


Nascentia 
HealthOPTIONS

The Homefront

MLTC Member Newsletter

 Winter 2024

Winter Safety Tips

Stay warm

Cold temperatures can lead to frostbite and hypothermia, which happen when your body temperature dips too low. Hypothermia occurs when your body temperature drops below 95 degrees. You don't even have to be outside to develop hypothermia. This deadly condition can occur right in your own home. Adults over sixty and children under five tend to lose body heat quickly. Hypothermia can set in gradually or very quickly, and you may be unaware that it is happening. It is especially dangerous because it affects your ability to think clearly—which makes you less likely to reach out for help.

Symptoms of hypothermia include excessive shivering, slurred speech, clumsiness, weak pulse, memory loss, dizziness, redness of the skin, and loss of consciousness. Hypothermia is a medical emergency and needs immediate medical attention.

To avoid hypothermia while in your home:

- Keep the thermostat always set to at least 68 degrees
- Dress in warm layers around the house
- Wear thick dry socks and slippers with non-slip soles

- Avoid alcoholic beverages because the alcohol can cause you to lose body heat

When heading outdoors, wear warm socks, dry footwear, a heavy coat over layered clothing, a warm hat, gloves, and a scarf. In very cold temperatures, you should cover all exposed skin. Use your scarf to cover your mouth and face and a hat to protect your head and ears.



Avoid slips and falls

It can be easy for anyone to slip and fall on icy, snowy sidewalks and roads. Falls can cause major injuries such as hip and wrist fractures, head trauma, and major cuts and bruises.

If you can, stay inside on snowy, icy days until the roads, steps, and walkways are clear and lightly salted. Avoid going out after dark because melted snow or ice can freeze again when the temperatures drop at night.

continued on page 2



The symptoms of carbon monoxide exposure include shortness of breath, nausea or dizziness, headaches, and a feeling of confusion. If you have these symptoms, immediately go outside into fresh air and call 911.

Make sure you have working flashlights, warm blankets, and, if available, a charged cell phone in case you lose power. Long power outages can spoil food in your refrigerator and freezer so keep a supply of non-perishable foods on hand that can be eaten without heating.

Winter Safety Tips

continued from page 1

Proper footwear reduces your risk of falling. Make sure your winter shoes fit well and have good traction and non-skid soles. If you use a cane or walker, replace any worn tips to give you better traction.

When you come indoors from wintry wet weather, remove shoes and boots at the door so you don't spread snow and ice around your home that can melt into slippery puddles.

Prepare for cold weather and power outages

Space heaters can help warm small rooms when paired with other types of home heat sources. These heaters should be located clear of clutter and not left unattended. Many fires have been caused by improper use of these heaters.

Using a fireplace, gas or kerosene heater, or lanterns can lead to carbon monoxide poisoning if not used correctly. Ensure your safety by following the manufacturer's directions for use.

Check the batteries on your carbon monoxide detector and make sure the unit isn't expired. Purchase an updated detector if needed or ask your landlord to replace expired units. Test your carbon monoxide detector once a month during the winter.

One of the most important tips when your power goes out is to call someone to let them know that you are without power and may need help.

Ask for help

During the cold months, ask for help when you need it. Whether you need someone to clear your steps and front walkway of snow and ice or pick up nourishing groceries or meals for you, don't hesitate to ask a family member, friend, neighbor, or hire a professional.



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.

Your Member Handbook Has Been Changed

Non-Emergency Medical Transportation and Non-Emergency Medical Transportation Scheduling

Starting March 1, 2024, Nascentia Health Options will no longer cover non-emergency transportation as part of your Plan benefits. Non-emergency medical transportation services for members enrolled in a Nascentia Health Options, Partial Capitation Plan, will now be arranged by the New York State Department of Health

Statewide Transportation Broker, known as Medical Answering Services (MAS). This will not change any of your other medical benefits.

To arrange non-emergency medical transportation on or after March 1, 2024, you or your provider must contact MAS at <https://www.medanswering.com/> or call 844-666-6270 (Downstate) or 866-932-7740 (Upstate). If possible, you or your medical provider should contact MAS at least three days before your medical appointment and provide the details of your appointment (date, time, address, and name of provider) and your Medicaid identification number.

To learn more about these services, visit Department of Health Transportation web page.

New Providers December–March

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
Lincoln Adult Daycare Center Inc.	Social Adult Day Services	Albany	410 23rd Street Watervliet, NY 12189 714-335-0142
Watertown Adult Social Daycare, Inc.	Social Adult Day Services	Jefferson	144 Eastern Blvd, Suite 2, Watertown, NY 13601 315-777-4029
GoodCare Home Health Services, Inc.	LHCSA	Erie and Niagara	1330 Niagara Falls Blvd, Suite 202 Tonawanda, NY 14150 716-833-3445
Foundation for the Elderly dba Rockaway CDPAP	CDPAS	All 48 Counties	260 Doughty Boulevard Inwood, NY 11096 516-239-8693
Anchor Health Homecare Services Inc.	LHCSA	Albany, Fulton, Montgomery, Rensselaer, Saratoga, Schenectady, Warren, Washington	41 State Street, Suite 604-22, Albany, NY 12207 518-244-9117
Julie A Gemerek dba Independent Nursing Care LLC	LHCSA	Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans, Wyoming	1038 Davis Road West Falls, NY 14170 716-655-8776
Stern at Home Physical Therapy P.C.	OT/PT	Erie, Monroe, Niagara	4 Medical Park Drive, Suite B Pomona, NY 10970 877-410-3222
Buffalo Homecare Inc.	CDPAS	All 48 Counties	490 Delaware Avenue Buffalo, NY 14202 716-322-2780
Community Care Companions Inc.	CDPAS	Albany, Cayuga, Columbia, Delaware, Erie, Genesee, Greene, Livingston, Madison, Monroe, Montgomery, Niagara, Oneida, Onondaga, Ontario, Orleans, Oswego, Otsego, Rensselaer, Schoharie, Seneca, Wayne, Wyoming, Yates	300 West Main Street Smithtown, NY 11787 630-549-9500

Provider	Service	Counties Served	Address/Phone
Floral Home Care, LLC	CDPAS	All 48 Counties	6677 Broadway Bronx, NY 10471 718-473-1200
The Eliot at Troy LHCSA	LHCSA	Rensselaer	2902 Tibbits Avenue Troy, NY 12180 518-273-2040
Audiology Services of WNY	Audiology	Olean location: Cattaraugus;	610 Wayne Street, Suite 2, Olean, NY 14760
		Wellsville location: Allegany, Steuben	191 North Main Street, Wellsville, NY 14895 716-790-8480 (both locations)

Save With Senior Discounts

National and local retailers across New York offer great discounts to seniors, so it always pays to check if you're eligible for some savings. Restaurants, grocery stores, retail, hotels, and more offer everything from a discount to free items. You may need to be a member of AARP or other organizations to take advantage. Discounts start as young as age 50–55 at some busi-

nesses, but may not start until 65 for others, so double check the details. You can find a list of retailers who offer discounts at:

- theseniorlist.com/senior-discounts
- seniorliving.org/finance/senior-discounts
- iloveny.com/seniors/discounts/

Tips for Drinking More Fluids

It's so important for people of all ages to stay hydrated! Try these ideas to increase your intake of healthy beverages.



Add a little fresh or bottled lime/lemon juice or fresh fruit wedges to give water a refreshing twist.



Brew your favorite tea for a breakfast or after-dinner treat. Just stay away from adding sweeteners.



If you love bubbles in your drinks, skip the soda and get plain or sugar-free sparkling water.

Reducing Emergency Room Visits

The emergency room is a vital resource for life-threatening or severe health conditions. However, there is a staggering number of emergency room visits made by patients each year that are non-urgent. In 2022, over sixty percent of the emergency room visits could have been treated by a Primary Care Physician or Urgent Care Facility.

There are several reasons why an unnecessary trip to the emergency room may negatively impact patients and their health outcomes. Emergency rooms are typically very busy and overcrowded which can lead to patient stress, lengthy wait times, and exposure to respiratory and other contagious illnesses.

One of the best ways to avoid an unnecessary trip to the emergency room is to avoid becoming sick in the first place.

Tips to stay healthy and avoid ER visits:

- Be proactive and complete preventative health care screenings and obtain vaccinations as recommended. Getting routine preventive care can help you stay well and catch problems early, helping you live a longer, healthier life.
- Regular checkups with health care providers to reduce the chances of developing chronic disease
- Take medications as directed. If any side effects are experienced, communicate with your PCP immediately. Do not stop medications abruptly.
- Learn the warning signs and symptoms of worsening chronic health conditions such as Diabetes, COPD, Heart or Kidney disease. Discuss any new or worsening symptoms with your Primary Care Physician or Health Plan care team immediately.
- Avoid falls by always using necessary assistive devices. Remove throw rugs, trip hazards, and clutter from pathways.

What if I become sick or incur a minor injury?

- 1) Call your Primary Care Physician for an appointment and/or recommendation.
- 2) If an appointment is not immediately available for non-life threatening conditions, seek treatment at a local Urgent Care Facility.

Our member's health and well-being are our highest priority. Your Care Manager or other Health Plan Representative are here to help you coordinate your health care services. If any assistance is needed with arranging preventative health care screenings, vaccinations, or coordinating care with medical providers, contact the health plan for assistance.

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.

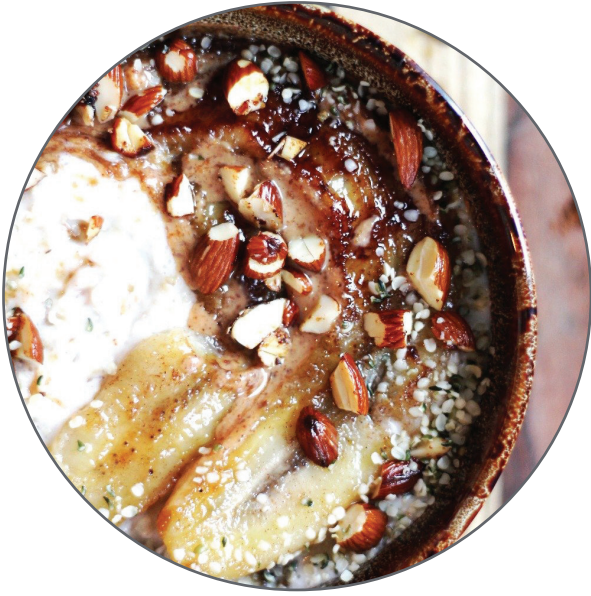
What is the mailing?

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.

Staying Warm this Winter with Oatmeal



Oatmeal Bowl Ideas

Oatmeal is one of the world's healthiest grains and super easy to dress up however you prefer! Naturally gluten-free, this whole grain has been proven to assist in weight loss, lowering blood sugar, and reducing the risk of heart disease. A quick, easy, and warm snack or meal perfect for cold winter days, oatmeal is also a great source of important vitamins, minerals, fiber, and antioxidants to keep you healthy during the winter months. Good with just a few simple ingredients or loaded up, oatmeal can also be a snack or a full meal with a wide variety of toppings.

Here are some examples of great oatmeal toppings!

- Seasonal fruits (blueberries, apples, peaches)
- Nuts (walnuts, almonds, pistachios, pecans)
- Honey
- Peanut butter
- Chocolate
- Sunflower seeds
- Bacon (try savory-style oatmeal recipes)

Fried Banana & Almond Maple Porridge

Ingredients

- 1/2 cup steel cut oats
- 1 1/2 cups milk (almond milk, oat milk, or like substitute)
- 4 tsp maple syrup
- Pinch sea salt
- 1 tbsp vegetable oil (coconut oil, or like substitute)
- 1 tsp coconut sugar or brown sugar
- Pinch cinnamon
- 1 banana
- 1/4 cup almonds, chopped
- 2 tbsp butter (almond butter, or like substitute)

Instructions

- In a saucepan, add steel cut oats and toast at medium heat, stirring often, until they create a nutty aroma (3–5 minutes).
- Pour in milk of choice, maple syrup, and a pinch of salt. Bring to a boil, then reduce heat and let simmer. Cook for 25–30 minutes, stirring occasionally.

Tip: add splashes of milk while cooking for desired consistency.

- Meanwhile, in a skillet, heat oil to medium heat and sprinkle with sugar and cinnamon.
- Cut banana in half down the center and place cut side down on the skillet. Fry each side for approx. 30 seconds to a minute, or until golden brown.
- Remove bananas from skillet and add chopped almonds to skillet. Toast, stirring occasionally, until browned (5 minutes).
- Place oats in a bowl, top with fried bananas, toasted almonds, melted butter, and maple syrup (if desired).



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nascentiahealthoptions.org

(888) 477-4663



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 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.