

## 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



# Don't Skip Important Preventive Care

Nascentia Health provides a wide array of preventive services, all aimed at promoting overall health and well-being. They focus on helping members manage chronic conditions, prevent illness, and improve their quality of life through proactive healthcare measures.

Nascentia Health offers a range of screenings, including those for dental, vision, podiatry, audiology, plus many more.

**To find a clinician who provides the above services, there are a few options to find in our network:**

1. If you have use of the internet, look up [nascentiahealth.org/managed-long-term-care](https://nascentiahealth.org/managed-long-term-care) and access the Provider Portal for the e-Health services.
2. Nascentia also has a Health Plan Specialist who can assist you in scheduling preventive visits and transportation to the appointment. The Health Plan Specialist will discuss the importance of preventative care and provide support for members seeking to complete routine health screenings.
3. During your monthly phone calls with your Care Manager or Care Coordinator, or you may call your Care Manager or Care Coordinator at any time.
4. Request a hard copy of providers in network and the above can then assist you in setting up these services.

Nascentia Health's preventative services aim to keep individuals healthy and independent by offering a combination of health plan benefits, in-home support, chronic disease management, and wellness programs.

<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>Podiatry Exam</b> Every Year

## How to Access Dental Services:

Dental services are administered through Denta Quest who has a large network of dental providers that can meet your personal needs. To find a dentist in your area, call 1-844-824-2024 or TTY/TDD 1-800-466-7566 and tell them you are a member of Nascentia Health Options. The operator will give you a list of dentists near you from which you can choose. For further assistance in arranging dental services, you can contact your Care Manager, and they will help you schedule an appointment. (continued on page 3)



### How to Access Vision Care Services:

Maintaining healthy eyes and vision is an important aspect of our member's health. Routine eye exams are covered every 2 years unless medically needed more often. Glasses, frames and lenses are provided every 2 years or more often if medically needed.

Contact your Care Manager for authorization and make an appointment with one of our Network Providers. Should you need assistance in arranging for vision care, your Care Manager can assist you in making an appointment. When you visit the optometrist, show your Member ID card to access your vision benefit.

### How to Access Audiology/Hearing Aids:

Nascentia Health Options will arrange for hearing evaluations for those Members that are having hearing difficulties. Audiology services include audiometric examination or testing, hearing aid evaluation, conformity evaluation and hearing aid prescription or recommendations if indicated. Hearing aid services include selecting, fitting, and dispensing of hearing aids, hearing aid checks following dispensing and hearing aid repairs. Products include hearing aids, ear molds, batteries, special fittings and replacement parts. If you require a hearing aid your Care Manager will assist in the authorization of the hearing aid.

### How to Access Podiatry Care:

For those Members that require podiatry services for routine foot care when your physical condition poses a hazard due to the presence of localized illness, injury or symptoms involving the foot, or when they are performed as necessary and integral part of medical care such as the diagnosis and treatment of diabetes, ulcers, and infections will be authorized by your Care Manager. We offer podiatry care through contracts with those listed in our provider network section. Members with diabetes may require more frequent foot care. Your Care Manager will assist in the authorization and coordination of that care. Routine hygienic care of the feet, the treatment of corns and calluses, the trimming of nails, and other hygienic care such as cleaning or soaking feet, is not covered in the absence of pathological condition.

Remember to consult with your PCP at your annual visit regarding preventative health services including your annual flu vaccine.

For more information, call us at: 1-888-477-4663 (TTY: 711) to speak with your Care Manager/Care Coordinator/Health Plan Specialist to discuss in network providers in your network.

## New Providers August-December

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>Good Day Services NY, Inc. dba Care for You ADC</b>	Social Adult Day Care	Onondaga	3690 Armstrong Road, Syracuse, NY 13209 315-293-7830
<b>Liverpool Physical Therapy</b>	Physical Therapy	Onondaga	718 Old Liverpool Road, Liverpool, NY 13088 315-457-7005

## 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.

## 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.

## 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).



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.

# What Are Advance Directives and Why They Matter

An advance directive is your life on your terms. Whether you're 18 or 80, documenting your wishes today ensures that your future care aligns with your personal values and reduces stress for your family during critical decision-making moments.

During an emergency or at the end of life, you may face questions about your medical treatment and not be able to answer them. You may assume your loved ones know what you would want, but that's not always true.

Advance Directives (ADs) are legal documents where you record your future medical wishes, such as whether you want life support or feeding tubes, and designate someone to make decisions for you if you can't speak for yourself due to serious illness or unconsciousness, ensuring your care aligns with your values and gives loved ones peace of mind.

## Examples of Advance Directives:

### Health Care Proxy

You name a health agent (person) to make health care decisions for you if you become unable to make your own decisions. It should be updated every few years and during major life events.

### Living Will

It is a written statement of your specific health care wishes in the event you become unable to decide for yourself.

### Non-Hospital Do Not Resuscitate (DNR) Order

If someone has a non-hospital DNR order, and they stop breathing or their heart stops beating, CPR will not be started.

### MOLST

The MOLST form is a medical order document used in New York State to record patient preferences for life-sustaining interventions, including resuscitation, intubation, and artificial nutrition. It is intended for you to clearly document your preferences for certain

life-sustaining treatments and translate these preferences into legally valid medical orders recognized across all care settings.

## What Happens if I Do Not Have an Advance Directive?

If you do not have an advanced directive and you are unable to make decisions on your own, decisions regarding your care may fall upon your spouse, your parents, or your children if they are adults. If you are unmarried and have not named your partner as your proxy, it's possible they would be excluded from decision-making.

## How to talk about what matters to you and have a say in your health care.

After you've had a conversation with your loved ones, the next step is talking to your health care team about your wishes. Don't wait for a medical crisis; talking with your doctor or nurse now makes it easier to make medical decisions when the time comes.

If you have questions about Advance Directives, please call us at 315-477-4663.

## Scan the QR Code below to complete our Advance Directives survey!

Need help scanning the QR code? Follow the directions below!

1. **Open your camera:** launch the default camera app on your smartphone.
2. **Point at QR Code:** hold your phone so the QR code appears clearly in the frame, ensuring it's well-lit and in focus.
3. **Tap notification:** a banner or pop-up with a link will appear; tap it to open the content.



# 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

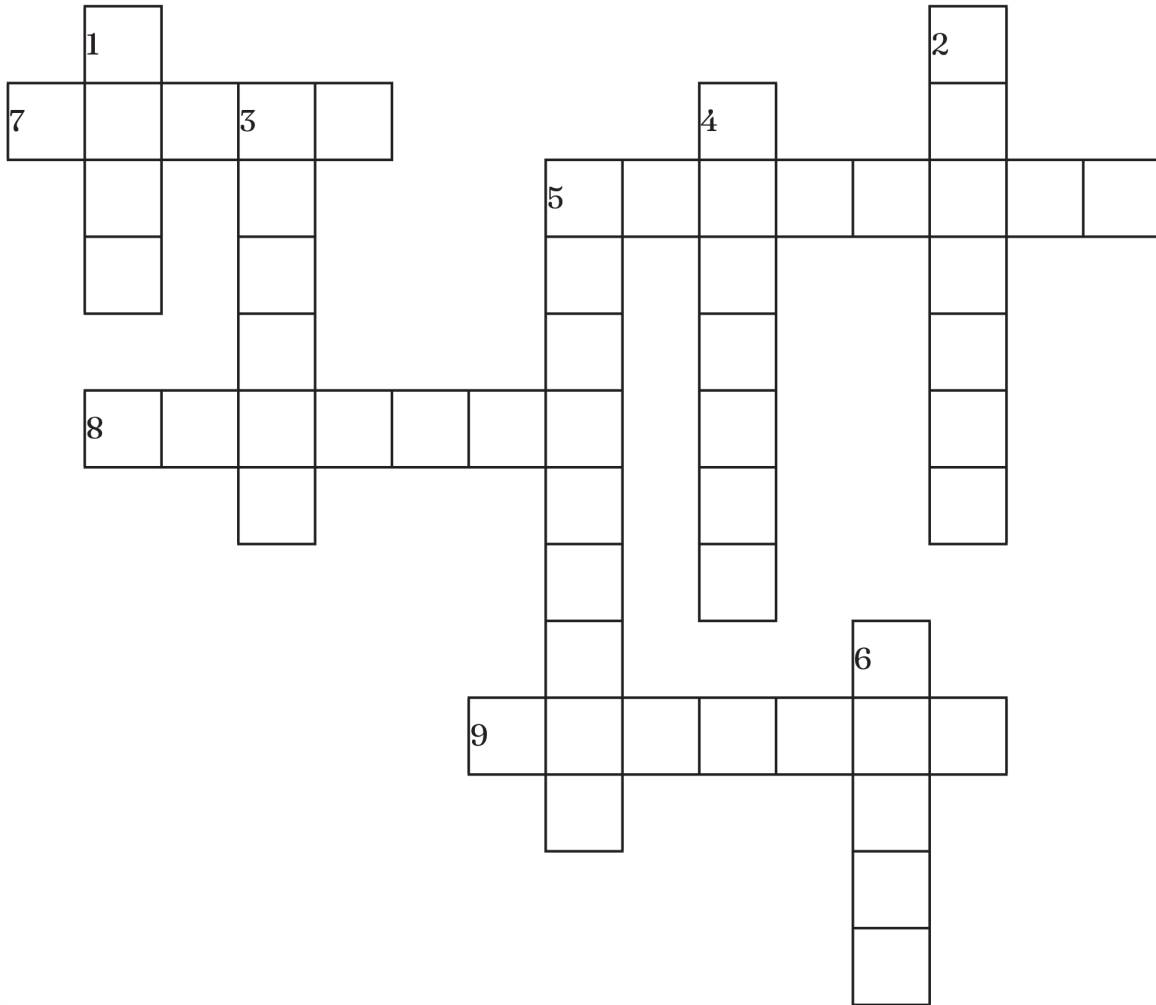
Drink plenty of water every day (8 glasses is recommended) unless you are restricted, check with your physician.

## 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.

# AUTUMN CROSSWORD



## DOWN

1. A tool used to gather fallen leaves.
2. The process of gathering ripe crops from the fields.
3. They change colour and fall from trees in autumn.
4. A large orange fruit used for carving.
5. A figure made to scare birds away from crops.
6. A thin layer of ice that forms on surfaces in cold weather.

## ACROSS

7. A tree known for its colourful autumn leaves.
5. An animal that collects nuts for winter.
8. A knitted piece of clothing worn in cooler weather.
9. A large outdoor fire often used for warmth or celebration.



# Nascentia HealthOPTIONS

1050 West Genesee St.

Syracuse, NY 13204

[nascentiahealthoptions.org](http://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 March 25, 2026 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](mailto:jmisnik@nascentiahealth.org).

