

Have You Gotten Your Yearly Preventive Care?

Annual wellness visits are fully covered by Medicare and Medicaid, so be sure to get your checkups regularly!

As we age, our risk for health issues continues to go up, which is why it's so important to see your primary care physician routinely and other specialists as needed. Even if you feel fine, an annual checkup can identify changes in

your health and treat them early. For example, blood tests can identify conditions like diabetes or high cholesterol so they can be addressed before they become acute. Your doctor can also give you guidance on how to improve or manage your existing medical conditions and help you prevent the onset of new ones. If you need help scheduling an annual wellness visit with your primary care physician, you can reach out to your Nascentia care manager.



Important Preventive Care



Vaccines—Get protected against COVID-19, influenza, pneumonia, and other conditions.



Cancer Screenings—60% of colorectal cancers are in adults 70+ and 40% of breast cancers are in women 65+, so get checked regularly.



High Blood Pressure—Your risk increases as you age, so have your blood pressure checked at least yearly.



Cholesterol Screening—Cholesterol is a risk factor for heart disease and strokes, so know your number.



Osteoporosis Screening—Women 65 and older should have their bone density tested.

Brain Games!

Summer Jumble

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

GHINIK

ERCUABBE

CPAINMG

MGWMIISN

VAOINTAC

GERNDA

Word Search Summer Fun

- | | |
|-------------|------------|
| HEALTH | PICNICS |
| SUMMERTIME | PROVIDER |
| CAREGIVER | STROLL |
| BLUEBERRIES | TOMATOES |
| GARDENING | HONEY |
| FRESH | FLOWER BUD |
| HERBS | BLOOMING |
| NASCENTIA | ICE CREAM |
| NURSING | MEMORIES |

B	L	O	O	M	I	N	G	Q	F	K	R	M	P	B
H	D	I	S	U	M	M	E	R	T	I	M	E	G	L
P	I	C	N	I	C	S	N	V	H	R	T	M	E	U
I	I	N	Z	U	C	C	H	I	N	I	O	O	A	E
J	C	R	A	J	P	K	J	E	C	F	M	R	G	B
H	E	R	B	S	V	R	K	G	C	R	A	I	A	E
Z	C	B	C	B	C	E	O	N	K	E	T	E	R	R
E	R	G	N	A	F	E	K	V	P	S	O	S	D	R
N	E	H	N	H	R	V	N	B	I	H	E	W	E	I
U	A	P	E	E	A	E	B	T	G	D	S	L	N	E
R	M	H	X	A	L	E	G	J	I	K	E	X	I	S
S	T	R	O	L	L	P	B	I	C	A	S	R	N	H
I	M	G	D	T	U	D	W	N	V	M	X	Z	G	A
N	I	B	X	H	M	F	L	O	W	E	R	B	U	D
G	Q	N	H	O	N	E	Y	A	N	Z	R	G	B	E

Save With Senior Discounts

National and local retailers across New York state offer great discounts to seniors, so it always pays to check if you're eligible for some savings. Restaurants, grocery stores, retail, hotels, and more offer everything from a percent discount to free items. Some discounts may require you to be a member of AARP or other organizations. Discounts start as young as age 50–55 at some businesses, but may not start until 65 for others, so double check the details. You can find a list of national retailers across the country who offer discounts online at:



- » seniordiscounts.com
- » theseniorlist.com/senior-discounts
- » seniorliving.org/finance/senior-discounts

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

Bright, Healthy Eating With Summer Produce



Roasted Carrots

Carrots are a great source of vitamin A, but you can unlock even more health potential when you cook them. In fact, their levels of beta-carotene and phenolic acids actually go up when they're cooked. This great side dish is inexpensive, easy, and complements any meal.

Ingredients

- » Carrots (regular or baby carrots work great)
- » Olive oil
- » Seasoning of your choice (salt and pepper, cayenne pepper, salt-free seasoning blends, barbecue rubs, garlic or onion powder, whatever spice you love!)

Instructions

- » Preheat oven or toaster oven to 425°F and line a baking pan or sheet with aluminum foil.
- » Clean and trim the carrot tops off (no need to peel).
- » Toss carrots with oil and seasonings.
- » Spread the carrots on the baking pan one layer deep.
- » Bake 18–20 minutes for baby or small carrots, 25–30 minutes for larger carrots. When carrots are done, they will be easily pierced with a fork
- » Serve warm and enjoy!



Summer Salad

This easy salad keeps well for days in the fridge and makes a great light main course for lunch or dinner. Serve on lettuce, wrapped in a tortilla, or over grains.

Ingredients

- » 2 chopped bell peppers
- » 1 small chopped onion
- » 1 chopped small jalapeño
- » 1 can rinsed black beans
- » 1 can rinsed pinto beans
- » 1 can rinsed black-eyed peas
- » 2 ears fresh or salt-free canned corn
- » 1 cup diced cherry tomatoes
- » 4 Tbsp olive oil
- » 2 Tbsp white vinegar
- » 2 tsp salt
- » 1 tsp cumin
- » ¼ cup lime juice

Instructions

- » Mix together in a large bowl and enjoy!

Nascentia Health Options Strives for 100% Member Satisfaction

We aim to give you the best service, but if you do have an issue, please read our complaint and appeals process.

We do understand that problems and concerns may sometimes arise, and we'll do our best to rectify them as quickly as possible. If you have a problem with the care or services you're receiving, please talk with your care manager. If he/she can't resolve the issue fully, you may file a complaint using the following procedure, which can also be found in your member handbook and on our website.

There will be no change in your services or the way you are treated by Nascentia Health Options staff or a health care provider because you file a complaint. We will maintain your privacy. We will give you any help needed to file a complaint or appeal. This includes providing you with interpreter services or help if you have vision and/or hearing problems. You may also choose someone like a relative, friend, or provider to file a complaint on your behalf.

To file a complaint, please call 1-888-477-4663 (TTY: 711) or write to: 1050 West Genesee Street, Syracuse, NY 13204. When contacting us, please provide your name, address and telephone number, and the details of your complaint.

What is a Complaint?

A complaint is any communication by you to us of dissatisfaction about the care and treatment you receive from our staff or providers of covered services. For example, if someone was rude or you do not like the quality of care or services you have received, you can file a complaint with us.

The Complaint Process

The person who receives your complaint will record it appropriately, and we'll send you a letter to let you know we received it. The letter will also include a description of our complaint review process. Your complaint will then be reviewed by plan staff, and written notification of our deci-

sion will be provided within one of these time frames:

- » If a delay would pose a significant risk to your health, we will notify you of our decision within 48 hours after receipt of the necessary information, but the process will be completed within 7 days of receipt of the complaint.
- » For all other types of complaints, we will notify you of our decision within 45 days of receipt of the necessary information, but the process will be completed within 60 days of receipt of the complaint.

Appealing a Complaint Decision

If you are not satisfied with the decision we make concerning your complaint, you may request a second review of your issue by filing a complaint appeal. Your appeal must be filed in writing within 60 business days of receipt of our initial decision. Once we receive your appeal, we will send you a written acknowledgment telling you the name, address, and telephone number of the individual we have designated to respond to your appeal. All complaint appeals will be conducted by appropriate professionals—including health care professionals for clinical-related complaints—who were not involved in the initial decision.

For standard appeals, we will make the decision within 30 business days after we receive all the necessary information. If a delay in making our decision would significantly increase the risk to your health, we will use an expedited complaint appeal process. For expedited complaint appeals, we will make our appeal decision within 2 business days of receipt of the necessary information. For both standard and expedited complaint appeals, we will provide you with written notice of our decision that includes the detailed reasons for our decision and, in cases involving clinical matters, the clinical rationale for our decision. We'll include more information about appeals—including state fair hearings, state external appeals and plan actions and how to appeal them—in our next edition. If you have any questions or concerns about our complaint and appeals process, please speak with your care manager.

New Providers March 2021—June 2021

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
Oasis Adult Day Care	Adult Social Day Care	Erie County	115 Gold St. Buffalo, NY 14206 (716) 424-6694
Axzon's Health Systems Corporation	Consumer Directed Personal Assistance	All EXCEPT Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Oneida, Rensselaer, Saratoga, Schenectady, Schoharie, St. Lawrence, Steuben, and Washington counties	70 E Sunrise Hwy, Ste 500 Valley Stream, NY 11581 (866) 429-9667
Boulevard Homecare Associates	Consumer Directed Personal Assistance	All 48 covered counties	71-61 159 th St. Flushing, NY 11365 (718) 269-5165
BRIDGES	Consumer Directed Personal Assistance	All 48 covered counties	2290 Palisades Center Dr. West Nyack, NY 10994 (845) 624-1366
C&T Homecare Services	Consumer Directed Personal Assistance	All 48 covered counties	175-61 Hillside Ave., Ste 403 Jamaica, NY 11432 (718) 424-4200
Care Connect CDPAP	Consumer Directed Personal Assistance	Albany County	125 Ave. S Brooklyn, NY 11223 (718) 303-8998
Caring Professionals	Consumer Directed Personal Assistance	Albany, Allegany, Cattaraugus, Erie, Genesee, Greene, Niagara, Ontario, Rensselaer, and Wayne counties	70-20 Austin St., Ste 135 Forest Hills, NY 11375 (718) 897-2273
Continental Home Care	Consumer Directed Personal Assistance	All 48 covered counties	116-55 Queens Blvd., Ste 224 Forest Hills, NY 11375 (718) 544-4488
Cooperative Home Care Associates	Consumer Directed Personal Assistance	Albany, Columbia, Delaware, and Greene counties	400 E Fordham Rd, 13 th Fl Bronx, NY 10458 (718) 742-5762
Eagle Eye FV	Consumer Directed Personal Assistance	Albany, Clinton, Erie, Monroe, and Niagara counties	415 Oceanview Ave., 1 st Fl Brooklyn, NY 11235 (718) 332-1119

New Providers

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Provider	Service	Counties Served	Address/Phone
Friends and Family Home Care Services	Consumer Directed Personal Assistance	Albany, Broome, Cayuga, Chemung, Columbia, Erie, Fulton, Greene, Herkimer, Monroe, Montgomery, Niagara, Oneida, Ontario, Oswego, Saratoga, Schenectady, Schoharie, and Seneca counties	4186 Broadway, 2 nd Fl. New York, NY 10033 (212) 476-0905
HSM Personal Care Corp.	Consumer Directed Personal Assistance	Delaware, Franklin, Monroe, Saratoga, Tompkins, and Wayne counties	2550 West 13 th St. Brooklyn, NY 11223 (718) 971-9557
Ideal Home Health	Consumer Directed Personal Assistance	All EXCEPT Essex, Franklin, Hamilton, and Steuben	2748 Ocean Ave., 5 th Fl. Brooklyn, NY 11229 (718) 517-2424
Pella Care CDPAS	Consumer Directed Personal Assistance	All 48 covered counties	1418 65th St., 2 nd Fl. Brooklyn, NY 11219 (718) 837-1010
Preferred Home Care of New York	Consumer Directed Personal Assistance	All EXCEPT Albany, Chemung, Columbia, Delaware, Franklin, Fulton, Hamilton, Livingston, Montgomery, Ontario, Otsego, Rensselaer, Saratoga, Schoharie, Schuyler, Seneca, Steuben, Wayne, and Yates counties	2357 60 th St. Brooklyn, NY 11204 (718) 841-8000
Prolife Home Care	Consumer Directed Personal Assistance	Albany, Broome, Cattaraugus, Chautauqua, Columbia, Erie, Genesee, Greene, Livingston, Madison, Monroe, Niagara, Onondaga, Orleans, Oswego, Schoharie, Seneca, Tompkins, Washington, and Wyoming counties	7701 Bay Parkway, Ste 1F Brooklyn, NY 11214 (718) 232-2777
Quality Family Care	Consumer Directed Personal Assistance	All 48 covered counties	3519 Quentin Rd. Brooklyn, NY 11234 (718) 338-8500
Recco Home Care Service	Consumer Directed Personal Assistance	Albany, Erie, Fulton, Herkimer, Montgomery, Saratoga, Schenectady, and Schoharie counties	524 Hicksville Rd. Massapequa, NY 11758 (516) 798-6688
Special Touch Home Care Services	Consumer Directed Personal Assistance	Albany, Allegany, Cattaraugus, Columbia, Livingston, Monroe, Niagara, Ontario, and Wyoming counties	2091 Coney Island Ave. Brooklyn, NY 11223 (718) 627-1122

Provider	Service	Counties Served	Address/Phone
X-treme Home Care	Consumer Directed Personal Assistance	All 48 covered counties	41-13 149 th Pl., 3rd Fl Flushing, NY 11355 (347) 368-4341 ext. 302
KabaFusion NY	Durable Medical Equipment	All 48 covered counties	57 Karner Road, Ste. B Albany, NY 12205 (518) 690-1060 922 Spencer St. Syracuse, NY 13204 (315) 492-1964
Prism Medical Products	Durable Medical Equipment	All 48 covered counties	900 Albany Shaker Rd, Ste 1 Latham, NY 12110 (888) 244-6421
Aurora Home Care	Licensed Home Care Services Agency	Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Monroe, Niagara, Orleans, and Wyoming counties	5782 Main St., Ste. 1 Williamsville, NY 14221 (716) 833-9000
Transit Medical Transportation	Transportation Non-Emergency	Genesee, Livingston, Monroe, Ontario, Orleans, Wayne counties	4 Winbourne Rd. Rochester, NY 14611 (585) 363-5356
KCB Transportation	Transportation Non-Emergency	Cayuga, Ontario, Oswego, Seneca, and Wayne counties	32 Franklin St. Lyons, NY 14489 (315) 389-4446
The Mohawk Homestead	Transportation Non-Emergency	Herkimer County	62 East Main St. Mohawk, NY 13407 (315) 866-1841

Tips for Drinking More Water

It's so important for seniors to stay hydrated! Try these ideas to increase your fluid intake.



Add a little fresh or bottled lime/lemon juice or fresh fruit wedges to give water a refreshing twist.



Brew your favorite tea for a breakfast or after-dinner treat. Just stay away from adding sweeteners.



If you love bubbles in your drinks, skip the soda and get plain or sugar-free sparkling water.

1050 West Genesee St.

Syracuse, NY 13204

nascentiahealthoptions.org

(888) 477-4663

Member Advisory Committee

The Member Advisory Committee will hold its next meeting Tuesday, December 7, at 2:00 pm. Individuals may attend in person or by conference call. If you or your caregiver would like to participate, contact Cathy Kelley at (315) 671-5151 or ckelley@477home.org.



Let's Go for a Walk

Walking is a great way for people of all ages to get or stay in shape. If you're looking to get more mobile, lose weight, or just improve your overall health, here are a few tips to start a walking routine:

- » Start with small goals like walking for 10 minutes three days this week, then work your way up slowly.
- » Don't overdo it! Start with manageable walks that don't overtax your stamina. Slowly build up to longer and more intense walks.
- » If you have access to a gym or home equipment, walk on a treadmill while watching a favorite TV show or listening to music or podcasts.
- » Find a group of friends who want to walk together. This increases your social time with others and also helps you push each other to stick with the exercise.
- » Before starting any new exercise routine, ask your doctor to make sure it is safe and get tips from them.
- » Wear a good pair of sturdy shoes.
- » Drink plenty of fluids to stay hydrated.
- » Stop exercising if you have pain, dizziness, or shortness of breath and check with your doctor.