

Nascentia
HealthOPTIONS

The Homefront

MLTC Member Newsletter

 Spring 2024



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.

continued on page 2

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).

Reminders From Your Care Team

Our mission at Nascentia 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 either in person or via video 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 Nascentia 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 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 Nascentia Health and for allowing us to serve you.

What is Depression?

Everyone feels sad or low sometimes, but these feelings usually pass with a little time. Depression is different. It can cause severe symptoms that affect how you feel, think, and handle daily activities, such as sleeping, eating, or socializing. It is an illness that can affect anyone—regardless of age, race, income, culture, or education.

Common symptoms of depression include:

- Persistent sad, anxious, or “empty” mood
- Feelings of hopelessness or pessimism
- Feelings of irritability, frustration, or restlessness
- Feelings of guilt, worthlessness, or helplessness
- Loss of interest or pleasure in hobbies or activities
- Difficulty concentrating or making decisions
- Difficulty sleeping, oversleeping or decreased energy
- Changes in appetite or unplanned weight changes

Aches or pains, headaches, cramps, or digestive problems without a clear physical cause and that do not ease even with treatment

To be diagnosed with depression, an individual must have five depression symptoms every day, nearly all day, for at least two weeks.

One of the symptoms must be a depressed mood or a loss of interest or pleasure in almost all activities.

Talk With Your Health Care Provider

Your health care provider can help you get better only if you have clear and honest communication. Prepare a list of questions, bring a list of medications you're taking, including over-the-counter drugs, herbal remedies, vitamins, and supplements, family history. Certain mental illnesses tend to run in families and having a close relative with a mental disorder could mean you're at a higher risk. Describe all your symptoms with your provider, and be specific about when they started, how severe they are, and how often they occur. You also should share any major life changes that could be triggering symptoms.



Once you begin treatment for your depression, you should gradually start to feel better. Go easy on yourself during this time. Try to do things you used to enjoy. Even if you don't feel like doing them, they can improve your mood.

Other things that may help:

- Try to get some physical activity— Just 30 minutes a day of walking can boost your mood
- Try to maintain a regular bedtime and wake-up time
- Eat regular, healthy meals
- Do what you can as you can— Decide what must get done and what can wait
- Try to connect with other people. Talk with people you trust about how you are feeling
- Postpone important life decisions until you feel better.
- Avoid alcohol, nicotine, and drugs, including medications not prescribed for you

If you or someone you know is in immediate distress or is thinking about hurting themselves, call or text the **Suicide and Crisis Lifeline at 988** or chat at 988lifeline.org/chat. You also can text the Crisis Text Line (GOT5 to 741741). These services are available 24/7 to anyone and are completely confidential.

New Providers March–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
Buffalo Wheelchair, Inc. dba Rochester Oxygen & CPAP (AdaptHealth)	DME	Genesee, Livingston, Monroe	22 North Main St. Upper, Brockport, NY 14420 585-431-0222
Buffalo Wheelchair, Inc. dba Rochester Oxygen & CPAP (AdaptHealth)	DME	Monroe	6687 Pittsford Palmyra Rd, Suite 5 Fairport, NY 14450 585-334-0200
Buffalo Wheelchair, Inc. dba Rochester Oxygen & CPAP (AdaptHealth)	DME	Monroe	2844 West Ridge Road, Greece, NY 14626 585-334-0200
Buffalo Wheelchair, Inc. dba Rochester Oxygen & CPAP (AdaptHealth)	DME	Monroe	1425 Jefferson Road, Rochester, NY 14623 585-334-0200
Buffalo Wheelchair, Inc. dba Buffalo CPAP (AdaptHealth)	DME	Erie	1900 Ridge Road, Suite 103 West Seneca, NY 14224 716-206-0208
Halprin, Inc. dba Adapthealth NY	DME	Albany	12 Jupiter Lane, Colonie, NY 12205 518-205-9089
Halprin, Inc. dba Adapthealth NY	DME	Broome, Chemung, Chenango, Cortland, Tioga	1155 Front Street, Binghamton, NY 13905 607-724-0115
Halprin, Inc. dba Adapthealth NY	DME	Onondaga	300 Gateway Park Drive, North Syracuse, NY 13212 315-458-3200

What is Pain?

Pain is an **unpleasant sensory and emotional experience**. Pain is a subjective experience, meaning only the person experiencing pain can describe how much pain they feel and how it impacts their life.

Types of Pain

Acute pain starts suddenly and ends when its cause is treated or healed. The feeling of acute pain is usually sharp because it tends to act as a warning signal about a threat to the body from an injury, disease, overuse, or other environmental stress. Common causes for acute pain are strained muscles, broken bones, dental work, surgery, childbirth, infections, and/or burns.

Episodic pain happens from time to time and may be at irregular intervals. It may be associated with a long-term medical condition. It can happen out of nowhere or may be caused by known triggers.

Chronic pain lasts for longer than three months or the expected healing time. In some cases, an acute pain condition might persist and become chronic pain. In other cases, chronic pain happens for no known reason.

Words that can help you describe how your pain feels:

**Aching • Cramping • Fearful • Gnawing • Heavy • Hot
Sharp • Shooting • Sickening • Splitting • Stabbing
Punishing • Tender • Throbbing • Tiring**

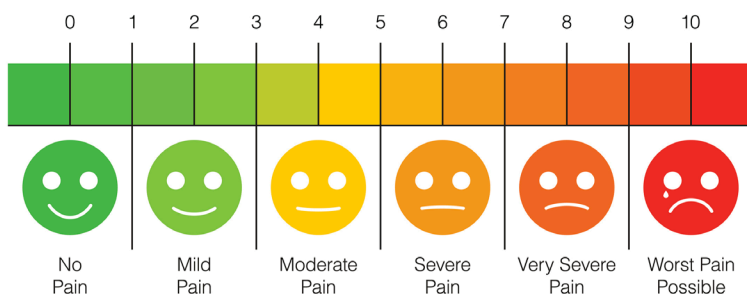
Pain Scale

A pain scale is a valuable tool that measures your perception of pain on a scale of 0 to 10.

1 to 3: Mild and minor pain that's noticeable and possibly distracting

4 to 6: Moderate to moderately strong pain that's enough to disrupt your normal daily activities.

7 to 10: Debilitating, intense pain that prevents you from living a normal life



Medications

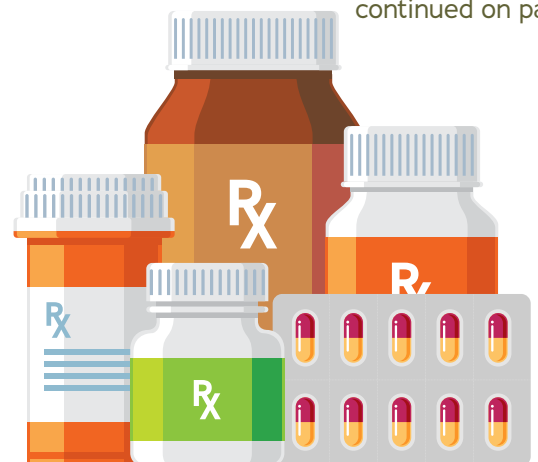
Acetaminophen may help all types of pain, especially mild to moderate pain. Acetaminophen is found in over-the-counter and prescription medicines. People who have more than three drinks per day or who have liver disease should not take acetaminophen.

Non-steroidal anti-inflammatory drugs (NSAIDs) include aspirin, naproxen, and ibuprofen and should be taken with food. Long-term use of some NSAIDs can cause side effects, like internal bleeding or kidney problems, which make them unsafe for many older adults. You may not be able to take ibuprofen if you have high blood pressure.

Narcotics (also called opioids) are used for moderate to severe pain and require a doctor's prescription. They may be habit-forming. They can also be dangerous when taken with alcohol or certain other drugs. Examples of narcotics are codeine, morphine, and oxycodone.

Other medications are sometimes used to treat pain. These include antidepressants, anti-convulsive medicines, local painkillers like nerve blocks or patches, and ointments and creams.

continued on page 6



Complementary or Alternative Approaches

Acupuncture uses hair-thin needles to stimulate specific points on the body to relieve pain.

Biofeedback helps you learn to control your heart rate, blood pressure, muscle tension, and other body functions.

Cognitive behavioral therapy is a form of short-term counseling that may help reduce your reaction to pain.

Distraction can help you cope with acute pain, taking your mind off your discomfort.

Electrical nerve stimulation uses electrical impulses to relieve pain.

Hypnosis uses focused attention to help manage pain.

Massage therapy can release tension in tight muscles.

Mind-body stress reduction combines mindfulness meditation, body awareness, and yoga to increase relaxation and reduce pain.

Physical therapy uses a variety of techniques to help manage everyday activities with less pain and teaches you ways to improve flexibility and strength.

While not all pain is curable, all pain can be managed. People living with pain should work with their health care team to decide which treatments might be best for them.

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



Member Advisory Committee

Did you know that Nascentia Health Options has a Member Advisory Committee that meets four times 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 26, 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.

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.