


Nascentia 
HealthOPTIONS

The Homefront

MLTC Member Newsletter

 Summer 2025

Protecting Against Scammers

As technology continues to innovate, scammers are getting smarter as well. You may have encountered text messages; asking to pay a toll that you've never been through, or a suspicious phone call; asking for personal details and credit card information, or even fake emails; asking you to click on a fake link that steals your login information.

To protect yourself from these common threats, consider the following:

■ Be careful with phone calls

If someone calls you, claiming to be your bank, the government, or even someone you know – and they ask for personal information – hang up the phone immediately. Real organizations will never ask for your Social Security number, bank account, or passwords over the phone.

If you're unsure, call the official number from a bill, the company's website, or the person directly.

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Be on the lookout suspicious emails and text messages

Scam emails and text messages often look real. They may pose as a company stating there's a problem with your online account or someone offering a prize.

Never click on any links or open attachments unless you're sure it's safe. If it sounds too good to be true, it probably is.



Don't trust strangers on social media

Scammers often pretend to be someone you know, or a friendly stranger. They may ask for money or try to get your personal details.

Never send money, purchase gift cards, or share information with someone you've only met online.

Keep your information private

Never give out your Social Security number, Medicare number, or banking details unless you're sure who you're talking to.

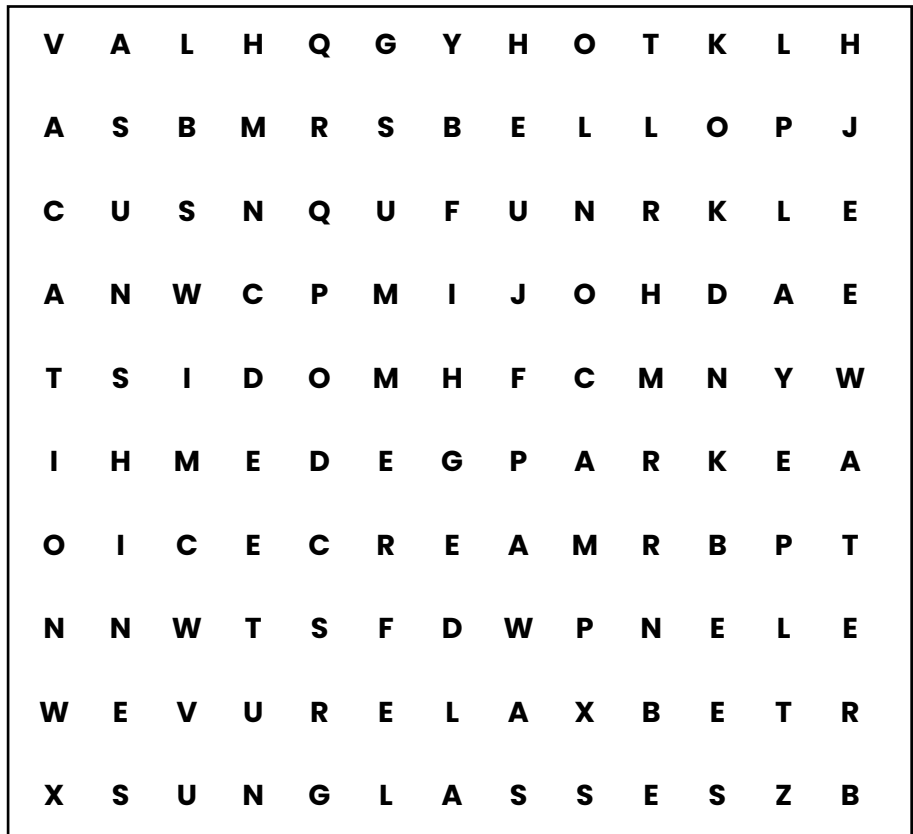
Keep a list of trusted contacts and call them if you're unsure about something.

Talk to someone you trust

If something feels off, talk to a family member, friend, or a neighbor. It's always okay to ask for help.

Word Search Summer Fun

- BEES
- CAMP
- FUN
- HOT
- ICE CREAM
- PARK
- PLAY
- RELAX
- SUMMER
- SUNGLASSES
- SUNSHINE
- SWIM
- VACATION
- WATER



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.

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



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.

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.

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.

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.

If you follow these tips, there's no reason you can't have an enjoyable and fun-filled summer — no matter how old you are.



Summer Jumble

Rearrange the letters to spell fun summer activities (answers at bottom of page)

GHINIK

ERCUABBE

CPAINMG

MGWMIISN

VAOINTAC

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.

*Summer Jumble: Hiking, Barbecue, Camping,
Swimming, Vacation

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.

Provider	Service	Counties Served	Address/Phone
Continuum, LLC	Durable Medical Equipment	All 48 Covered Counties	2536 East Castor Avenue, Philadelphia, PA 19134 800-220-5262
Capital District Home Care Agency, LLC	LHCSA	Albany, Columbia, Rensselaer, Saratoga, Schenectady	160 Osborne Road, Colonie, NY 12205 518-722-0277
Compassion Corp	Social Adult Day Care	Niagara	744 Portage Road, Niagara Falls, NY 14301 716-243-6686

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/progrms/heap/contacts

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



Get a \$25 gift card just for participating!

Member Advisory Council

Did you know that Nascentia Health Options has a Member Advisory Council that meets four times a year? This council 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. Your feedback is important!

The next Member Advisory Council meeting is Wednesday, September 24 from 3–4pm via phone, web connection, or in-person. Interpretation or auxiliary support to attend this meeting is available, if needed.

If you or your family member or representative are interested in joining the Member Advisory Council 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.