

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



Member Rights: Voluntary Disenrollment

Nascentia Health Options has a robust grievance process in place that is designed to investigate and resolve your concerns. That said, there may be issues that cannot be resolved to your satisfaction. You may also decide that our plan simply isn't a good fit for you. If you wish to disenroll from the plan, you may do so at any time and for any reason by providing oral or written notification to Nascentia Health Options (we will provide written confirmation upon receipt of an oral request).

Your Care Manager/Coordinator will begin coordinating services for your transition upon receipt of your notice, and your disenrollment will take effect no later than the first day of the second month following the month you submitted your request. Should you wish to initiate disenrollment, you will be asked to sign a voluntary disenrollment form.

If you choose to disenroll to another MLTC plan, you must still qualify to maintain coverage in an MLTC. This includes the need for community based long-term care services for more than 120 days.

If you have any questions about the disenrollment process, please contact your Care Manager/Coordinator or Member Services at 1.888.477.HOME (4663).

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.

MLTC Member Guide

Complying with Cures Act Electronic Visit Verification (EVV) Standards

What is EVV?

Electronic Visit Verification (EVV) is a technology that makes sure home care services are provided as planned. It records key details about the visit electronically to ensure that services happen as scheduled and caregivers get paid accurately. The 21st Century Cures Act requires EVV for all Personal Care Services (PCS) and Home Health Care Services (HHCS) covered by Medicaid.

Why it matters?

Using EVV is required for anyone receiving Medicaid-funded home care. Nascentia will work with your provider or fiscal intermediary to make sure services are EVV-compliant. If your provider isn't using EVV, we will work to fix that or adjust your care plan to ensure it meets the rules. Don't worry—this won't mean you lose services, but you might have a new aide if the current one isn't compliant. We want to make sure you get the care you need, following all EVV rules.

How MLTC members can follow EVV rules

As an MLTC member, following EVV rules will ensure you get home care services without any interruptions. Here are the steps you should follow:

- 1. Know Your Role** - Get familiar with the EVV process. You don't need to handle the technology, but you should cooperate with your caregiver, allowing them to use the system correctly.
- 2. Make Sure Caregivers Use EVV** - Ensure your caregiver clocks in and out for every visit using EVV, whether it's a mobile app, phone system, or GPS device. If they don't consistently use EVV, your provider or your fiscal intermediary and health plan may assign a new caregiver to ensure compliance.

- 3. Check Your Care Plan** - Regularly make sure the care you're receiving matches your approved care plan. If something seems off, reach out to your MLTC plan or care manager.

- 4. Report Issues Right Away** - If there are any problems, like your caregiver not using EVV, missing visits, or logging incorrect info, report it to your care manager. You can call Nascentia at 1-888-477-4663.

- 5. Protect Your Privacy** - EVV systems must respect your privacy and are only used to track your care. Your personal information will be kept safe by your provider.

- 6. Work with Your MLTC Plan** - Stay in touch with your MLTC plan if you have concerns about EVV, your care, or the technology. Your Care Manager or Care Coordinator can help resolve any issues.

Conclusion

EVV is an important tool to ensure you get the home care services you need while following federal rules. By understanding and supporting the use of EVV, you help protect your care, prevent fraud, and ensure your services continue without disruption. If you have questions or need help with EVV, reach out to your Care Manager or Care Coordinator at any time.



New Providers August-October



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
Orchid Adult Daycare Corp	Social Adult Day Care	Erie	102 Broad Street, Tonawanda, NY 14150 716-264-4703

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.

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

Recently, a new position has been implemented to help members coordinate preventative care appointments. The Health Plan Specialist is an LPN that assists members in scheduling preventative care visits and transportation to the appointment. Members will be contacted by the Health Plan Specialist to discuss the importance of preventative care and provide support for members seeking to complete routine health screenings.

Flu Season Tips

Flu season usually occurs in the fall and winter. While influenza viruses spread year-round, flu activity usually peaks between December and February.

Get a flu vaccine

The first most crucial step in preventing flu is to get a flu vaccine each year. The flu vaccine has been shown to reduce flu-related illnesses and the risk of serious flu complications that can result in hospitalization or even death. Other important vaccines are RSV and Pneumonia.

Good hygiene

Covering your coughs and sneezes with a tissue limits the spread of germs. Handwashing with soap and water removes germs from your hands, making it less likely to infect your respiratory system when you touch your eyes, nose or mouth. If soap and water is not available, use hand sanitizer with at least 60 percent alcohol.

Wet your hands with clean water, turn off the tap and apply soap. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers and under your nails. Make sure you scrub your hands for at least 20 seconds. Rinse your hands well under the running water. Dry your hands.

Breathe fresh air

Respiratory germs are spread in the air between people. Bring as much fresh air into your home as possible. Try to avoid indoor, crowded spaces with poor airflow. If you have an air conditioning system, change the filters at least every 3 months. Use of portable HEPA cleaners can be an effective method to reduce exposure to airborne particles.



Maintain a healthy, balanced diet

Avoid concentrated sweets and processed foods. Increase your intake of fruits and vegetables and include healthy fats like nuts and fish.

Stay hydrated

Drink plenty of water every day (8 glasses is recommended) unless you are restricted, check with your physician.

Some other helpful tips:

- Keep your mind stimulated. Try Sudoku, crossword or regular puzzles.
- Get enough sleep, 8 hours is optimal.
- Manage stress and have a positive outlook.
- Get moving! Exercise, try yoga, stretching exercises, walking or meditation.
- Keep up with regular checkups with your medical providers to manage your chronic conditions and take your medications as directed.

The flu can cause mild to severe illness and come on suddenly. Common symptoms include fever, aches, chills, weakness, sneezing, chest discomfort, cough, stuffy nose, and headache. Most people will recover in a few days to less than two weeks. Medical care should be obtained if there is difficulty breathing or shortness of breath, persistent pain or pressure in the chest or abdomen, persistent dizziness, confusion, inability to arouse, seizures, not urinating, severe muscle pain, fever or cough that improve but then return or worsen.



Leftover Chicken Stew

Using leftover chicken is so much fresher, tastier, and better for you than canned soup and it's the perfect comfort food for those cold and chilly days.

Servings: 4, Calories: 120kcal, Carbohydrates: 8g, Protein: 10g, Fat: 5g, Saturated Fat: 1.5g, Cholesterol: 30mg, Sodium: 450mg, Fiber: 1.5g, Sugar: 3g

Ingredients

- 1.5 cups cooked chicken
- 1 Tbsp olive oil
- 3 carrots
- 2 celery stalks
- 1 yellow onion
- 2 tsp minced garlic
- 4 cups chicken broth
- 2 cups water
- 1 bay leaf
- 1 tsp thyme & parsley
- 1/2 tsp turmeric
- 1/4 tsp cayenne
- Salt & pepper to taste

Instructions

- Chop chicken, carrots, celery, onion, and garlic.
- Heat olive oil in a pot over medium heat until simmering.
- Add carrots, celery, and onion. Saute for five minutes.
- Stir in garlic and cook over medium heat for two minutes.
- Add spices and bring to a boil.
- Add chicken broth, water, and chicken. Stir and bring to a boil.
- Reduce heat to medium-low, and simmer for 30 minutes.
- Remove bay leaf, serve & enjoy!



Baked Acorn Squash

This iconic fall vegetable is low in calories but packed with important nutrients that make it a delicious, healthy option during colder months.

Servings: 2, Calories: 125kcal, Carbohydrates: 16g, Protein: 1g, Fat: 6g, Saturated Fat: 2g, Cholesterol: 5mg, Sodium: 100mg, Fiber: 3g, Sugar: 0 g

Ingredients

- Acorn squash
- Olive oil or melted butter
- Seasoning of your choice (salt and pepper, paprika, brown sugar, or any other flavors you like!)

Instructions

- Preheat oven or toaster oven to 375°F
- Cut squash in half from stem to tip and break open
- Scoop out seeds (save and roast for a yummy snack)
- Rub the squash halves with oil or butter in a baking sheet
- Season with salt, pepper and any other seasonings
- Roast in the oven for 45 to 60 minutes
- Serve immediately or cool and refrigerate for up to 5 days

Brain Games!

Fall Jumble

Rearrange the letters to spell fun fall activities
(answers below)

PALPE IPKINGC

KPIPMNU GACIRVN

OCNR EZAM

OAOLFBLT AMGE

OFNBIRE

SOHGT SIRTESO

AIKNBG

* Fall Jumble: Apple Picking, Pumpkin Carving, Corn Maze, Football Game, Bonfire, Ghost Stories, Baking

Word Search—Fall Fun

- LEAVES
- HEALTH AIDE
- FESTIVALS
- RAKING
- MEDICARE
- SPICES
- TREATS
- COZY
- INDEPENDENCE
- BAKED GOODS
- STROLLS
- ASSISTANCE
- COFFEE
- GOLDEN
- HARVEST
- MAPLE
- SWEATER
- SCARF
- CRISP

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



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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 December 11, 2024 at 3pm 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.