

Managing Spring Allergies

Spring is in the air, and along with the sunshine and warm weather come pollen, dust, and other allergens that can cause great discomfort to allergy sufferers. Unfortunately, older adults are not immune to springtime sniffles and sneezing. In fact, a growing number of seniors are developing allergies for the first time in older age. Though allergies are best known for affecting children, rates of adult-onset allergies are skyrocketing, and it's not uncommon for an adult over age 75 to be diagnosed with allergies for the very first time in his or her life.

Allergies pose a higher risk for seniors than for any other age group. Allergies can complicate other chronic medical conditions, including asthma and chronic obstructive pulmonary disease (COPD). Also, the most common medication for allergy relief contains antihistamines that are potentially dangerous if taken with blood pressure medication. Antihistamines can also cause drowsiness and dizziness, which can increase the risk of a fall.

If you know you have allergies, plan ahead by working with your healthcare provider to identify the best treatment options. If you experience symptoms of an allergic reaction, including sniffing, sneezing, runny nose or itchy eyes, be sure to let your care manager know. Help manage seasonal allergies by staying inside on days with high pollen counts, keeping windows closed, and cleaning and vacuuming to remove dust and other allergens.

**The top cause
of spring
allergies is
pollen from
trees like oak,
maple, birch,
and elm.**



New York Health Care Proxy Form

Who will speak for you?

The New York Health Care Proxy Law allows you to appoint someone you trust, such as a family member or close friend, as a health care agent to make health care decisions for you, if you lose your ability to do so.

Why should I choose a health care agent?

It's important to choose someone to speak for you in case you become unable to communicate for yourself because of a drastic change in your health, such as being in a coma from an illness or injury, being in a persistent vegetative state, or experiencing dementia or Alzheimer's.

Is having a health care proxy the same thing as having a living will?

No. A living will is a document that has your specific instructions about health care choices and requires that you know in advance all the decisions that may arise. While you may put instructions on your health care proxy form, the health care proxy is a person appointed by you to make health care decisions on your behalf and interpret your wishes as medical circumstances change.

How do I appoint a health care agent?

All competent adults, 18 years of age or older, can appoint a health care agent by signing a form called a health care proxy. You do not need a lawyer or a notary, just two adult witnesses. Note: your health care agent cannot sign as a witness.

What if my health care agent is not available when decisions must be made?

You may appoint an alternate agent, or secondary health care agent, to make decisions for you if your primary health care agent is unavailable, unable, or unwilling to act when decisions must be made. Otherwise, health care providers will make health care decisions that follow the instructions you gave while you were still able to do so. Any instructions that you write on your health care proxy form will guide health care providers under these circumstances.

You should name both a primary and a secondary health care agent. That way, if the primary health care agent isn't able to make decisions, you and/or your family will not have to worry about naming a new agent or completing a new health care proxy form.

Where should I keep my health care proxy form after it is signed?

Give a copy of the form to your health care agent, your doctor, your attorney, and family members or close friends who you choose. Keep a copy in your wallet or purse or with other important papers, but not somewhere that it can't be accessed, such as a safe deposit box.

Get a health care proxy form at health.ny.gov/forms and scroll down to Health Care Proxy.

Adapted from the New York State Department of Health: health.ny.gov



Social Care Network

Starting January 1, 2025, you can connect to organizations in your community that provide services to help with housing, transportation, and care management at no-cost to you through a regional Social Care Network (SCN).

Through this SCN, you can meet with a Social Care Navigator who can check your eligibility for services that can help with your health and well-being. They will ask you some questions to see where you might need some extra support.

If you qualify for services, the Social Care Navigator can work with you to get the support you need. You may qualify for more than one service, depending on your situation. These services may include:

Housing and utilities support:

- Installing home modifications like ramps, handrails, and grab bars to make your home accessible and safe.
- Repairing and fixing water leaks to prevent mold from growing in your home.
- Sealing holes and cracks to prevent pests from entering your home.
- Providing an air conditioner, heater, humidifier, or dehumidifier to help improve ventilation in your home.
- Helping you find and apply for safe and stable housing in the community.

Transportation services:

- Helping you with access to public or private transportation to places approved by the SCN such as: going to a job interview, parenting classes, housing court to prevent eviction, and city or state department offices to obtain important documents.

Care management services:

- Getting help with finding a job or job training program, applying for public benefits, managing your finances, and more.
- Getting connected to services like childcare, counseling, crisis intervention, health homes program, and more.



If you are interested, please call Nascentia Health Options and we will connect you to a SCN in your area. The Social Care Navigator will verify your eligibility, tell you more about these services, and help you get connected to them.

We have updated your member handbook to show this change. This update is available on our website at: <https://nascentiahealth.org/managed-long-term-care/member-information/>

Nascentia Health Options is here for you.

Please call member services at 1-888-477-4663, TTY 711, if you:

- have any questions about this information;
- cannot access the internet to view this update; or
- want to have this update mailed to you.

Please see the list of Social Care Networks, the counties they serve, and their respective referral submission method on the next page.

(continued on page 4)

Social Care Network	Counties Served	Referral Submission Method
WNYICC/Integrated Care	Western: Cattaraugus, Chautauqua, Erie, Niagara	Call: 716-431-5100 (ext. 2) Email: Admin@wnyicc.org
Healthy Alliance	Capital Region: Albany, Columbia, Greene, Rensselaer, Montgomery, Saratoga, Schenectady, Schoharie Central: Cortland, Herkimer, Madison, Oneida, Onondaga, Oswego North Country: Clinton, Essex, Franklin, Fulton, Hamilton, Jefferson, Lewis, St. Lawrence, Warren, Washington	Website: https://www.healthyalliance.org/member/ Call: Capital Region: 518-520-3211 Central NY: 315-505-2290 North Country: 518-656-8312
Care Compass Collaborative	Southern Tier: Broome, Chenango, Delaware, Otsego, Tioga, Tompkins	Website: https://app.smartsheet.com/b/form/cae7afbd3ba64d6da04a165255d3d3f8
Forward Leading IPA	Finger Lakes: Allegany, Cayuga, Chemung, Genesee, Livingston, Monroe, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates	Call: 888-808-1845 Website: https://forwardleadingipa.org/welinkcare

Virtual Senior Center

Here's what members are saying about our Virtual Senior Center (VSC):

"I enjoy it!" and "I've learned a lot about how to use my tablet, phone, and even art!"

What is it? A program available to you through Nascentia Health 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.

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 (VSC) program? Reach out to your Nascentia Health 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.

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.

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.



New Providers January - May

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
Mercy Home Care & Medical Supplies, Inc.	Durable Medical Equipment	All 48 Covered Counties	2001 McDonald Avenue Brooklyn, NY 11223 718-376-3131
Meals Direct of New York LLC	Home Delivered Meals	Albany, Rensselaer, Saratoga, Schenectady	5 Walker Way Albany, NY 12205 267-992-3766
Nascentia Independent Care	Licensed Home Care Services Agency	Cayuga, Chenango, Cortland, Jefferson, Madison, Oneida, Onondaga, Oswego, Tompkins	1050 West Genesee Street Syracuse, NY 13204 315-477-4663
Broadway WNY	Licensed Home Care Services Agency	Erie, Genesee, Monroe, Niagara, Orleans	60 Niagara Street, 2nd Floor, Buffalo, NY 14202 716-268-8705
Chautauqua Nursing and Rehabilitation Center	Skilled Nursing Facility	Chautauqua	10836 Temple Road Dunkirk, NY 14048 716-366-6400
Health System Services, LTD (location 1)	Durable Medical Equipment	Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, Wyoming	6867 Williams Road Niagara Falls, NY 14304 716-283-2339
Health System Services, LTD (location 2)	Durable Medical Equipment	Allegany, Broome, Cayuga, Chemung, Cortland, Livingston, Madison, Monroe, Onondaga, Ontario, Oswego, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, Yates	7620 Omnitech Place, Suite 4 Victor, NY 14564 585-905-0583
Health System Services, LTD (location 3)	Durable Medical Equipment	Albany, Chenango, Clinton, Columbia, Delaware, Essex, Fulton, Greene, Hamilton, Herkimer, Montgomery, Oneida, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Sullivan, Warren, Washington	51 Maplewood Avenue Albany, NY 12205 518-438-3016

Provider	Service	Counties Served	Address/Phone
Erie County Medical Center Corporation	Skilled Nursing Facility; Outpatient OT/PT/ST	Erie	462 Grider Street Buffalo, NY 14215 716-898-3000
At Home Solutions, LLC (location 1)	Licensed Home Care Services Agency	Jefferson, Oneida, Onondaga, Oswego, St. Lawrence	2806 Court Street Syracuse, NY 13208 212-259-9347
At Home Solutions, LLC (location 2)	Licensed Home Care Services Agency	Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington	1873 Western Avenue Albany, NY 12203 212-259-9347
Conduit Health	Durable Medical Equipment	All 48 Covered Counties	85 Schmitt Boulevard Farmingdale, NY 11735 917-688-4727
Jewish Home of Rochester Licensed Home Care	Licensed Home Care Services Agency	Livingston, Monroe, Orleans, Wayne	2021 Winton Road South Rochester, NY 14618 585-784-6869



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 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 25, 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.



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 1-888-477-4663 (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.