



the HOMEfront

Volume 20 | Issue 1

Winter 2020

Nascentia HealthOPTIONS

TOMORROW'S HEALTHCARE TODAY

1050 West Genesee Street
Syracuse, NY 13204

P: 1.888.477.HOME
F: 315.477.9590

nascentiahealthoptions.org

Member Advisory Committee

The Member Advisory Committee will hold its next meeting at **11:00 am** on **Wednesday, June 10th**. If you or your caregiver would like to participate, contact Cathy Kelley at **315.671.5151** or **ckelley@477home.org**.

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)**.

Nascentia Health Launches New Medicare Advantage Plan

Nascentia Health now offers a Medicare Advantage Plan, **Nascentia Health Plus**, to qualifying residents of Albany, Broome, Columbia, Delaware, Erie, Greene, Niagara and Onondaga counties. This new plan offers Medicare Advantage Special Needs Plans (SNPs) to individuals with unique needs. Plans are available to beneficiaries residing in skilled nursing facilities (institutional) as well as beneficiaries entitled to both Medicare and Medicaid (dual eligible). The plan also includes prescription drug coverage (Medicare Part D) as part of the comprehensive package. To learn more, call **1.888.477.HOME (4663)**.



Transportation Reminder

When your Care Manager/Coordinator is making a home visit or speaking with you on the phone, please alert him or her of any scheduled appointments for which you'll need transportation. This will reduce the number of calls being made to our Transportation department and shorten your wait time when you must call in for a ride.

Telephone Outreach Campaign for Flu Vaccinations

You may be receiving an important, brief care call from **315-901-1401** and/or a **"Nascentia" Caller ID** to check in on your immunization status against the flu. Please answer all the questions on this call so we can get you the care you need as soon as possible. If you have any questions about these calls or need any assistance in obtaining your flu shot, please let your Care Manager know.

Tips for Dressing in Cold Weather

Keeping your body warm during bitterly cold temperatures that are part of the winter weather is important. Experts agree that everyone should abide by the following tips, even if you don't think you will be outside for that long.

- ▶ Wear loose-fitting, lightweight clothing in several layers.
- ▶ Remove layers to avoid perspiration and subsequent chill.
- ▶ Outer garments should be tightly woven, water repellent, and hooded.
- ▶ Wear a hat.
- ▶ Cover your mouth to protect your lungs from extreme cold.
- ▶ Mittens, snug at the wrist, are better than gloves.
- ▶ Try to stay dry.

Tips to Avoid Slips, Trips & Falls this Winter

As residents of New York state, we have plenty of experience preparing for winter weather. That said, it never hurts to take extra precautions to prevent slips, trips and falls. Keep the following tips in mind to ensure a safe season for you and your loved ones:

- Allow enough time to get where you're going. Your chances of falling increase when you rush.
- Make sure that steps (and ramps) leading to your home are stable and have sturdy railings.
- Wear properly fitting shoes and boots with non-slip soles and plenty of tread to provide better traction.
- Keep walkways clear. Arrange for someone to shovel your driveway and walkways.
- Carry a small container of road salt in your bag to sprinkle on icy patches you may encounter.

- Only use walkways that are dry and have been cleared, and beware of black ice.
- Avoid short-cuts through snowy or icy areas. Walk slowly, keeping your eyes on the path ahead.
- Be careful inside entryways, where puddles often form from snow and slush tracked inside.
- Instead of sticking your hands in your pockets, wear gloves. Keeping your hands free improves balance and allows you to hold on to railings.

Unfortunately, falls are not entirely preventable, and many people (of all ages) will end up taking a spill before the season is through. Therefore, it is also important to be prepared to react properly in the event of a fall. Seniors should carry a cell phone (and know how to use it), even if it is only for emergencies.

New Providers - 4th Quarter, 2019

Please join us in welcoming the newest members of our Provider Network. A complete list of providers can be obtained by calling **1.888.477.HOME (4663)** or by visiting [nascentiahealthoptions.org/member-materials](https://www.nascentiahealthoptions.org/member-materials).

Darla Kuperus dba Ameratrans, LLC
Transportation
Monroe, Ontario, & Wayne Counties

304 East Avenue
Newark, NY 14513
315-879-1350

Freedom Mobility Service LLC
Transportation
Erie, Niagara, & Orleans Counties

181 Oakhurst Street
Lockport, NY 14094
716-228-4199

KCB Transportation LLC
Transportation
Cayuga, Livingston, Ontario, Oswego, Seneca, & Wayne Counties

37 Canal Street Lower
Lyons, NY 14489
315-398-4446

Know Limits Transportation Services LLC
Transportation
Monroe County

64 Ernestine Street
Rochester, NY 14619
585-437-8510

Lake Champlain Physical Therapy PLLC
Physical Therapy
Essex County

2786 Main Street
Crown Point, NY 12928
518-597-4678

LifeStation, Inc.
Personal Emergency Response System
All 48 Counties

2 Stahuber Avenue
Union, NJ 07083
800-446-3300

Little Angel Medical Transportation LLC
Transportation
Monroe County

7 Shadbrush Way
West Henrietta, NY 14586
585-444-0065

112 Ski Bowl Road Operating, LLC dba Elderwood at North Creek
Adult Medical Day Care
Warren County

112 Ski Bowl Road
North Creek, NY 12853
518-251-2447

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