

The Homefront

MLTC Member Newsletter

 Spring 2023



Focus on Dental Health

As you age, taking care of your teeth and gums is very important to remain healthy. It can prevent problems like toothaches, cavities, and tooth loss. A healthy mouth makes it easier to eat and enjoy a variety of foods. Poor oral care can lead to significant nutritional changes, obesity, diabetes, heart disease, and cancer.

You should see your dentist at least once a year for an oral exam and cleaning. Your dentist will check for infections, proper fit or issues with dentures, and complete an oral cancer screening.

You should still practice good oral hygiene and get dental care even if you have lost all or most of your teeth.

Some tips for a healthy mouth are:

- Gently brush and floss every day
- Cut down on sugary foods and drinks (candy, juice, soda, etc.)
- Don't smoke or use tobacco products
- Drink alcohol in moderation
- Keep your mouth moist by drinking water or frequently rinsing
- Use a water-based lip balm to keep your lips moist
- Watch for changes in your mouth, like:
 - Spots or lump in your mouth, lips, or throat
 - White or red patches
 - Trouble chewing, swallowing, or moving your jaw or tongue
 - Numbness
 - Swelling
 - Pain in 1 ear

Denture care is also important to maintaining a healthy mouth. Like your teeth, your dentures should be brushed daily to remove food particles and plaque. Always remove your dentures overnight, every night. To clean your dentures, you should:

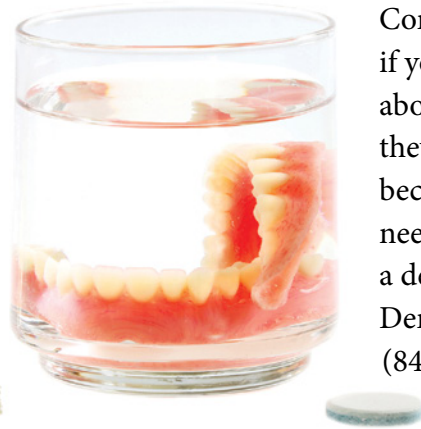
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- First, rinse them to remove loose food/debris
- Use a denture brush and non-abrasive cleaner and gently brush all the surfaces
- Clean your mouth thoroughly (brush your gums, tongue, cheeks, and roof of your mouth)
- Store your dentures in a safe place covered in denture cleaner to keep them from warping
- Rinse your dentures thoroughly before putting back into your mouth in the morning



If you use an adhesive, make sure it has the ADA seal of acceptance. Ask your dentist for recommendations if you need help.



Contact your dentist if you have questions about your dentures, if they stop fitting well, or become damaged. If you need assistance finding a dentist, please contact DentaQuest directly at (844) 824-2024.

Reminders From Your Care Team

Our mission at Nascenia Health is to be the premier home- and community-based care system for the people we serve. Help us fulfill our mission of keeping you safe and healthy!

- Partner with your care team to complete monthly phone calls. This is a requirement of the MLTC program and, more importantly, how we help you manage your care so you can remain healthy and in your home.
- Let your care team know if you have doctor appointments or emergency room visits.
- Tell your care team if you've had any of the following preventative health services:
 - Dental exams
 - Audiology (hearing) exams
 - Vision (eye) exams
 - Podiatry exams
 - Mammogram/breast exam
 - COVID-19 vaccinations or boosters
 - Flu vaccinations
 - Pneumococcal vaccinations
- Participate in your annual re-assessment, where a registered nurse visits you to determine your current health status and needs and completes a secure NYS online tool called the Uniform Assessment System for New York (UAS-NY). A yearly assessment is a requirement of the MLTC program.
- Work with your care team to ensure you have a qualifying service each month in order to remain with Nascenia Health Options. Qualifying services include in-home nursing or therapies, home health aide or personal care services, adult day health care, private duty nursing, or consumer directed personal assistance services (CDPAS).
 - Reminder: If you receive CDPAS services, a doctor's order is needed every twelve months to continue to qualify. This will require an appointment with your doctor. During monthly phone calls, your care team will remind you when your doctor's order is due.

Your care team is here to support you and is available to speak with you if you have any questions. Just call 888-477-4663 to speak with your care team today. Thank you for helping to fulfill the mission of Nascenia Health and for allowing us to serve you.



Sesame-Garlic Green Beans

Enjoy fresh or frozen green beans in a simple and tasty sauce. Serves 2–3.

Ingredients

- » ½ pound green beans, trimmed
- » ½ tablespoon sesame oil
- » ½ tablespoon canola oil
- » ¼ cup small onion, finely chopped
- » 1 garlic clove, minced
- » ½ teaspoon salt
- » ½ teaspoon pepper
- » 1 tablespoon sesame seeds, toasted

Instructions

- » In a saucepan with a lid, bring 3 cups water to a boil.
- » Add green beans to boiling water; cook, uncovered, 5 minutes or until tender.
- » Meanwhile, in a small skillet, heat oils over medium heat. Add onion, garlic, salt and pepper; cook and stir 2–3 minutes or until tender.
- » Drain green beans and add them to the saucepan. Add onion and garlic mixture; toss to coat.
- » Sprinkle with sesame seeds.



Greek Pasta Salad

Get your spring vegetables in with this simple pasta salad. Substitute any veggies you love. Serves 2.

Ingredients

- » 1 cup dry rotini or other spiral pasta
- » 1 medium tomato, chopped
- » ½ medium red bell pepper, chopped
- » ½ cup chopped cucumber
- » ½ cup chopped zucchini
- » ½ cup sliced red onion
- » ¼ cup sliced pitted Greek olives, optional
- » ¼ cup crumbled feta cheese
- » Dressing
 - » 1 tablespoon olive oil
 - » 1 teaspoon lemon juice
 - » ½ tablespoon balsamic vinegar
 - » ½ tablespoon water
 - » 1 garlic clove, minced
 - » pinch of salt, pinch of pepper

Instructions

- » Cook pasta, drain; rinse with cold water.
- » In a small bowl, whisk oil, lemon juice, vinegar, water, garlic, salt and pepper until blended.
- » In a large bowl, combine pasta and vegetables and toss with vinaigrette and cheese. Refrigerate, covered, until serving.

New Providers January–April



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
Marquis Home Care, LLC	CDPAS	all 48 counties	230 North Main St Spring Valley, NY 10977 845-363-8140
Community Home Health Care	CDPAS	Albany, Broome, Cattaraugus, Cayuga, Chautauqua, Chenango, Clinton, Columbia, Delaware, Erie, Essex, Fulton, Greene, Herkimer, Jefferson, Lewis, Monroe, Montgomery, Niagara, Oneida, Onondaga, Ontario, Oswego, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Seneca, St. Lawrence, Tioga, Tompkins, Warren, Washington, Wayne, Wyoming	49 North Airmont Rd Montebello, NY 10901 845-425-6555
S & A Unified Home Care, Inc.	CDPAS	all 48 counties	2729 Coney Island Ave Brooklyn, NY 11235 718-980-6100
Accu Care Home Health Services, Inc.	LHCSA	Albany, Columbia, Fulton, Greene, Montgomery, Rensselaer, Saratoga, Schenectady, Warren, Washington	87 Washington St Rensselaer, NY 12144 518-449-1142
CJ Medi Cab Service LLC	Transportation	Albany, Fulton, Montgomery, Schenectady	164 West Main St Amsterdam, NY 12010 518-930-1333
Sondra Berger, DPM	Podiatry	Albany	3 Pine West Plaza, Ste 306 Albany, NY 12205 518-456-3668
Freestate Medical Supply, Inc.	DME	all 48 counties	7830 Backlick Rd, Ste 202 Springfield, VA 22150 703-440-9320

New Providers Continued

Provider	Service	Counties Served	Address/Phone
Accessibility Solutions, Inc.	Home Modifications	Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Cortland, Franklin, Genesee, Herkimer, Jefferson, Lewis, Livingston, Madison, Monroe, Niagara, Oneida, Onondaga, Ontario, Orleans, Oswego, St. Lawrence, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, Wyoming, Yates	115 Luther Ave Liverpool, NY 13088 315-452-1750

Transportation Tips

One benefit of being a member of Nascentia Health Options is getting transportation to non-urgent medical appointments. When arranging transportation, here are a few reminders to help the process go smoothly. Accurate information will help us make arrangements faster and avoid potential delays.

1 Transportation requests should be made a minimum of three business days before the appointment.

2 When you call to schedule a trip, please have all of the following information ready. This will help make your call time shorter and ensure you get the care you need.

- ✓ Date and time of the appointment
- ✓ Member name and date of birth
- ✓ Member phone number
- ✓ Member weight
- ✓ Pick up location of the member, including address, city and zip code, and location of door
- ✓ Provider name
- ✓ Provider address/drop-off location with address, suite number, city, and zip code
- ✓ Mode of transportation required (e.g., cab, wheelchair van, stretcher van, etc.). If a member uses a wheelchair, is it manual or power?

Get Reimbursed for Driving!

For members who can drive themselves or have others who can drive them, you can get reimbursed for round-trip mileage for a non-urgent medical appointment. To get reimbursed, call your care team to get a physician attestation/reimbursement form. If you have any questions about the process, reach out to your care team.

Need to request transportation? Tell us during your monthly contact with our care team or call 1-855-877-8868.



Mental Health Awareness

Mental health concerns are common

Did you know that nearly 1 in 4 adults struggle with some form of mental health issue, such as depression, anxiety, or other issue? That means that almost all of us either have or know someone who has a mental health condition. At some point, every one of us will experience events that can harm our mental well-being, such as losing a loved one, struggling to pay bills, or feeling isolated from others. If any of these challenges have increased your feelings of sadness, stress, and anxiety, you are not alone. How we react to those situations depends on many factors and everyone is impacted differently.

Help is available

Mental health professionals and primary care physicians can help treat mental health conditions so you can get in control of your situation quickly and more effectively. When we have a physical health condition, we see our primary care physician to feel better. Our mental health is just as important and is just as treatable by a professional. If you are facing any mental health issues, don't wait for them to get worse. Start with a visit to your primary care provider to identify what's going on and explore treatment options early.

Psychiatrists (medical doctors who specialize in mental health conditions), psychologists, and licensed therapists are all trained to help people manage and improve their mental health. Many conditions can

be treated without medication by a therapist who you can talk to confidentially in person or by phone/video. Thankfully, mental health care doesn't have the stigma it used to, and many more people are taking advantage of treatments to help them live their best lives.

1. Reach out to your doctor

Talk to your primary doctor to understand the reasons behind your feelings and treatments and resources to help you feel better. Your care manager can also help you find the care you need.

2. Talk to someone you trust

Tell a trusted friend or family member about how you're feeling. Chances are, you'll find you are not alone and they can give you encouragement and support so you can start to manage your feelings.

3. Know what to do in an emergency

Call or text 988 or chat at 988lifeline.org if you are thinking about suicide. The free National Suicide Prevention Hotline is available 24/7 to give caring support for any type of mental health emotional distress and substance abuse crisis.

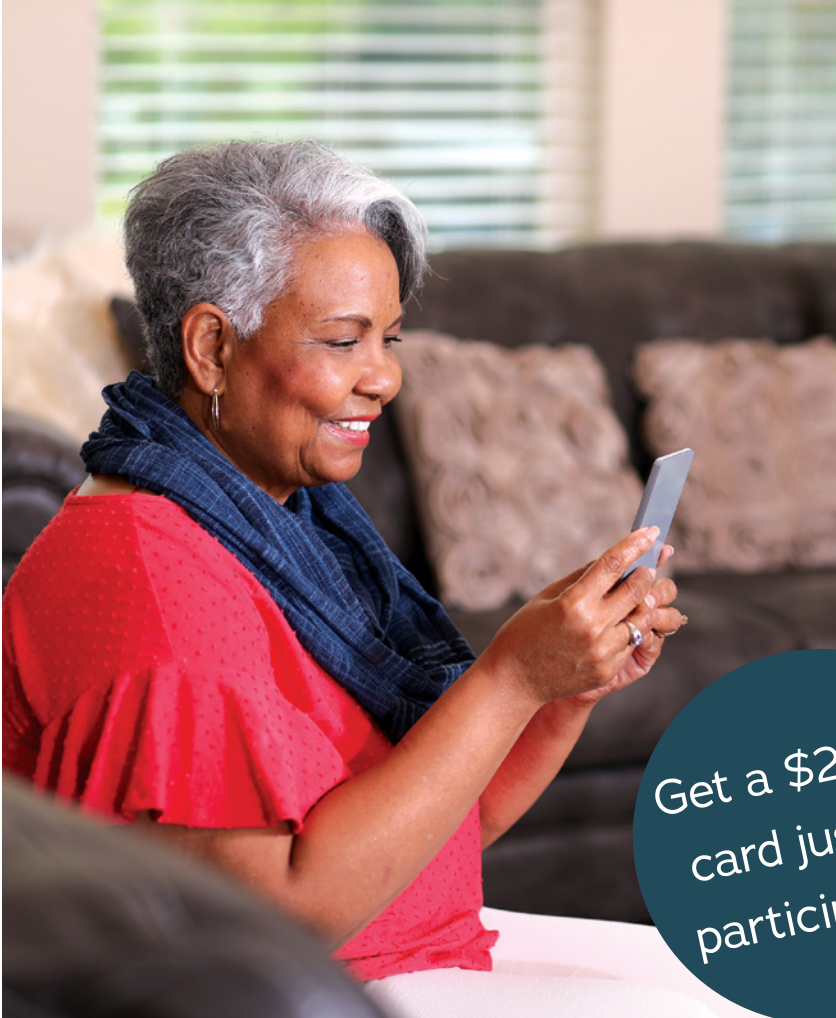
Call 911 if you need emergency personnel at your home to assist you or your loved ones immediately. Your local emergency room can help people feeling suicidal or with substance abuse concerns.

Call your local crisis center to talk to someone any time of day when you are feeling very sad, overwhelmed, distressed, or suicidal. Get the number for a local agency in your community from your primary care physician or care manager or by calling 211.

4. Learn more

Research mental health topics to learn more about causes, symptoms, and treatments. Your local library can help or go online to sites like Mental Health America (mhanational.org), Substance Abuse and Mental Health Services Administration (samhsa.gov/find-help), and National Institute of Mental Health (nimh.nih.gov).





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 Wednesday, June 21, from 3–4pm 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@nascentiahealth.org.

Get a \$25 gift card just for participating!

Don't Skip Important Preventive Care

Preventive care is important to help maintain and improve your overall health. Certain exams and vaccines are increasingly important as we age.

Flu Vaccine Every Year	Pneumococcal Vaccine Every 5 Years	Dental Exam Every Year
Eye Exam Every Year	Hearing Exam Every 2 Years	Mammogram (for Females) Every 2 Years

Be sure to communicate your preventive care appointments and needs to your care team and assessment nurse. You may also receive calls from your care team to verify the information we have on file for this care.



1050 West Genesee St.

Syracuse, NY 13204

nascentiahealthoptions.org

(888) 477-4663

Renew your Medicaid coverage so you can keep your Nascentia MLTC insurance

Because you or a family member currently have health coverage through New York State Medicaid, you must go through an upcoming eligibility recertification and renewal process to stay in the program or you could lose your health coverage.

Your county Medicaid office will mail you a packet of paperwork to fill out and you must return it to them by the due date written on it. Your recertification month is the same as the month you first enrolled in Medicaid (if you've been through this process before March 2020, it will be the same month it was before).

If you need help filling out your packet, please call Nascentia Health at 1-888-477-9663 (TTY 711).

1

Update your address with your county DSS



Call your county department of social services to make sure they have your correct mailing address. Your renewal forms will be sent to the address they have on file, so make sure it is right.

2

Check your mail and follow the instructions



Watch your mail for the renewal packet from your county Medicaid office. This packet will have forms you must fill out and return to make sure your Medicaid is renewed. Send the packet back by the due date listed on it to keep your coverage.