

VNSNY CHOICE MLTC Member Newsletter

Spring 2020

EMERGENCY PREPAREDNESS



MAKE A PLAN



BUILD A KIT



BE INFORMED

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Are You Prepared?

Do you know what to do if something suddenly happens to disrupt your routine? What if your Home Health Aide is sick or you lose power? What if there's a snowstorm and you can't leave your house or it's late and you have a question about your medicine. You can't control these events; but you can be prepared. You can have a **Plan B** with steps to follow when something unexpected happens.

Help With Your Plan B

During the CHOICE MLTC enrollment process, you received information and documents on how to set up your Plan B. A member of your care management team helped you fill out an important form called the **Back-Up Care Plan**. This document is your go-to Plan B resource.

It's a full record of personal and health information containing your physical, mental and medical details, including your caregiver and medical contact information. Members of the VNSNY CHOICE Care Team go over this information with you 2 to 4 times a year. It's a good idea to keep it handy.

Be Prepared For An Emergency

In your Welcome Kit, we include a helpful flyer called **Be Prepared For An Emergency**. If an emergency takes you by surprise, it outlines what you should do. And it tells you how to put together an **Emergency Go-Bag** with personal items and medical supplies you might need if you had to leave your home and go to a shelter. It also gives you space to write down important numbers. If you need a copy of these documents, please feel free to call us. We're here to help!

We encourage you to review your Back-Up Care Plan and the Be Prepared For An Emergency flyer with a loved one, your aide and your care manager. Both documents can help you be ready if the unexpected happens.

COVID-19 Update

VNSNY CHOICE has been proactive in helping our members in the fight against COVID-19. As your trusted health plan, we reacted quickly and sent you information about what the coronavirus is, how to protect yourself from getting it and how to recognize symptoms. Please refer to these resources for more information on COVID-19.

1. New York State hotline: 1-888-364-3065
2. New York State Department of Health website: www.health.ny.gov/coronavirus
3. Centers for Disease Prevention and Control website: www.cdc.gov/coronavirus



Important Update on Wearing Masks

Q. What do I need to know about masks?

A. Health officials in the U.S. recommend people wear a face covering made of cloth when they are in public. This is mainly to prevent people who don't have symptoms (or don't have them yet) from spreading the virus. You can make your own mask from household items. The CDC has instructions on their website at www.cdc.gov/coronavirus. Medical masks like N95s must be saved for health care workers.

Q. What is a "face covering" and how do I use it?

A. A face covering can be anything that covers your nose and mouth, like a scarf or a bandana. If you use a cloth face covering, wash it after using it for one day and do not wear it again until it is dry. If you use a paper mask, throw it away at the end of the day. Even when you use a face covering, it is important to avoid close contact with people who are sick. When you are in public, try to stay at least 6 feet away from other people.

Stay Connected To Your Primary Care Physician (PCP)

At VNSNY CHOICE MLTC, we want you to be well-informed about what it takes to stay healthy. At your next office visit be sure to:

- **Ask** what screenings and vaccines you need (breast, cervical and colorectal cancers and the flu, pneumonia and shingles vaccines).
- **Write** down questions you have about your medicines, especially asthma and statin therapy.
- **Bring** all your medicines (including over-the-counter medicine and vitamins/supplements) in a zip-lock bag to review with your doctor.
- **Review** the results of tests you've taken such as blood tests, diabetes screening (HbA1c), hearing and blood pressure.



Talk to Your Doctor

Having an ongoing dialogue with your PCP helps you stay in-the-know and in charge of your health.

Staying Healthy If You Have Diabetes

"I have diabetes—now how do I manage it?" Having diabetes makes you more aware of how it affects your eyes, heart, kidneys and limbs. To lower your chances of getting complications, like blindness, heart problems or limb loss, you must pay attention to your body.

First Things First

- 1. Test! Don't Guess!** Never guess at what you think your blood sugar reading is. Use your testing meter to check as often as your doctor recommends.
- 2. Write it down.** Record your blood sugar readings, noting the day and time in a log book. If you have a smart phone, use the Notes or Health app.
- 3. See your doctor!** Share your blood sugar record with your primary care physician and endocrinologist. It helps them make adjustments to your care.

What else is important?

- 1. Get an HbA1c test twice a year.** This test measures your 3-month average blood sugar.

- 2. Eat a diabetes-friendly diet.** Keep your blood sugar and weight in a healthy range to stay healthy physically and mentally.

- 3. Move!** Try to walk in your home, move your arms and lift your legs, even if you're sitting or in a wheelchair. Visit go4life.nia.nih.gov/ for on-line exercise videos for all levels of fitness. Be sure to discuss any change in your exercise routine with your doctor first.

You can live well with diabetes if you pay attention to your body and follow your Care Plan.



Where to Get Medical Attention

For Covid-19 Symptoms

- If you think you might have COVID-19, please call your doctor and follow the instructions you are given.

For non-urgent matters

- For example, if you have a cold or sore throat, it's best to make an appointment to see your primary care physician.
- Follow your doctor's instructions about seeking care from other providers, including urgent care centers.

If you have a medical emergency

- If you have trouble breathing, are bleeding, have chest pains or have had a serious fall, call 911 immediately or go to the nearest emergency room.

Managing Chronic Pain Differently

50 million U.S. adults suffer from chronic pain. You can manage your pain in more than one way. Medicine that your doctor prescribes, along with natural treatments, may be a good combination for pain relief.

Also, work on eating well, moving your body and focusing on things that bring you joy.

Remember to speak to your doctor before starting anything new.



CHOICESM
Health Plans

VNSNY CHOICE
220 East 42nd Street, 3rd Floor
New York, NY 10017
www.vnsnychoice.org

Member Services:
1-888-867-6555 (TTY: 711)
9 am – 5 pm, Monday – Friday

If Something Seems Wrong, Tell Us.

VNSNY CHOICE is committed to finding and stopping fraud, waste, or abuse in our health care plans.

Anonymous Reporting

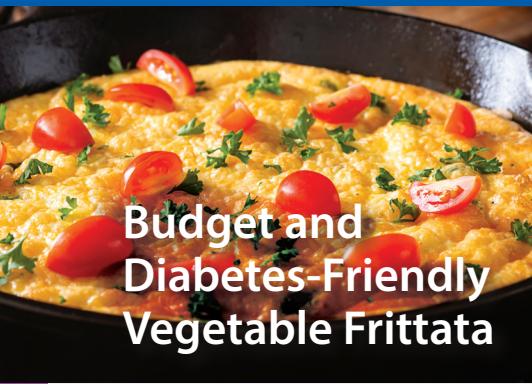
VNSNY CHOICE Compliance Hotline: **1-888-634-1558**.
File an online report at: vnsny.ethicspoint.com.
Learn more at: vnsnychoice.org/for-our-members/member-rights/compliance-program.

Transportation Reminder

To schedule your transportation, please call Member Services at 1-888-867-6555 at least 48 hours in advance, Monday – Friday, 9 am – 5 pm (TTY users call 711).



CHOICESM
Health Plans



Budget and Diabetes-Friendly Vegetable Frittata

Staying healthy with diabetes means paying attention to what you eat, especially carbohydrates, which affect your blood sugar the most. This is an easy, low-carbohydrate recipe.

Ingredients

- 1 tbsp oil (olive, canola or vegetable)
- 8 oz mushrooms (diced)
- 1 medium red bell pepper
- 1 small onion (diced)
- 3 cups fresh spinach (or 8 oz frozen)
- 4 eggs and ½ cup shredded cheddar cheese
- ¼ cup milk (skim, whole, 1% or 2%)
- ½ tsp black pepper
- ½ tsp salt (optional)
- ¼ tsp cayenne pepper (optional)
- 1 tbsp fresh basil (chopped)

Directions – Preheat the oven to 350 degrees F.

- Heat oil in an oven safe, non-stick frying pan over medium high heat.
- Add mushrooms, bell pepper, onion and spinach and sauté until vegetables are softened and liquid is absorbed.
- In a separate bowl, whisk eggs, milk, salt, pepper, cayenne pepper and basil.
- Pour egg mixture over vegetables – cook until the eggs start to set.
- Sprinkle the cheddar cheese over the eggs and bake for 20 minutes or until eggs are set.

Slice and enjoy!

Inside... *Be prepared for an Emergency*