


Nascentia 
HealthOPTIONS

The Homefront

MLTC Member Newsletter

Volume 22 | Issue 3



Fall 2022

Your Care Team is Here to Support You!

Our care team develops a custom plan to meet your specific needs.

Our local team is here to help you maintain your independence by giving you the care you need where you want it most—in your own home. We coordinate 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.

A comprehensive team of professionals, including utilization review staff, medical directors, and assessment staff, engages with your care team to provide additional insight.

Monthly calls

Our goal is to provide excellent care management and care coordination for you. To do our best, we need your partnership and participation in monthly phone calls with a member of your care team. This is a requirement of our program and how we help manage your care so you are able to stay safe in your home environment.

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!

Unscramble the months:

ecedbmre _____

guuats _____

sbpremeet _____

brruaeyf _____

coortbe _____

Unscramble the states:

wkeyonr _____

laaociifrn _____

nsvinyleaapn _____

ihanmcig _____

nhswoniagt _____

Unscramble the fruits & veggies:

lpape _____

aengo _____

rotwemlern _____

attaomo _____

lccroiob _____

Word Search—Summer Fun

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

APPLE

BLANKET

CINNAMON

COZY

CRISP

FAMILY

FROST

JACKET

LEAVES

PECAN PIE

PUMPKIN

SPICE

SQUASH

THANKSGIVING

TURKEY



Waldorf Salad

This great fall salad takes advantage of multiple apple varieties and is crisp and refreshing.

Ingredients

- » ½ cup plain or vanilla Greek yogurt
- » 1 tsp lemon juice
- » 1 large Granny Smith apple, cubed
- » 1 large sweet red-skin apple, cubed
- » 1 cup grapes, halved
- » 2 stalks of celery, thinly sliced
- » ¼ cup chopped walnuts
- » Salt and pepper to taste

Instructions

- » Whisk or stir the yogurt and lemon juice together in a bowl until well mixed
- » Toss remaining ingredients and stir until well coated



Baked Apple Chips

Just two ingredients make a delicious and healthy snack for all ages

Ingredients

- » 3 large sweet, crisp apples
- » ¾ tsp cinnamon

Instructions

- » Preheat oven to 200°
- » Arrange the oven racks so one is in the upper third and one is in the lower third of the oven
- » Line two baking sheets with parchment paper
- » Slice thin strips of apple and remove seeds (keep them under ⅛-inch thick to make sure they get crisp)
- » Arrange the apples in a single layer on the baking sheets and sprinkle with cinnamon
- » Bake for 1 hour and then swap the top and bottom sheets.
- » Bake for an additional 1–1½ hours
- » Check for doneness by taking out one chip and letting it sit for 2–3 minutes and see if it is crisp
- » Once they are crisp enough for you, turn off the oven and leave the sheets in for another hour as the oven cools. If they seem overcooked, remove from the oven to cool instead.

New Providers June–September



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
Discount Medical Equipment & Supplies	Durable Medical Equipment (DME)	Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, Otsego, Seneca	23 Main Street Suite 2 Camden, NY 13316 (315) 820-4134
Discount Medical Equipment & Supplies	Durable Medical Equipment (DME)	Essex, Fulton, Hamilton, Saratoga, Warren	4144 River Road Hudson Falls, NY 12839 (315) 820-4134
RespirTech	Durable Medical Equipment (DME)	All 48 Covered Counties	5905 Nathan Lane North Suite 200 Plymouth, MN 55442 (800) 793-1261
Rochester Regional Health Home Infusion Pharmacy	Durable Medical Equipment (DME)	Cattaraugus, Cayuga, Erie, Genesee, Livingston, Monroe, Onondaga, Ontario, Orleans, Schuyler, Seneca, Steuben, Tompkins, Wayne, Wyoming, Yates	2975 Brighton Henrietta Townline Rd Suite 230 Rochester, NY 14623 (585) 461-1314

Drink a Mug of Tea!

As the weather gets colder, a warm mug of tea is a easy way to feel great, increase your fluid intake, and get even more health benefits. Studies have shown that tea can improve your immune system, reduce inflammation, and help prevent cancer and heart dis-

ease. All types of tea can have some health benefits, but some have more value than others. Be sure to avoid adding sugar or sweeteners (try adding cinnamon, lemon, or milk instead).



- White tea has the least amount of caffeine and has shown the most promise in fighting cancer because of the high levels of antioxidants
- Green tea is very high in flavonoids and can help lower bad cholesterol. Green tea can also help lower blood pressure, triglycerides, and total cholesterol.
- Black tea has the most caffeine, so it's important to monitor your intake. It is also high in flavonoids that combat inflammation and support healthy immune function.
- Herbal tea contains a blend of herbs, spices, fruits or other plants in addition to tea leaves. Herbal teas don't contain caffeine, which is why they're known for their calming properties.

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 it can be difficult when you have 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 includes:

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

Consumer Directed Personal Assistance Services (CDPAS)

CDPAS is a program that lets you select your own caregiver to be paid to provide some or total assistance with personal care services, home health aide services, and skilled nursing tasks. 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 individuals.

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 you or your designated representative. Personal assistants are paid through a fiscal intermediary (FI), which is a company who manages the payments on your behalf.

To get into a CDPAS program, members need to have a physician's order updated every 6 months so that Nascentia Health can 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.



At Nascentia Health Options, our members are important to us

That is why we strive for the highest level of member satisfaction possible. We welcome your feedback—both negative and positive. If you are ever unhappy with a service we authorize, tell us. If you think there is something we could do better, we want to know. Or if you've had a great experience with a member of our team, let us know so we can share your thanks with them!

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 really like about your care. All of the information you share helps us make improvements. Our members are our greatest resource and we value your feedback. We look forward to hearing from you.

Dental and Vision Coverage Updates

We're excited to announce that as of January 1, 2023, our dental and vision coverage will be provided through DentaQuest!

If you have any questions about coverage or your providers, you can call Nascentia Health Options at (888) 477-4663. Starting January 1, 2023, you can also reach DentaQuest directly at (844) 824-2024.



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!

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



Stay Healthy this Fall

With the fall season here and winter coming up, use these tip to stay healthy as the weather changes.



As we spend more time inside during colder months, our vitamin D intake from the sun goes down. Talk to your health care provider about taking vitamin D supplements.



Get your flu shot! Complications from the flu can be very serious in the elderly and people with compromised immune systems. The flu shot will help protect you from serious disease.



As the temperatures outside drop, you may notice more cold drafts in your home. Fix these by plugging holes or blocking space under doors, and use fabric to block drafty spots.



Prepare early for bad weather! Have extra outerwear, water, food, prescriptions, battery-operated flashlights, candles, and first aid items in your home and/or car. Have an action plan in place with your family or care network in case of an emergency.



Test and replace your carbon monoxide and smoke detector batteries or upgrade to models with a 10-year battery before high usage season.



Eat fresh fall vegetables like squash, Brussels sprouts, carrots, cauliflower, eggplant, and kale to fill your meals with healthy vitamins and nutrients.

Care Navigators Are Here to Help

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

When you call Nascentia Health at 888-477-4663, you reach our local Syracuse-based team of friendly and helpful care navigators. They will talk to you about your specific needs and then connect you to the best person to help here at Nascentia. Care navigators are also trained to assist callers with any questions about other products and services available from Nascentia Health.

Care navigators will be able to assist you with:

- Connecting with the right person, team, or department for your unique need
- 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.

Nascentia Health^{OPTIONS}

1050 West Genesee St.

Syracuse, NY 13204

nascentiahealthoptions.org

(888) 477-4663

Nascentia Health Plus Medicare Advantage Dual Special Needs Plan (DSNP)



\$1,920—**Food and OTC Benefit** for groceries and everyday healthcare items



\$1,200—**Utility Bill Payments** for phone, heat, electric, internet, and more



\$175—**Annual Rewards** for getting yearly doctor, vision, and dental exams, and a flu shot



\$2,000—**Hearing Aids** for both ears annually to make sure you can hear clearly



\$2,000—**Dental Care** for comprehensive and preventive care, exams, and x-rays



\$400—**Vision Upgrade** for frames, lenses, and contact lenses



Unlimited—**One Pass** fitness program for local gyms and online health/fitness classes

**Get more with a Dual
Special Needs Plan (DSNP)**
Call 1-888-477-4663 (TTY: 711)
or visit nascentiahealthplus.org

Nascentia Health Plus is an HMO SNP (DSNP) with a Medicare contract.

Enrollment in Nascentia Health Plus depends on contract renewal.



Nascentia Health^{PLUS}

TOMORROW'S HEALTHCARE TODAY