

## 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



# Summer Tips for Seniors

Summer is a time of fun and relaxation for most people. But for seniors, the heat and sun can be dangerous if the proper precautions aren't taken. Here are some great tips that aging adults can use to make sure they have a fun, safe summer.

## Stay hydrated

Seniors are more susceptible to dehydration than younger people because they lose their ability to conserve water as they age. They can also become less aware of their thirst and have difficulty adjusting to temperature changes. Remember to drink water often, and be sure to pack some for those long summer drives.

## Talk to your doctor

Check with your medical team to make sure any medications you are on won't be affected by higher temperatures — especially if you don't have air conditioning in your home. Some medications are less effective if stored at temperatures higher than room temperature, and the last thing anyone wants is for a preventable medical condition to become aggravated due to high temperatures.

## Keep your cool

Even small increases in temperature can shorten the life expectancy for seniors who are coping with chronic medical conditions. Shopping malls, movie theaters and libraries provide welcome, cool spaces if a senior's own home isn't air-conditioned. They also afford a great opportunity to get out of the house and get some exercise without the exhaustion of the heat.

## Stay in touch and know who to call

High temperatures can be life-threatening, so communication plays an important role in ensuring the safety of aging adults. Seniors should let friends and family know if they'll be spending an extended period of time outdoors, even if they're only gardening. Prepare a list of emergency phone numbers and place them in an easy-to-access area. This way, the right people can be called to help quickly preventing any further issues or preventing medical problems from getting worse.

## Meet your neighbors

Get in touch with those who live in your neighborhood and learn a bit about them and their schedules. If you're a senior, see if a younger neighbor — perhaps even one of their kids — can come by and check on you occasionally to make sure everything is all right. The extra company and friendship that can result is a bonus.

## Wear the right stuff

Everyone, including seniors, should dress for the weather. When it's warm out, some people find natural fabrics (such as cotton) to be cooler than synthetic fibers. Stock your summer wardrobe with light-colored and loose-fitting clothes to help feel cooler and more comfortable. Hats are also a great idea, especially for those with light-colored hair and those with only distant memories of a full head of hair. Vision loss can be common among seniors, and too much exposure to the sun can irritate eyes and cause further damage. Wearing sunglasses can protect your eyes from harmful UV rays and preserve your vision.

## Know the risks of hyperthermia

During the summer, be particularly cautious about abnormally high body temperatures — a condition known as hyperthermia. Heat stroke is an advanced form of hyperthermia that can be life-threatening. Make sure to know the warning signs and get medical attention immediately if you or anyone you know is experiencing these symptoms:

- Body temperature greater than 104 degrees
- Change in behavior (confused, agitated or grouchy)
- Dry, flushed skin
- Nausea, vomiting, or headaches
- Heavy breathing or a rapid pulse
- Fainting or not sweating, even if it's hot out

If you (or an elderly loved one) start to feel any of these symptoms, ask for medical help and get out of the heat, lie down and place ice packs on your body.

## Put on sunscreen & apply bug spray

Everyone, young and old, should wear sunscreen when outdoors. Seniors especially need the extra sun protection to help keep them healthy. Caregivers, family and friends can help by reminding loved ones about applying sunscreen on when necessary. Seniors are particularly prone to West Nile Virus and encephalitis. If you live in areas where there are a lot of mosquitoes and where West Nile Virus is present, and if you spend a lot of time outdoors, use mosquito repellent to help reduce the risk of getting bit by a mosquito carrying this virus.

## Exercise smart

If you enjoy outdoor activities make sure to wear the proper clothing and protective gear. Don't stay out for long periods and make sure to drink even more water than usual when exercising. Consider getting outdoor exercise earlier in the morning or later in the evening, when the sun is not at its peak.

# Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) can help eligible New Yorkers heat and cool their homes.

HEAP may be able to help you if you heat your home with:

- Electricity • Natural Gas • Oil • Coal • Propane
- Wood/Wood Pellets • Kerosene • Corn

If you are eligible, you may receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if you are in danger of running out of fuel or having your utility service shut off.

Eligibility and benefits are based on:

- income,
- household size,
- the primary heating source, and
- the presence of a household member who is under age 6, age 60 or older or permanently disabled.

Questions regarding the HEAP program should be directed to your HEAP Local District Contact.

Visit this website to learn more, and get contact information for your local district contact information, including phone number.

[otda.ny.gov/programs/heap/contacts](http://otda.ny.gov/programs/heap/contacts)

## Word Search—Summer Fun

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

BBQ

COOKOUT

FIREWORKS

HEAT

POOL

BEACH

CORNHOLE

FISHING

HIKING

SUNSHINE

BIKING

FIREFLIES

GARDEN

HORSESHOES

SWIMMING

CAMPING

FIREPIT

GRANDKIDS

PICNIC

VACATION

# Are You Lonely?

Loneliness is described as a negative feeling that we have when there is a mismatch between the relationships we have and the relationships we need. It is a feeling like being by yourself or abandoned, even if there are others around to interact with. Loneliness is not always about other people being present, but more so about someone being able to connect with, identify with, and feel a closeness to other people. Loneliness is not a mental health condition on its own but extended periods of loneliness can develop into depression or other mental health conditions. Feelings of loneliness and isolation affect people of all ages, although the elderly may be especially likely to be impacted.

**Loneliness can be from** a variety of factors like: lack of connection or companionship with others, social isolation, being physically disabled, or being homebound – meaning unable to leave home without difficulty.

**What can be done?** Loneliness can be overcome. It requires a conscious effort to make a change. Remember loneliness is a sign that something needs to change. Don't expect things to change overnight, but you can start taking steps that will help relieve your feelings of loneliness and build connections that support your well-being.

Seeking a therapist in your area is one way to help you not only experience less loneliness but have more tools to prevent it. If you are unable to find a therapist in your area, unable to leave your home, or have a lack of transportation, there is a program available to you through Nascentia.

## Introducing Nascentia Health's Virtual Senior Center (VSC)

**What is it?** The VSC is a program that will allow you to connect and engage with others through virtual and hybrid classes. VSC is a community of teachers, innovators and learners who can help combat social isolation in older adults through technology. The VSC will give you a place to learn, explore, socialize and find companions in just one step. Classes are offered live, hybrid sessions, community events, video chats and insightful discussions.

The VSC offers interactive live classes and engaging entertainment led by subject matter experts, and provides a 2-way, video chat so that you can talk directly with other members and program instructors. There are over 400 instructor-led classes each month. Topics include: Art, Culture, and Language, Exercise, History, News and Travel, Music and Games, Science and Nature, Wellness and Livelihood Support, Technology and Training, Pets Together Virtual Visits.

**Who is on the VSC?** The VSC community is made up of older adults from age 59 to 104. Many are in New York where the VSC is based, but members come from all over the United States. The VSC supports languages in English, Mandarin, Chinese, Russian, Spanish and Korean.

Once you join the VSC, you also receive access to an entertainment section of media and streaming services. With the VSC, you are just one-click away from local weather, live news updates, popular Internet sites (Google YouTube etc.), and games.

**What do I need to join?** Any up-to-date desktop/laptop computer, Android tablet, or an iPad will work. You also need a web camera & microphone (if not already built into your device) and an Internet connection.

**How do I enroll in the Virtual Senior Center program?** Reach out to your Care Manager or Social Worker. An assessment tool, which includes 10 yes/no questions will be used by your Care Manager to assess your eligibility for this program. Call 1-888-477-4663.



# 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.

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

# New Providers May–August



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](http://nascentiahealthoptions.org/member-materials).

Provider	Service	Counties Served	Address/Phone
<b>Sai Sewa Adult Day Care</b>	Social Adult Day Care	Onondaga	901 Lodi Street, Syracuse, NY 13203 315-214-8111
<b>Golden Age Home Care</b>	CDPAS	Albany, Broome, Columbia, Delaware, Erie, Fulton, Greene, Herkimer, Madison, Monroe, Montgomery, Oneida, Onondaga, Otsego, Saratoga, Schenectady, Schoharie, Warren	3789 East Tremont Avenue, Bronx, NY 10465 718-775-7852
<b>M&amp;N Home Care Services, LLC</b>	CDPAS	Albany, Broome, Columbia, Delaware, Erie, Fulton, Greene, Herkimer, Madison, Monroe, Montgomery, Oneida, Onondaga, Otsego, Saratoga, Schenectady, Schoharie, Warren	1983 Marcus Avenue Suite C106 New Hyde Park, NY 11042 347-883-6703
<b>Alert Medical Alarms, Inc</b>	Personal Emergency Response Systems	All 48 covered counties	100 West Avenue Suite 901s Jenkintown, PA 19046 800-716-8035
<b>Access Elevator &amp; Lift, Inc.</b>	Home Modifications	Allegany, Cattaraugus, Cayuga, Chautauqua, Cortland, Genesee, Livingston, Monroe, Niagara, Onondaga, Ontario, Orleans, Oswego, Schuyler, Seneca, Steuben, Tompkins, Wayne, Wyoming, Yates	3970 N. Main St Extension, Jamestown, NY 14701 716-483-3696
<b>Home Care Delivered, Inc.</b>	Durable Medical Equipment	All 48 covered counties	651 Holiday Drive Suite 400 Pittsburgh, PA 15220 800-565-6167
<b>Harbor Care, LLC</b>	CDPAS	All 48 covered counties	3900B Shore Parkway, Brooklyn, NY 11235 718-743-2432

## 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 1-888-477-4663.

## 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.



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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 Wednesday, September 18th 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](mailto: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 1-888-477-4663 (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.