



Nascentia
HealthOPTIONS

The Homefront

Why Eye Protection Matters in the Sun

Wearing sunscreen, properly hydrating and taking time out of the sun are some of the best ways to protect ourselves from harmful ultraviolet (UV) rays during the summer. However, protection doesn't stop at the skin. We must not forget the value of protecting our eyes from the sun.



Choosing the Right Sunglasses

UV exposure can damage eye tissue and increase the risk of developing several eye conditions, including cataracts and macular degeneration. These conditions can be costly to manage and, when diagnosed too late, can lead to vision loss and even blindness. UV exposure can also break down the sensitive tissues of the macula — the middle of the retina — which is responsible for central vision and fine detail perception. Sunglasses can prevent vision loss and other eye conditions that may develop from prolonged, unprotected UV exposure. Here are a few tips to consider when picking out your pair:

- Make sure they have 100 percent UV-protective coating and block UV-A and UV-B rays.
- Choose wraparound styles or oversized frames — they are more likely to block the sun's rays from the side.
- Consider photochromic sunglasses — they block 100 percent of the sun's UV rays and darken automatically in sunlight.

Summer Time Tips for Seniors

The summertime 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, as well as their caregivers, can use to make sure they have a fun, safe summer.

-  **1 Stay Hydrated**

Seniors are more vulnerable to dehydration and may not feel thirsty as readily. Drink water regularly and bring extra water on summer outings and long drives.
-  **2 Talk to Your Doctor**

Talk with your healthcare provider about how heat may affect your medications, especially if your home isn't air-conditioned. Some medications lose effectiveness when stored above room temperature, increasing the risk of preventable health complications.
-  **3 Keep Your Cool**

Even small temperature increases can be dangerous for seniors with chronic conditions. If home isn't air-conditioned, cool public places like malls, libraries, and movie theaters offer relief and a safe way to stay active. Contact your local Area Agency on Aging to inquire if there are any programs to assist seniors with fewer resources to get air conditioners. Seniors are more vulnerable to heat because aging, health conditions, and certain medications can make it harder for the body to adjust to higher temperatures.
-  **4 Stay in Touch**

Stay connected during hot weather. Seniors should let friends and family know if they'll be spending an extended period of time outdoors, and caregivers should check in at least twice daily.
-  **5 Know the Risks of Hyperthermia**

Watch for signs of heat-related illness, especially in older adults, who are more vulnerable to dehydration and heat stroke. Symptoms may include confusion, dizziness, headache, nausea, fainting, hot dry skin, or a body temperature above 104°F. Seek medical help immediately, move to a cool place, and use ice packs to lower body temperature.
-  **6 Know Who to Call**

Keep emergency phone numbers in an easy-to-access place so help can be reached quickly when needed.
-  **7 Put on Sunscreen and Wear Hats**

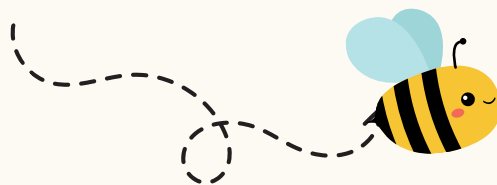
Everyone should use sunscreen outdoors, especially seniors who need extra sun protection. Hats also help, and caregivers can remind or assist with application when needed.
-  **8 Wear the Right Stuff**

Dress for the heat with lightweight, loose-fitting, light-colored clothing. Natural fabrics like cotton can help keep you cooler and more comfortable.
-  **9 Apply Bug Spray**

Seniors are at higher risk for West Nile virus and encephalitis. If you're in a mosquito-prone area, especially outdoors at night, use mosquito repellent to reduce the risk.
-  **10 Exercise Smart**

If you exercise or garden outdoors, wear proper clothing, limit time in the heat, and drink extra water. For safety, try to be active early in the morning or later in the evening when it's cooler.

Summer Word Search



AUGUST	D	N	G	X	S	P	R	K	D	N	X	D	A	A	T
BEACH	D	Q	A	G	I	V	O	F	T	N	A	D	V	M	T
CAMP	C	S	P	C	S	P	U	U	H	W	L	V	C	S	U
FIREWORKS	K	W	N	R	Z	S	T	Y	W	F	E	L	U	M	T
HOT	P	I	K	N	H	K	H	Z	W	M	R	G	P	X	S
JULY	C	M	L	O	X	Z	M	O	S	B	U	K	A	S	W
JUNE	C	M	L	O	X	Z	M	O	S	B	U	K	A	S	W
PICNIC	C	S	H	L	W	C	L	K	T	A	P	N	D	Z	I
POOL	A	U	J	E	N	M	R	N	H	O	A	W	C	T	M
RELAX	M	I	U	M	E	O	H	C	O	C	W	T	P	A	F
SWIM	P	T	L	R	W	J	I	L	E	V	A	R	T	D	K
SWIMSUIT	C	Y	Y	E	V	B	U	T	S	A	M	V	M	J	D
TRAVEL	P	C	R	T	V	J	E	N	A	M	Q	P	O	I	G
VACATION	P	C	R	T	V	J	E	N	A	M	Q	P	O	I	G
WATERMELON	G	I	Z	A	T	Y	W	A	E	C	G	F	C	Q	R
	F	B	U	W	Y	L	M	Z	C	N	A	I	O	Y	N
	K	R	P	P	Q	V	O	J	B	H	C	V	Y	O	X



Renew your Medicaid coverage so you can keep your Nascentia MLTC insurance

Because you or a family member currently have health cover-age 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 paper-work 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).

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.

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.

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

New Providers

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
Bishop Rehabilitation and Nursing Center	Skilled Nursing Facility	Onondaga	918 James Street, Syracuse, NY 13203 315-474-1561
Roscoe Rehabilitation and Nursing Center	Skilled Nursing Facility	Delaware	420 Rockland Road, Roscoe, NY 12776 607-498-4121



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.

WATCH FOR SUSPICIOUS EMAILS AND TEXTS

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.

TALK TO SOMEONE YOU TRUST

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

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.

Annual Reassessments are important

New York State requires Managed Long Term Care Plan members to complete an annual reassessment every 12 months to maintain eligibility. Delays may lead to service interruptions or disenrollment.

Nascentia Health works with partner agencies outside the 315-area code to schedule these assessments. To ensure timely completion, respond promptly and complete the reassessment within 30 days.

If you cannot attend the scheduled appointment, contact Nascentia Health or the partner agency immediately to reschedule. Completing the reassessment is crucial to continue receiving your services.



Member Advisory Council

Did you know that Nascentia Health Options has a Member Advisory Council that meets quarterly? This committee gives our members a voice and an opportunity to meet with other MLTC and DSNP members, along with leadership, to discuss the status of the Health Plan and share thoughts about being a member of Nascentia. We are a strong, growing plan and your feedback is important to us!

The next Member Advisory Council meeting is Wednesday, September 23rd, from 3–4pm, in person, virtually or via phone. We hope you will join us!

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. If you need interpretation or auxiliary support to attend this meeting, please just let us know!

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
oNascentia 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.