think you will be outside for that long.

- ▶ Wear loose-fitting, lightweight clothing in several layers.
- ▶ Remove layers to avoid perspiration and subsequent chill.
- ▶ Outer garments should be tightly woven, water repellent, and hooded.
- ▶ Wear a hat.
- ▶ Cover your mouth to protect your lungs from extreme cold.
- ▶ Mittens, snug at the wrist, are better than gloves.

## Tips to Avoid Slips, Trips & Falls this Winter

As residents of New York state, we have plenty of experience preparing for winter weather. That said, it never hurts to take extra precautions to prevent slips, trips and falls. Keep the following tips in mind to ensure a safe season for you and your loved ones:

- Allow enough time to get where you're going. Your chances of falling increase when you rush.
- Make sure that steps (and ramps) leading to your home are stable and have sturdy railings.
- Wear properly fitting shoes and boots with non-slip soles and plenty of tread to provide better traction.
- Keep walkways clear. Arrange for someone to shovel your driveway and walkways.
- Carry a small container of road salt in your bag to sprinkle on icy patches you may encounter.
- Only use walkways that are dry and have been cleared, and beware of black ice.
- Avoid short-cuts through snowy or icy areas. Walk slowly, keeping your eyes on the path ahead.
- Be careful inside entryways, where puddles often form from snow and slush tracked inside.
- Instead of sticking your hands in your pockets, wear gloves. Keeping your hands free improves balance and allows you to hold on to railings.

Seniors should carry a cell phone (and know how to use it), even if it is only for emergencies.



# New Providers - 4th Quarter, 2020

Please join us in welcoming the newest members of our Provider Network. A complete list of providers can be obtained by calling **1.888.477.4663** or by visiting [nasceniahealthoptions.org/member-materials](https://nasceniahealthoptions.org/member-materials).

## **Angel's Touch Home Care Consumer Directed Personal Assistant (CDPAS)**

All 48 Counties  
420 77th Street, 1st Floor  
Brooklyn, NY 11209  
917-542-1361

## **Blue and Red Inc dba Transportation – Non-Emergent**

Albany, Rensselaer, Saratoga, and  
Schenectady Counties  
538 Vischer Ferry Road  
Clifton Park, NY 12065  
518-417-0445

## **Bridgeway Transportation LLC Transportation – Non-Emergent**

Cayuga, Erie, Genesee, Livingston,  
Monroe, Onondaga, Ontario,  
Orleans, and Yates Counties  
38 Anthony Street  
Rochester, NY 14619  
585-738-5455

## **Complete Companion Care Licensed Home Care Service Agency (LHCSA)**

Chenango, Herkimer, Madison,  
Oneida, Onondaga Counties  
5214 State Route 233  
Westmoreland, NY 13490  
315-381-5666

## **Deion A. Hopkins dba Mercy Transportation Transportation – Non-Emergent**

Erie and Genesee Counties  
33 Hidden Meadow Xing  
Lancaster, NY 14086  
716-771-3151

## **Gregorio Pacheco dba Grace Transportation LLC**

**Transportation – Non-Emergent**  
Allegany, Chemung, Genesee,  
Livingston, Monroe, Ontario,  
Orleans, Schuyler, Steuben, and  
Yates Counties  
8639 State Route 36, Unit 2  
Arkport, NY 14807

## **Heritage Christian Services, Inc. Consumer Directed Personal Assistant (CDPA)**

Erie, Genesee, Livingston, Monroe,  
Niagara, Ontario, Orleans, Wayne,  
and Wyoming Counties  
275 Kenneth Drive, Ste. 100  
Rochester, NY 14623  
585-340-2000

## **Horizon Transport, LLC Transportation – Non-Emergent**

Broome, Cayuga, Cortland,  
Madison, Monroe, Onondaga,  
Ontario, Oswego, Wayne Counties  
422 7th North Street  
Syracuse, NY 13208  
315-679-6779

## **Howard Orthotics & Prosthetics, LLC**

**Prostheses and Orthotics**  
Franklin, Jefferson, Lewis, Oswego,  
and St. Lawrence Counties  
316 Sherman Street  
Watertown, NY 13601  
315-786-8973

## **Marquis Home Care, LLC Licensed Home Care Service Agency (LHCSA)**

Albany, Columbia, Fulton, Greene,  
Montgomery, Rensselaer, Saratoga,  
Schoharie, Warren, and Washington  
Counties  
230 North Main Street  
Spring Valley, NY 10977  
845-363-8140

## **New Medical Transport LLC Transportation – Non-Emergent**

Albany, Fulton, Herkimer,  
Montgomery, Oneida, Saratoga,  
Schenectady, and Schoharie  
Counties  
163 W. Main Street  
Amsterdam, NY 12010  
518-859-8480

## **Robert E. Reese dba Quality of Life Home Care**

**Home and Safety Modifications**  
Cayuga, Jefferson, Onondaga,  
Oswego, and Wayne Counties  
56 County Route 24  
Oswego, NY 13126  
315-744-7445

## **Shred 518, LLC Transportation – Non-Emergent**

Albany, Columbia, Essex, Fulton,  
Genesee, Greene, Herkimer,  
Madison, Montgomery, Oneida,  
Otsego, Rensselaer, Saratoga,  
Schenectady, Schoharie, Warren,  
and Washington Counties  
5 Caraway Court  
Clifton Park, NY 12065

# Nascentia HealthOPTIONS

1050 West Genesee Street, Syracuse, NY 13204

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

**1.888.477.4663**

## **If you are eligible for Medicare and Medicaid, you may qualify for Nascentia Health Plus.**

Our Medicare Advantage Special Needs Plan (D-SNP) is available to individuals with unique needs who are entitled to both Medicare and Medicaid, combining Part A, Part B, Part D, and additional benefits into one convenient comprehensive plan. To learn more, call **1.888.477.4663**, and one of our customer service representatives can assist you with understanding if you qualify and if our Plan is right for you. You can also visit us on the web at **[nascentiahealthplus.org](http://nascentiahealthplus.org)**.

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HealthPLUS