

Your Care Team is Here to Support You!

Our comprehensive managed long-term care plan matches you with a care team who will develop a custom plan to meet your specific needs.

To help you maintain your independence, we offer some of New York's best home-based care services. We focus on giving you the care you need where you want it most—in your own home.

Our skilled team coordinates all of your care, letting you focus on what's important—your health and wellness. Our benefits are centered on what you want most from your insurance.

From time to time, other Nascentia professionals will engage with members of your care team to provide additional insight, including utilization review staff, medical directors, and assessment staff

Monthly calls

We strive to provide excellent care management and care coordination for you. To do this best, we need your partnership and participation in monthly phone calls with a member of your care team. This is a requirement of the MLTC program, but more importantly, this is how we help you manage your care so you are able to stay well and in your home environment.

Members of your Care Team

Care Manager:

- Reviews assessment and other information to determine your needs
- Develops person-centered service plan and ensures you get the services needed
- Provides care management during monthly calls
- Coordinates care with your providers to ensure your needs are being met

Care Coordinator:

- Provides care coordination during monthly calls
- Ensures services are being provided in a satisfactory manner
- Escalates clinical issues to care manager



Brain Games!

Fall Jumble

Rearrange the letters to spell fun fall activities
(answers below)

PALPE IPKINGC

KPIPMNU GACIRVN

OCNR EZAM

OAOLFBLT AMGE

OFNBIRE

SOHGT SIRTESO

AIKNBG

* Fall Jumble: Apple Picking, Pumpkin Carving, Corn Maze, Football Game, Bonfire, Ghost Stories, Baking

Fall Word Search

- LEAVES
- HEALTH AIDE
- FESTIVALS
- RAKING
- MEDICARE
- SPICES
- TREATS
- COZY
- INDEPENDENCE
- BAKED GOODS
- STROLLS
- ASSISTANCE
- COFFEE
- GOLDEN
- HARVEST
- MAPLE
- SWEATER
- SCARF
- CRISP

M	B	D	H	V	E	V	B	M	E	G	I	G	A	P
A	Q	D	F	E	F	E	F	J	H	K	A	X	Q	V
P	G	I	R	P	A	H	A	R	V	E	S	T	Q	Z
L	O	S	N	A	A	L	H	H	T	R	E	A	T	S
E	L	D	C	D	K	C	T	M	K	H	W	S	K	A
A	D	X	Q	A	E	I	O	H	H	U	X	W	U	L
V	E	J	C	W	R	P	N	F	A	P	G	E	S	F
E	N	M	E	Q	W	F	E	G	F	I	I	A	P	E
S	A	S	S	I	S	T	A	N	C	E	D	T	I	S
E	C	P	W	G	O	O	G	U	D	T	E	E	C	T
C	Z	N	M	E	D	I	C	A	R	E	P	R	E	I
O	W	S	T	R	O	L	L	S	M	Y	N	I	S	V
Z	B	A	K	E	D	G	O	O	D	S	I	C	O	A
Y	L	S	B	X	J	H	S	R	E	D	V	P	E	L
C	R	I	S	P	B	G	C	C	H	P	P	E	C	S

Hearty, Warm Recipes With Fall Produce



Baked Acorn Squash

This iconic fall vegetable is low in calories but packed with important nutrients such as vitamin C & B, magnesium, potassium, electrolytes, and fiber that make it a delicious, healthy option during colder months. Simply bake it in the oven with a few spices or jazz it up with herbs, proteins, or a little sweetener like maple syrup or honey for the perfect fall meal or side.

Ingredients

- » Acorn squash
- » Olive oil or melted butter
- » Seasoning of your choice (salt and pepper, paprika, brown sugar, or any other flavors you like!)

Instructions

- » Preheat oven or toaster oven to 375°F
- » Cut squash in half from stem to tip and break open
- » Scoop out seeds (save and roast for a yummy snack)
- » Rub the squash halves with oil or butter in a baking sheet
- » Season with salt, pepper and any other seasonings
- » Roast in the oven for 45 to 60 minutes
- » Serve immediately or cool and refrigerate for up to 5 days



Leftover Chicken Stew

Using leftover chicken is so much fresher, tastier, and better for you than canned soup and it's the perfect comfort food for those cold and chilly days.

Ingredients

- » 1.5 cups cooked chicken
- » 2 cups water
- » 1 Tbsp olive oil
- » 1 bay leaf
- » 3 carrots
- » 1 tsp thyme & parsley
- » 2 celery stalks
- » 1/2 tsp turmeric
- » 1 yellow onion
- » 1/4 tsp cayenne
- » 2 tsp minced garlic
- » Salt & pepper to taste
- » 4 cups chicken broth

Instructions

- » Chop chicken, carrots, celery, onion, and garlic.
- » Add spices and bring to a boil.
- » Heat olive oil in a pot over medium heat until simmering.
- » Add chicken broth, water, and chicken. Stir and bring to a boil.
- » Add carrots, celery, and onion. Saute for five minutes.
- » Reduce heat to medium-low, and simmer for 30 minutes.
- » Stir in garlic and cook over medium heat for two minutes.
- » Remove bay leaf, serve & enjoy!

Nascentia Health Options Can Assist with Your Personal Care Needs

Taking care of your hygiene is an important part of your physical well-being, but doing so can be difficult when you're faced with a serious illness or disability.

If you need assistance with personal care, Nascentia Health Options can help. As part of your managed long-term care (MLTC) plan, we offer skilled personal care aides who are ready to help.

Having a personal care aide to assist you can make a great deal of difference in your ability to feel your best, stay healthy, and make it safer for you to stay at home.

Personal care assistance for our Members includes:

- » Activities of daily life
- » Assistance using the toilet
- » Bathing assistance
- » Daily living assistance
- » Dressing, grooming, & skin care
- » Environmental supports
- » Feeding & meal assistance
- » Oral hygiene
- » Personal hygiene
- » Safety & accident prevention

Consumer Directed Personal Assistance Services (CDPAS)

CDPAS is a program that provides some or total assistance with personal care services, home health aide services, and skilled

nursing tasks through a consumer directed personal assistant. This is a good option for members who want the ability and freedom to choose their caregivers. Members can choose their aide, including relatives (except spouses), a close friend, or other trusted folks.

The member or the member's designated representative provides instruction, supervision, and direction. This means that personal assistants are hired, trained and, if necessary, fired by the member or their designated representatives. Personal assistants are paid through a fiscal intermediary (FI).

To obtain this benefit, members need to have a physician's order updated every 6 months for Nascentia Health to process the request. Members also have to review and sign a document highlighting roles and responsibilities for parties involved with CDPAS.

Personal Care Assistance (PCA)

PCA is a program that provides some or total assistance with personal care services, home health aide services, and skilled nursing tasks by an aide employed by a personal care agency. The agency will decide which aide to send to member's homes to provide care.



New Providers June 2021–September 2021



Please join us in welcoming the newest members of our provider network. A complete list of providers is available by calling (888) 477-4663 or by visiting nascentiahealthoptions.org/member-materials.

Provider	Service	Counties Served	Address/Phone
AAA Pharmacy & Medical Supply, Inc.	Durable Medical Equipment	All 48 covered counties	1926 Kings Highway Brooklyn, NY 11229 (718) 646-6444
Advanced Oxygen Therapy, Inc.	Durable Medical Equipment	All 48 covered counties	1-3 Bridge Street, Ste 1 Yonkers, NY 10705 (917) 806-4927
Better Living Now Inc.	Durable Medical Equipment	All 48 covered counties	185 Oser Avenue Hauppauge, NY 11788 (800) 854-5729
GCB Transportation and Touring Inc.	Transportation	Erie and Niagara counties	1082 Kenmore Avenue, Ste 4 Buffalo, NY 14216 (716) 275-5274
Independent Home Care, Inc.	Consumer Directed Personal Assistance	Albany, Columbia, Delaware, Fulton, Greene, Montgomery, Rensselaer, Saratoga, Schenectady, and Schoharie counties	5 Washington Terrace Newburgh, NY 12550 (845) 565-1163
Marks Home Care Agency Inc.	Consumer Directed Personal Assistance	Albany County	4004 Junction Boulevard Corona, NY 11368 (718) 713-0005
Mrs. Mary's Place HCS, Inc. dba Heart to Heart Home Care	Consumer Directed Personal Assistance	All 48 covered counties	2361 Nostrand Avenue, Ste 401 Brooklyn, NY 11210 (718) 305-6060
Xincon Home-Healthcare Services	Consumer Directed Personal Assistance	All 48 covered counties	224 West 35th Street, Ste 708 New York, NY 10001 (212) 560-9218

Utilizing Nascentia's Care Navigators

Nascentia Health's Customer Service Center is here to help!

When you call Nascentia Health (888-477-4663), you are reaching our friendly and helpful Care Navigation team who can direct you to the best department or person based on your needs and inquiries. Care navigators are also trained to assist callers with any questions regarding other products and services available from Nascentia Health.

Call care navigators for assistance with inquiries such as:

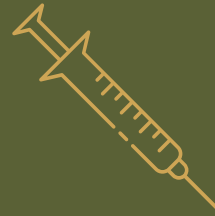
- » Connecting with the best person, team, or department
- » Questions about specific situations such as vision or dental coverage, spend down, transportation, MLTC appeals process, etc.
- » Questions about other Nascentia Health products and services such as home health aides, nursing and physical therapy services in your home, or our Medicare Advantage plans.

Tips for Staying Healthy in the Fall

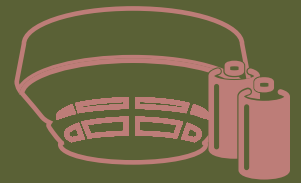
With the fall season here and winter coming up, there are some important measures you can take to stay healthy.



As we spend more time inside during the colder months, our vitamin D intake from the sun goes down. Add vitamin D supplements to your routine.



Make sure to get your flu shot! Due to the lack of exposure last year, this flu season could be brutal. Guard yourself with a flu shot.



Test and replace your carbon monoxide & fire detector batteries before going into high usage season.



As the temperatures outside drop, you may notice more drafts in your home. Fix these by plugging holes or blocking space under doors, and use fabric as a draft excluder.



Prep for bad weather! Make sure to have back-up outerwear, water, food, prescription medicine, battery-operated flashlights, candles, and first aid items available in your home and/or car. Also make sure to have an action plan in place with family or care network in case of an emergency.

Don't forget to FALL back!

REMINDER! Daylight saving time ends on November 7, 2021, at 2 am. Therefore, take a moment on November 6, before going to bed to:

- » Turn your clocks back by 1 hour
- » Change the batteries in your smoke detectors (see pg. 6 for more information on this)

1HR



Get More Benefits with a Medicare Advantage Plan

Generous annual benefits such as

\$1,600 Food and OTC Benefit for groceries and health items

\$1,200 Hearing Aids for both ears every year

\$355 Vision Upgrade for frames and lenses plus exam

\$700 Dental Benefits for exams, cleanings, and x-rays

Call or go online:

1-888-477-4663 (TTY: 711) | nasceniahealthplus.org



Nascentia HealthOPTIONS

TOMORROW'S HEALTHCARE TODAY

1050 West Genesee St.

Syracuse, NY 13204

nascentiahealthoptions.org

(888) 477-4663

Member Advisory Committee

The Member Advisory Committee will hold its next meeting Tuesday, December 7, at 2:00 pm. Individuals may attend in person or by conference call. If you or your caregiver would like to participate, contact Kelly Gomez at (315) 870-7707 or kgomez@477home.org.



Your Satisfaction, Our Success

At Nascentia Health Options, our members are important to us.

That is why we strive for the highest level of member satisfaction possible. If you are unhappy with a service we authorize, tell us. If you think there is something we could do better, we want to know. Just call **1-888-477-4663** and speak with a member of your care team. Let them know what you are unhappy with OR if there is something you feel we are doing right. Any information shared allows us to take another look at a process or service and make improvements. Our members are our greatest resource and we value their feedback. We look forward to hearing from you.

