



Nascentia
HealthOPTIONS

The Homefront

Stay Healthy this Fall

With the fall season here and winter coming up, use these tips to 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.

As the temperatures outside drop, you may notice more cold drafts in your home. Fix these by plugging holes or blocking space under doors and use fabric to block drafty spots. 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 before high usage season.

Eat fresh fall vegetables like squash, Brussels sprouts, carrots, cauliflower, eggplant, and kale to fill your meals with healthy vitamins and nutrients.



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.

1 Get a Flu Vaccine

Getting a flu vaccine each year is the most important step to prevent the flu and reduce the risk of serious complications. Stay up to date on other recommended vaccines, including RSV and pneumonia.

2 Good Hygiene

- Cover coughs and sneezes with a tissue.
- Wash hands with soap and water for at least 20 seconds.
- If soap and water aren't available, use hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

3 Breathe Fresh Air

Respiratory germs can spread through the air. Improve ventilation by:

- Bringing fresh air indoors when possible.
- Avoiding crowded, poorly ventilated spaces.
- Changing HVAC filters at least every 3 months.
- Using portable HEPA air cleaners to reduce airborne particles.

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

Fall Fun Recipe

Split Pea Soup With Ham

1. Heat a large Dutch oven or pot over medium heat. Add the oil and ham. Cook, stirring occasionally, until the ham pieces are golden brown, 8 to 10 minutes. Increase the heat to medium-high; add the onion, carrot, and celery, and continue to cook until the vegetables are slightly softened, about 5 minutes more. Add the garlic and cook 1 minute more.
2. Meanwhile, place the split peas in a colander. Rinse them well and pick through and discard any tiny pebbles or debris.
3. Add the peas, chicken stock, thyme, and bay leaf, if using. Bring to a simmer, then reduce the heat to medium-low and cook, uncovered, stirring occasionally, until the peas "split" open in the pot and are very tender, 1 hour and 30 minutes. (If the pot stops simmering during cooking, increase the heat to medium until it returns to a simmer, then reduce the heat back to medium-low). Add 1/2 to 1 cup of water to reach desired consistency.
4. Season with the salt and black pepper. Serve topped with parsley, if you like.

Ingredients

3 Tbsp. olive oil
 2 cups diced ham
 1 yellow onion, chopped
 3 carrots, peeled and sliced
 2 celery stalks, sliced
 3 garlic cloves, chopped
 1 lb. dried green split peas
 8 cups chicken stock
 1 tsp. dried thyme
 1 bay leaf (optional)
 1/2 tsp. salt, plus more to taste
 1/2 tsp. ground black pepper
 Chopped fresh parsley (optional)



MLTC Member Guide

Complying with Cures Act Electronic Visit Verification (EVV) Standards

What Is EVV?

Electronic Visit Verification (EVV) is a technology that makes sure home care services are provided as planned. It records key details about the visit electronically to ensure that services happen as scheduled and caregivers get paid accurately. The 21st Century Cures Act requires EVV for all Personal Care Services (PCS) and Home Health Care Services (HHCS) covered by Medicaid.

Why it Matters?

Using EVV is required for anyone receiving Medicaid-funded home care. Nascentia will work with your provider or fiscal intermediary to make sure services are EVV-compliant. If your provider isn't using EVV, we will work to fix that or adjust your care plan to ensure it meets the rules. Don't worry-this won't mean you lose services, but you might have a new aide if the current one isn't compliant. We want to make sure you get the care you need, following all EVV rules.

How MLTC Members Can Follow EVV Rules

As an MLTC member, following EVV rules will ensure you get home care services without any interruptions. Here are the steps you should follow:

1. Know Your Role

Get familiar with the EVV process. You don't need to handle the technology, but you should cooperate with your caregiver, allowing them to use the system correctly.

2. Make Sure Caregivers Use EVV

Get familiar with the EVV process. You don't need to handle the technology, but you should cooperate with your caregiver, allowing them to use the system correctly.

3. Check Your Care Plan

Regularly make sure the care you're receiving matches your approved care plan. If something seems off, reach out to your MLTC plan or care manager.

4. Report Issues Right Away

Regularly make sure the care you're receiving matches your approved care plan. If something seems off, reach out to your MLTC plan or care manager.

5. Report Issues Right Away

EVV systems must respect your privacy and are only used to track your care. Your personal information will be kept safe by your provider.

6. Work with Your MLTC Plan

Stay in touch with your MLTC plan if you have concerns about EVV, your care, or the technology. Your Care Manager or Care Coordinator can help resolve any issues.

Conclusion

EVV is an important tool to ensure you get the home care services you need while following federal rules. By understanding and supporting the use of EVV, you help protect your care, prevent fraud, and ensure your services continue without disruption. If you have questions or need help with EVV, reach out to your Care Manager or Care Coordinator at any time.

Important Update About Your Incontinence Supplies

We want to let you know about some changes to New York State Medicaid rules for incontinence supplies. These changes will start on October 1, 2026, and may affect the number of supplies you receive each month.

What Is Changing?

New York State Medicaid is changing the limits for some incontinence supplies, including:

- Diapers
- Liners or pads
- Underpads ("Chux" pads)

New Monthly Limits

Starting October 1, 2026, Medicaid will allow:

- Up to 250 disposable diapers and/or liners every 30 days
- Up to 5 reusable diapers every 30 days
- Up to 150 disposable underpads every 30 days
- Up to 4 reusable underpads every 30 days (2 bed pads and 2 chair pads)

Disposable and Reusable Supplies

You can no longer receive disposable and reusable supplies of the same type during the same 30-day period. For example, Medicaid will not pay for both disposable underpads and reusable underpads in the same month.

Need More Supplies?

If your medical needs require more supplies than the new limits allow, your doctor may be able to request approval from Medicaid. Medical records and other information will be needed to support the request.

What This Means for You

If you currently receive more supplies than the new Medicaid limits allow, your supply amounts may change beginning October 1, 2026. We will work with you and your providers to help make sure your needs are reviewed. If you have questions or need help understanding these changes, please call 1-888-477-4663. We are here to help.



MEDICATION ADHERENCE

SMALL STEPS, BETTER HEALTH

TIPS TO STAY ON TRACK ✓

Plan ahead: Request refills before you run out – Consider mail order or 90 day refills.

Build it into your routine: Take medications at the same time as another daily activity, such as brushing your teeth.

Use reminders: Try phone alarms, calendars, or a medication reminder app.

Keep medications organized: A pill organizer may make it easier to remember doses.

Ask questions: Talk with your pharmacist or healthcare provider if you have concerns about your medications, side effects, or cost.

NEED HELP

Reach out to your Care Team at 1-888-477-4663

WHAT IS MEDICATION ADHERENCE?

Medication adherence means taking your medications at the right dose, at the right time, and as prescribed by your healthcare provider.

WHY DOES IT MATTER?

Taking medications consistently can help you:

- Keep chronic conditions such as high blood pressure, diabetes, asthma, and heart disease under control.
- Prevent symptoms from getting worse.
- Reduce the risk of complications and hospital visits.
- Help your medications work as intended.
- Support your long-term health and quality of life.

COMMON REASONS PEOPLE MISS DOSES

You are not alone if you sometimes forget or have difficulty taking your medications. Common challenges include:

- Forgetting a dose
- Busy schedules or changes in routine
- Medication side effects
- Cost or difficulty getting refills
- Confusion about how or when to take medications
- Taking multiple medications

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
Betsy Ross Rehabilitation and Nursing Center	Skilled Nursing Facility	Oneida	1 Elsie Street, Rome, NY 13440 315-339-2220
Garden Home Care, LLC	Licensed Home Care Services Agency	Erie	577 Niagara Street, 2nd Floor, Buffalo, NY 14201 716-647-6200
MSS Electronics, Inc. dba LifeFone	Personal Emergency Response System	All 48 Covered Counties	16 Yellowstone Avenue, White Plains, NY 10607 800-882-2280
Buffalo Back and Neck Physical Therapy, PC	Outpatient Physical Therapy	Erie	1060 Niagara Falls Boulevard, Suite 1, Tonawanda, NY 14150 716-836-2225
Sunset Nursing and Rehabilitation Center	Skilled Nursing Facility	Oneida	232 Academy Street, Boonville, NY 13309 315-942-4301
JetLenses Inc. dba Verse Medical	Durable Medical Equipment	All 48 Covered Counties	158 West 27th Street, Floor 10, New York, NY 10001 833-518-1613
Hanna Z Adult Daycare Inc.	Social Adult Day Care	Monroe	751 Long Pond Road, Rochester, NY 14612 585-250-1664

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 preventive care appointments. The Health Plan Specialist is an LPN who helps members schedule preventive care visits and arrange transportation to appointments. Members will be contacted by the Health Plan Specialist to discuss the importance of preventive 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

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).



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, December 16th, 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!



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(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
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.