

Preventing Falls

According to the Centers for Disease Control and Prevention (CDC), 1 in 4 people that are 65 years of age or older will experience a fall this year. Risk factors to keep in mind include previous falls, hazards in the home, weakness, dizziness, and problems with walking, balance, and vision. Here are some tips to help prevent a fall at home:

Make your home safer by keeping walkways clear and well-lit, place items used often within reach, and wear well-fitting shoes with good support.

- Stay active to improve your strength and balance.
- Take your time when changing positions, such as when getting up from a chair.
- Have your eyes and feet checked routinely.
- Talk openly with your care manager and healthcare providers about fall prevention and consider requesting:
 - A medication review
 - An in-home safety assessment
 - A referral for physical therapy or occupational therapy services



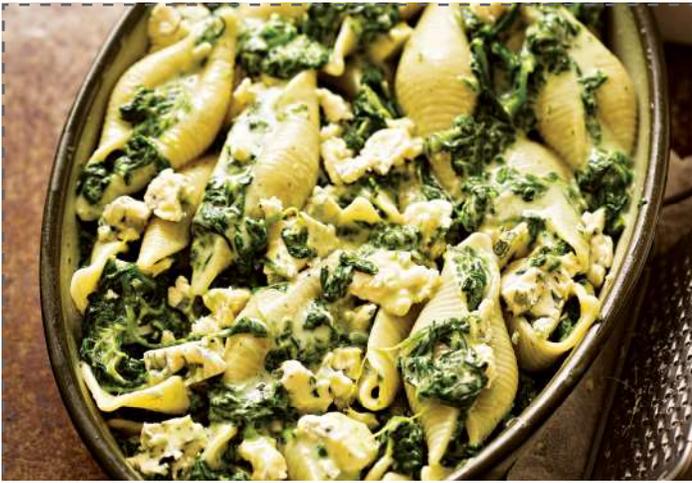
Brain Teasers —Each column below has a three-letter word that best completes the whole list. What is the 3-letter word that completes each column? *Answers at bottom of page.*

a. B _ _ _	b. GR _ _ _	c. _ _ _OR	d. M _ _ _H
D _ _ _	M _ _ _	HU _ _ _	_ _ _FIT
M _ _ _ET	F _ _ _URE	_ _ _AGER	SP _ _ _
P _ _ _ING	H _ _ _ER	RO _ _ _CE	_ _ _SIDE
SP _ _ _	CH _ _ _	WO _ _ _	S _ _ _H

Word Search—Go Nuts!

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

- | | | | | |
|--------|-----------|-----------|---------|------------|
| ACORN | BUTTERNUT | FILBERT | MARCONA | PINE |
| ALMOND | CASHEW | HAZELNUT | PEANUT | PISTACHIOS |
| BEECH | CHESTNUT | KOLA | PECAN | SOY |
| BRAZIL | COCONUT | MACADAMIA | PILI | WALNUT |



Creamy Spinach Pasta

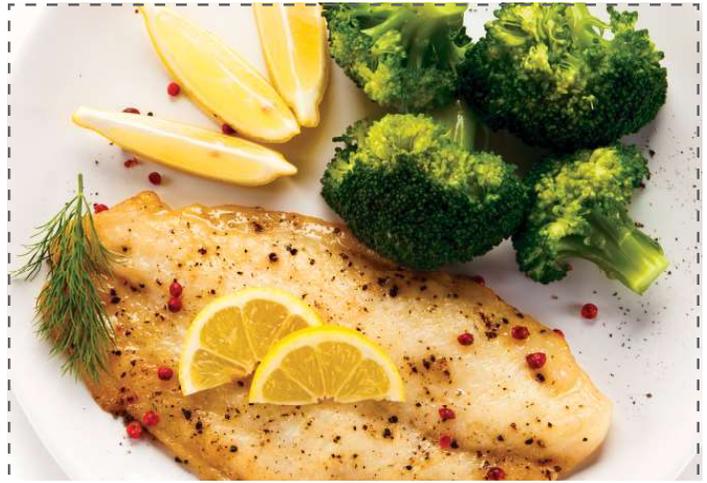
This simple pasta dish can be easily modified by adding your favorite vegetables in to make it even heartier. Serves 2.

Ingredients

- » 2 cups uncooked whole wheat penne or rotini pasta
- » ½ clove of garlic
- » 1 tablespoon chopped onion
- » 1.5 ounces marscapone cheese
- » 2 ounces fresh baby spinach
- » ½ teaspoon salt
- » ½ teaspoon pepper
- » pinch of crushed red pepper (optional)

Instructions

- » Cook pasta without adding salt.
- » Drain but reserve ½ cup of the cooking water
- » Put pasta in a large bowl and add the garlic, onion, marscapone, spinach, salt, pepper, and half of the reserved cooking water.
- » Stir 1–2 minutes until cheese is melted and mixture is combined. Add more cooking liquid if needed to loosen sauce.
- » Serve in bowls with a splash of lemon juice and sprinkle of crushed red pepper to taste.



Easy Baked Tilapia

Tilapia is a light, flaky fish that pairs well with all kinds of flavors and seasoning. Serves 2

Ingredients

- » 2 two-ounce fillets tilapia
- » 1 teaspoons butter
- » ½ teaspoon garlic salt, or to taste
- » ¼ teaspoon seafood seasoning or your favorite seasoning blend
- » ½ lemon, sliced
- » ½ package frozen mixed broccoli, cauliflower, or other vegetables
- » salt and ground black pepper to taste

Instructions

- » Preheat oven to 375°
- » Grease a 8×8 baking dish
- » Put tilapia in the baking dish and dot with a few pats of butter. Season with garlic salt or your favorite seasoning.
- » Add slices of lemon across the top of the fish.
- » Arrange frozen vegetables around the fish and lightly season with salt and pepper.
- » Cover the dish with aluminum foil and bake 20–25 minutes until vegetables are tender and fish flakes easily with a fork.

New Providers May–July



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
Sarah Care USA	CDPAS	Albany, Broome, Erie, Niagara, Onondaga	37-18 73rd St. Suite 301 Jackson Heights, NY 11372 917-745-0949
Helping Hands Attendant Services	CDPAS	All 48 covered counties	4107 13th Ave. Brooklyn, NY 11219 718-435-8191
Accessibility Solutions of WNY, Inc.	Durable Medical Equipment, Home Modifications	Allegany, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans, Wyoming	7034 Northview Dr. Lockport, NY 14094 716-523-7142
Liberty Home Care	LHCSA, Durable Medical Equipment, Personal Emergency Response Systems	Cattaraugus, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans	2424 Niagara Falls Blvd. Niagara Falls, NY 14304 716-274-5000
Independent at Home	Occupational Therapy	Allegany, Broome, Cayuga, Cortland, Fulton, Genesee, Livingston, Monroe, Oneida, Onondaga, Ontario, Orleans, Oswego, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, Wyoming, Yates	1 Keuka Business Park Suite 118 Penn Yan, NY 14527 315-694-9056
Lee Physical Therapy Wellness LLC	Physical Therapy	Greene	467 Main St. Cairo, NY 12413 518-622-9200
CW Transportation Services, LLC	Transportation	Livingston, Monroe, Ontario, Orleans, Wayne	136 Northaven Terr. Rochester, NY 14621 585-957-1807

New Providers Continued

Provider	Service	Counties Served	Address/Phone
A Stella Transport Corp.	Transportation	Chautauqua, Erie, Monroe, Niagara	2556 Seneca Ave. Niagara Falls, NY 14305 716-371-0822
Legacy Care Transportation Services LLC	Transportation	Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, Wayne	501 John James Audubon Pkwy Suite 107 Amherst, NY 14228 716-330-0072
Lab Medical Transportation	Transportation	Cattaraugus, Chautauqua, Erie, Niagara	9 Rosetta Petruzzi Way Buffalo, NY 14201 716-352-2663
U-Connect Medical Transportation, LLC	Transportation	Broome, Cayuga, Chenango, Cortland, Delaware, Herkimer, Madison, Oneida, Onondaga, Oswego, Otsego, Tioga, Tompkins, Wayne	408 East Division St., Apt. 2 Syracuse, NY 13208 315-800-7703
RG3 Transportation, LLC	Transportation	Erie, Genesee, Livingston, Monroe, Niagara, Onondaga, Ontario, Orleans, Saratoga, Schenectady, Seneca, Wayne, Wyoming	250 Mill St. Rochester, NY 14614 585-290-8846

Regional Health Information Exchange Organizations Partnership

Nascentia Health Options has partnered with additional regional health information exchange organizations, or RHIOs. This will allow your care management team to electronically access your records from different health care providers and organizations where you receive care today.

What is the mailing? In order for your care management team to electronically access your records through the RHIOs, a consent form is needed where you can either give or deny consent.

If I sign consent, can I change my mind in the future? Yes, to withdraw consent you can sign a new form denying consent and submit it to us or the health information exchange organizations listed on the form.

Physician Orders for Consumer Directed Personal Care Services

For members who are receiving Consumer Directed Personal Care Services, or CDPAS, it is a requirement for your physician to sign and submit physician's orders. Physician's orders are required every 6 months for members receiving CDPAS.

What is the mailing? The mailing will be sent to members receiving CDPAS who have an expired, or expiring within the next 60 days, physician order.

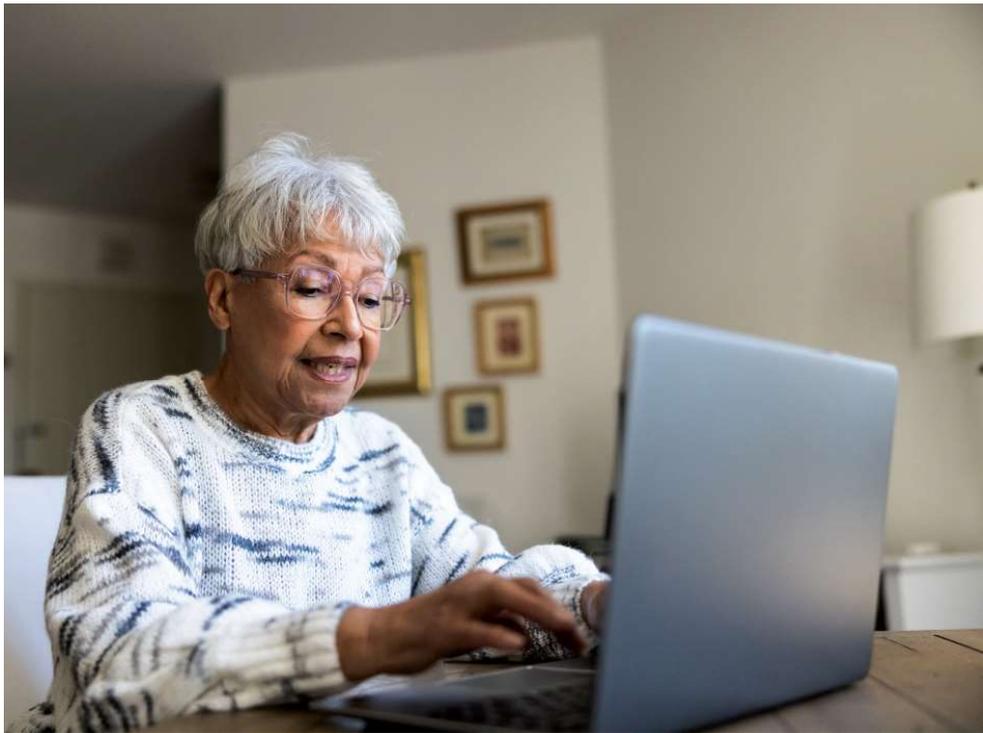
What do I need to do if I receive this mailing? An appointment with your physician within the past 30 days is needed. Your physician must complete, sign, and submit the required physician order to Nascentia Health Options within 30 days of that appointment date.

Electronic Notice Option

Nascentia Health Options and our vendors can send you notices about service authorizations, plan appeals, complaints and complaint appeals electronically, instead of by phone or mail.

We can send these notices to you by text, email, web portal, or fax. Please note that standard text messaging and data rates may apply.

If you want to get these notices electronically, you must ask us. To ask for electronic notices contact us by phone, online, fax, or mail:



Phone	1-888-477-4663
Online	MemberDocs.NascentiaHealth.org
Fax	1-315-870-7788
Mail	Nascentia Health c/o Command Direct PO Box 18023 Hauppauge, NY 11788

When you contact us, you must:

- Tell us how you want to get notices that are normally sent by mail,
- Tell us how you want to get notices that are normally made by phone call
- Give us your contact information (mobile phone number, email address, fax number, etc.)

Nascentia Health Options will let you know by mail that you have asked to get notices electronically.

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.

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.

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

Member Consents: Please Mail Back

On your enrollment visit into our plan, our Assessment Nurse will review necessary consents with you. These consents are necessary for us to partner with you on your healthcare. When these consents are completed with you over video or on the phone, we need to mail them to you for your physical signature. You will notice a “please sign here” sticky in the areas where you need to sign. A self-addressed envelope with paid postage will be included for you to mail your signed consents back.

New Document Update

Be on the lookout for our newly updated “Person-Centered Service Plan” document, which has been re-titled as “Description of Services.” In addition, the development of the Plan of Care has been adjusted according to the DOH (Department of Health) guidance. The member’s Plan of Care and Person-Centered Service Plan will be reviewed and revised at least once every 12 months; upon reassessment of the member’s functional, behavioral, medical, and/or social needs; when the member’s circumstances or needs change significantly; and/or at the request of the member or their representative.

The Department of Health has set forth requirements to establish a member-centered service plan that ensures collaboration with our members and caregivers. The plan of care developed should include the delivery of services and support based on collaboration with members, informal supports, community partners, and the health plan. The newly revised form incorporates these elements to meet DOH stipulations.

Please reach out to your Care Team with any questions.



Get a \$25 gift card just for participating!

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 5th 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.

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.