



Stay Hydrated This Summer!

Water makes up about 60–75 percent of your body, so it's so important to drink enough fluid every day to keep your body healthy. Every cell, tissue, and organ in your body needs water to work properly. Water helps in so many ways:

- Gets rid of waste through urination, sweat, 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 sweat. High heat and humidity in the summer 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 option, since it has no calories, sugar, carbonation, or preservatives). Limit or avoid beverages such as alcohol and caffeinated coffee, tea, and soda, because they are “diuretics,” which means that they make you urinate more frequently and can cause you to lose water faster than normal.



Tip! Add fresh fruit slices to your glass of water to add some healthy flavor to each drink.

- Eat plenty of fresh fruits and vegetables that contain a lot of water, such as grapes, oranges, cantaloupe, honeydew, watermelon, apples, tomatoes, lettuce, cucumbers, and celery.
- Get into the habit of drinking a glass of water when you wake up in the morning, between every meal, and with every meal.
- Take a reusable water bottle with you if you plan to be away from home for long periods of time.

Brain Games!

Starts with...HOME

Come up with five words that start with the letters in HOME for each category!

Plants	Animals	Foods	Sports	Cities
H	H	H	H	H
O	O	O	O	O
M	M	M	M	M
E	E	E	E	E

Word Search—Summer Fun

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

BBQ	COOKOUT	FIREWORKS	HEAT	POOL
BEACH	CORNHOLE	FISHING	HIKING	SUNSHINE
BIKING	FIREFLIES	GARDEN	HORSESHOES	SWIMMING
CAMPING	FIREPIT	GRANDKIDS	PICNIC	VACATION



White Bean Salad

This simple and easy salad is high in flavor and includes healthy protein, fiber, and other nutrients.

Ingredients

- » 2 Tbsp lemon juice
- » 1 Tbsp extra-virgin olive oil
- » 2 cloves garlic, minced
- » 1 tsp dried rosemary, crushed
- » ¼ tsp black pepper
- » ⅛ tsp salt
- » 1 can (15-ounce) no-salt-added white kidney beans (cannellini beans), rinsed and drained
- » ½ cups chopped tomatoes
- » 1 chopped small red onion
- » 2 tablespoons snipped fresh parsley
- » 1 teaspoon capers, drained

Instructions

- » In a medium bowl whisk together lemon juice, olive oil, garlic, rosemary, black pepper and salt.
- » Stir in beans, tomato, onion, parsley, and capers.
- » Serve over lettuce or in bowls.
- » Makes 4 servings.



Grilled Fajita Kebabs

Make these tasty Mexican-inspired kebabs outside on the grill or bake in the oven.

Ingredients

- » 16 oz. boneless skinless chicken breast, chopped into squares (3 medium breasts)
- » 3 large bell peppers, chopped into squares
- » 1 medium purple onion, chopped into squares
- » 1 Tbsp of olive oil
- » Mix of spices: 1 Tbsp ground cumin, 1 Tbsp garlic powder, 1 Tbsp chili powder, 2 tsp paprika, ¼-tsp sea salt, ¼-tsp pepper
- » 1 lime, cut into wedges

Instructions

- » Preheat grill or oven to 400°.
- » Toss chopped veggies with tablespoon of olive oil and half the spice mixture.
- » Cut chicken breast into squares and put into a gallon-sized bag with half the spice mixture. Shake well and refrigerate for 10 minutes.
- » Place peppers, onion, and chicken onto skewers (alternating between the three).
- » Lay a piece of tin foil onto the grill and spray with cooking spray.
- » Set kebabs on top of tin foil and grill for around 15 minutes, rotating kebabs every five minutes.
- » Remove from heat and squeeze on lime juice

New Providers April 2022–June 2022



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
Hearthstone Gentle Care	Transportation	Albany, Columbia, Greene, Rensselaer, Schoharie	1187 Route 23A Catskill, NY 12414 518-678-2030
East Coast Audiology and Physical Therapy	Audiology and Outpatient Physical Therapy	Jefferson, Onondaga	53-59 Public Square, Suite 202 Watertown, NY 13601 315-786-3225 26000 US Route 11 Evans Mills, NY 13637 315-755-1600 544 Towne Drive Fayetteville, NY 13066 315-637-8800
Aveena Loving Companion Care	Consumer Directed Personal Assistance (CDPA)	Albany, Schenectady	214-19 Jamaica Avenue Queens Village NY, 11428 718-880-1061
Hearthstone Care	Consumer Directed Personal Assistance (CDPA)	Albany, Columbia, Greene, Rensselaer, Schoharie	1187 Route 23A Catskill NY, 12414 518-678-2030
Good Samaritan Home Health Agency	Licensed Home Care Service Agency (LHCSA)	Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans, Wyoming	1775 Wehrle Drive, Suite 150 Buffalo NY, 14221 716-783-8124
Hub at Elite	Social Adult Day Care	Monroe	919 Culver Road Rochester NY, 14609 585-384-2000

New Providers continued

Provider	Service	Counties Served	Address/Phone
The Hearing Doctor	Audiology	Montgomery, Fulton	4755 State Highway 30, Suite 6 Amsterdam NY, 12010 518-843-2222 7 Church Street Gloversville NY, 12078 518-843-2222
TRT Transportation	Transportation	Genesee, Livingston, Monroe, Ontario, Orleans, Wayne	300 Lake Avenue, Suite C Rochester NY, 14608 585-520-5218
Freedom Mobility Service	Transportation	Erie, Niagara	181 Oakhurst Street Lockport NY, 14094 716-228-4199

Complaint & Appeals Process

There are rare times when Nascentia Health Options may undertake certain “plan actions,” such as:

- Denying or limiting services requested by you or your provider
- Denying a request for a referral
- Deciding that a requested service is not a covered benefit
- Restricting, reducing, suspending, or terminating services that we already authorized
- Denying payment for services
- Not providing timely services
- Not making complaint or appeal determinations within the required time frames

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 writ-

ten 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.

Social Determinants of Health

Have you ever thought about the way your environment might affect your health? For example, the safety of your neighborhood, the health care services available near you, and how easily you can access a grocery store all impact your life and your health. The term “Social Determinants of Health (SDoH)” refers to conditions like these in your environment that affect your health, everyday activities, and quality of life.

The challenges in your environment can be especially overwhelming if you have a chronic serious medical condition and struggle to find the right doctor and treatment. Right now, the government is working with health care agencies and hospitals to identify obstacles people face to receiving proper healthcare, and how social issues contribute to medical problems and overall wellbeing. The goal is for health care agencies and hospitals to identify the Social Determinants of Health that reduce access to good medical care, so we can work together as a community to ensure needs are better met.

Nascentia is now using a patient questionnaire to help us identify the SDoH in your life and how they

may impact your chronic diseases and medical conditions. The example questions shown in the table at the bottom of this page focus on the four main social concerns that were most associated with people having more hospitalizations, more medical illnesses, and higher death rates among the elderly population.

Completing this questionnaire helps us identify your specific needs and make sure the right services are in place to get you access to care and treatment.

This will help improve your health care, reduce falls and hospitalizations, and keep you safe in your own home. In the next few months, you will be contacted to go over these questions. You always have the right to not answer the questions but the more we know about what you need, the more we can help improve your overall wellness—medically, physically, and emotionally—and quality of life. Please take the time to answer these questions.

At Nascentia, we are always committed to you and your health, and we look forward to your feedback.

Personal Characteristics	What is your race? What language are you most comfortable speaking? These help us understand if you may need assistance with medical terms or have difficulty understanding or obtaining your health needs due to language or cultural beliefs.
Family and Home	What is your housing situation today? Are you worried about losing your housing? These questions help us understand if you have concerns about your housing and if you have support at home.
Money and Resources	What is your current work situation? Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living? These questions give us information on whether you can meet your basic needs.
Social and Emotional Health	How often do you see or talk to people that you care about and feel close to? How stressed are you? This helps us understand if you need increased assistance to access mental health services and other treatments.

Member Re-assessments

Member re-assessments have resumed. Recently, the Department of Health mandated that MLTC plans complete outdated re-assessments following the moratorium imposed since the start of the pandemic.

What are re-assessments?

A registered nurse will visit you to determine your current health status and needs and complete a secure NYS online tool called the Uniform Assessment System for New York (UAS-NY). A re-assessment is completed annually by the member's managed long term care plan.

Why is it important?

This standardized health assessment generates information used to determine eligibility and service-level authorization, and guide care planning. The overall

goal of the UAS-NY is to use this comprehensive assessment system to evaluate individuals' health status, strengths, and care needs, and guide development of individualized long-term care service plans. This ensures that people with long-term care needs receive the right care, in the right setting, at the right time.

What does this mean for members?

A Nascentia Health Options representative will contact members soon to schedule a re-assessment visit. Completing this re-assessment in a timely matter is essential to maintaining the member's services. Services may be impacted without the completion of re-assessment.

At Nascentia Health Options, our members and their care remain our top priority. We appreciate your cooperation with achieving our goal.

Transportation Reminder

When a member of your care team is at your home or speaking with you on the phone, please let her or him know about any scheduled appointments for which you'll need transportation. This will reduce the number of calls to our Transportation Department and shorten your wait time when you need to call for a ride. If you need to make a transportation request after speaking with your care team, you can call 1-855-877-8868.



Nascentia HealthOPTIONS

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Member Advisory Committee

Did you know that Nascentia Health Options has a Member Advisory Committee that meets twice a year? This committee gives our members a voice and an opportunity to meet with other MLTC members and leadership to discuss the current status of the health plan and share your thoughts about being a member of Nascentia. We are a strong, growing plan and your feedback is important to us!

If you or your family member or representative are interested in joining the Member Advisory Committee meeting, please contact June Misnik at (315) 477-9278 or jmisnik@477home.org.

The next Member Advisory Committee is Tuesday, December 6, from 3pm–4pm both in person and via phone. We hope you will join us!