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What You Need to Know About Ordering Medical Supplies

Did you know that you can reorder medical supplies yourself? In most cases, it's the quickest way to get what you need! Your care manager will place the first order. Then you may call the supply company directly to reorder every month. Your care manager will give you the company's number. Your order should arrive within two days.

Call the company directly if you need to:

- Reorder supplies.
- Find out if your order is on its way to you.
- Change the date or time your order will arrive.
- Report something missing from your order.
- Report that you need to return something.

Call Member Services if you:

- Need the telephone number of the supply company.
- Want to change the delivery address and/or phone contact information.
- Have a complaint about the quality or number of items you received.

If you have an **urgent** concern or need, call Member Services 9 am – 5 pm, Monday – Friday at 1-888-867-6555 (TTY: 711). We're here to help and will address the matter right away.

Important things to remember about your orders and refills

- The supply company may call you to make sure you need a refill (since your medical condition or living situation may change over time).
- You may notice that the brand or packaging of your order changed. It's because different companies may carry the same supplies in other brands or packaging.

Common Myths about Advance Directives

Advance Directives tell others what medical decisions to make if you cannot make them yourself. You may also name someone to speak for you (called an agent). At VNSNY CHOICE MLTC, we feel it's very important to have Advance Directives in place so that health care decisions reflect your true wishes.

Here are some myths about Advance Directives:

- **Myth – Advance Directives are just for the elderly.**

Sometimes young, healthy people can't make their own decisions about medical care. If you're in an accident or have an illness and can't speak for yourself, Advance Directives can guide your medical care.

- **Myth – A lawyer is needed to fill out Advance Directives.**

A lawyer is not required but may be helpful. Members may fill out the form themselves. In New York, you do not need to have the form notarized.

- **Myth – Advance Directives are legally binding, so doctors must follow them.**

These documents are legally-recognized and doctors must respect your known wishes. But, doctors can refuse if they feel they are not in your best interest or are not medically appropriate. In that case, the doctor must help move you to another health care provider who will carry out your wishes as stated in the Advance Directives.



Source: ag.ny.gov

Managing Pain Naturally



Many people live with some kind of pain and take medicines for relief. Some may have side-effects. If you're looking for natural ways to manage pain, here are 3 to consider*.

Heat and Ice

Sometimes simple is best. Try using hot and/or cold treatments. Heat helps muscles relax and improves blood flow and stiffness in painful joints. Cold reduces swelling and pain. Switching between hot and cold packs is often suggested.

Deep Breathing and Meditation

Deep breathing and meditation can help you relax, which may ease pain. Try this simple exercise:



Summer Safety Tips

Drink water.

Always have water with you. Aim to drink 6 – 8 cups a day to avoid dehydration.

Don't stay outside for too long.

Spend a couple of hours outside and then head inside for a break. Go out in the early morning or evening when it's the coolest.

Protect your skin.

Always have sunscreen with you and apply it often. Your nose, ears and the top of your head (if you have hair loss) can burn very quickly. Wear a brimmed hat or cap to protect your head and face from the sun's rays.

Check the side-effects of your prescriptions.

Some medicines make people more sensitive to the sun. Talk to your doctor or pharmacist about what precautions you should take.

Stay cool.

In the heat of summer, visit air-conditioned spaces like the library or senior center. When you're home, turn on your fan or air conditioner. Close curtains and shades to keep the heat out.

Heat-related conditions can be very serious. Know the danger signs, including:

- **Dehydration:** Weakness, headache, dizziness, confusion.
- **Heat exhaustion:** Heavy sweating, muscle cramps, tiredness, cold or clammy skin or weak pulse.
- **Heat Stroke:** Temperature of 103 or higher; red, hot, dry skin; headache; confusion; vomiting.

If you think you're suffering from any of these, move to a shady or air conditioned place, drink water, sit or lie down. If you don't feel better soon after getting out of the sun, call 911.

Source: www.senioradvisor.com

Close your eyes, picture something pleasant and focus on that image and your breathing. Repeat a positive word or phrase like "breathe" or "om" (mantra).

Move your body!

Try to include movement into your day. Take a short walk or simply sway to a tune you like, move your arms and upper body (even if you're in a wheelchair). Ask your doctor for an exercise routine that's right for you. Exercise releases endorphins – happy brain chemicals that help make your mood better and block pain signals.

Pain affects more Americans than diabetes, heart disease and cancer combined.

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.

*Check with your doctor before using any natural treatment for your pain.

Sources: report.nih.gov
www.seniorliving.org



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, 9 am – 5 pm, Monday – Friday (TTY users call 711).



CHOICESM
Health Plans

Yummy Vegetable Recipe

The summer months bring warm breezes, sunshine-filled days and plenty of flavorful herbs and healthy vegetables. Here is a nutritious and easy vegetable recipe.

Crowd-Pleaser Green Beans

- Snap the stem ends of 1 lb. of green beans (or use 16 oz. frozen).
- Heat 2 tbs of olive or canola oil and sauté 2 cloves of minced garlic and 1 chopped onion for about 2 min.
- Add 1 cup chicken broth and ½ cup chopped red bell pepper.
- Cook until the liquid is almost gone and the beans are soft, yet still a bit crisp – about 5–8 min.
- Salt and pepper to taste.
- Serve with grated parmesan cheese. (Optional)



Inside...

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