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Falls Prevention – Stay Safe This Winter

Many things can cause you to fall, like numbness or pain in your feet from arthritis, diabetes, poor circulation or a sidewalk that’s slippery from last night’s frost.

Here are some ways to protect yourself against falling:

- Wear shoes and boots with rubber soles to prevent slips and falls.
- Keep anything you use to help you get around close by — cane, walker or wheelchair.
- Place night lights near the stairs and in hallways.
- Make sure to turn lights on near steps and staircases.
- If you have one, wear your Personal Emergency Response System (PERS) monitor or medical alert bracelet.
- Remove anything you could trip over, like:
 - o Extension cords
 - o Loose rugs
 - o Shoes, boots or umbrellas near your front door or stairwell
- Get your eyes and hearing tested. Even small changes in sight and hearing can cause you to fall.
- Notice if any medicine you take makes you sleepy or dizzy. Tell your doctor or pharmacist.
- Get enough sleep.

Taking some time now to “fall-proof” your home will help you stay safe and steady this winter.

Do This Every Day. It Could Save Your Life!

It's simple: If you have **Congestive Heart Failure (CHF)**, weigh yourself **every day!**

What is CHF?

CHF is when your heart can't pump enough blood to your other organs to push out extra fluid, causing weight gain.

Common symptoms of CHF

- Swelling in the legs and feet caused by a buildup of too much fluid.
- Shortness of breath, nausea and feeling tired.

You can gain up to 10 pounds from water before feeling bad or noticing anything. That's why it's important to weigh yourself every day. **Weight gain is the first sign that your CHF is getting worse.**

Important Guidelines

- Weigh yourself at the same time every morning, before eating or drinking and after going to the bathroom.
- Weigh yourself without clothing or wearing what you sleep in.
- Use the same scale on a flat, hard floor.

Make this part of your routine

- Write your weight in a notebook or log with the date.
- If you need help remembering to weigh yourself:
 - o Set an alarm (clock or phone).
 - o Ask your home health aide or family member for help.



If you gain more than **3 pounds in 1 day** or **5 pounds in 1 week**, tell your home health aide, or call your care manager or doctor.

Resources for Health Care Access

In August 2019, the Centers for Medicare & Medicaid Services, Office of Minority Health posted important information for people with disabilities about gaining access to doctor's offices and other health care facilities. After all, having medical access is your right.

Visit [go.cms.gov/omh](https://www.go.cms.gov/omh) to view the new resources.

Tell Us How You Really Feel

If you are unhappy with something in your health plan or how you've been treated by a medical professional, let us know. We take your problems seriously, and like you, we want to solve them and make things better, not just for you, but for all of our members.

If you aren't satisfied with the service you get, you have options. **Call Member Services.** We'll do our best to answer questions about your benefits, medical supplies and other coverage-related issues and find solutions quickly. When we don't know the answer, we'll get you to the person who will. We're here to help!

Keeping Your CDPAS Active

If you have Consumer Directed Personal Assistance Services (CDPAS), or are thinking of signing on for it, keep these things in mind:

- CDPAS is for people who can oversee their own personal or home care services. CDPAS lets you (or your designated representative) hire, train and manage a personal assistant (PA) to help you with meals, dressing, bathing and basic medical needs like wound care or taking insulin. Your PA might be a trusted friend, relative (but not a spouse) or a trained professional.
- When your assessment nurse first saw you, they gave you some CDPAS materials. These included a form that explained what the responsibilities are for you and VNSNY CHOICE. If you haven't already, please read, sign and send it back to us.



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**Once the completed
MD order form is sent
back to us and approved,
CDPAS can begin.**
.....

- You also got an MD Order Form for your doctor to fill out, sign and return to VNSNY CHOICE. This form allows us to approve your PA services. Every six months, we will send you another MD Order Form by mail. Each time, take this form to your doctor and have them complete it, sign it and return it to VNSNY CHOICE within 30 days of your appointment. It is important that your doctor include their license number, the date of your exam and the date they signed the form. Without that information, the form will be returned to your doctor and your services may be delayed. That could also delay your PAs being paid.

The quickest way to return the MD Order form to VNSNY CHOICE is by fax: 646-640-2802. If you have questions about this process call us at 1-888-867-6555 (TTY: 711), 9 am – 5 pm, Monday – Friday. We're here to help!

Protect Yourself Against the Flu and Pneumonia

Get a flu shot every year. The flu shot is needed every year because flu viruses are always changing. And remember that it takes 2 weeks for the flu vaccine to offer full protection; so get yours today!

Get a pneumonia vaccine once and be protected for life. If you're at least 65, you should get a pneumonia vaccine. Talk to your doctor about the right one for you. And, it's OK to get both the flu and pneumonia shots at the same time.

Call Member Services for more information at 1-888-867-6555 (TTY: 711), 9 am to 5 pm, Monday – Friday.





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 (TTY: 711) at least 48 hours in advance, 9 am – 5 pm, Monday – Friday.



CHOICESM
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Oven Roasted Parmesan Brussel Sprouts

Ingredients

- 1½ lbs brussel sprouts (trimmed & halved)
- 2 tablespoons olive oil
- ⅓ cup parmesan cheese
- 1 teaspoon garlic powder or two cloves fresh garlic
- ½ teaspoon salt
- ¼ teaspoon pepper

Instructions

- Pre-heat oven to 425 degrees. Very lightly spray a cookie sheet with cooking spray.
- Trim brussel sprouts and cut in half.
- In a bowl, combine brussel sprouts with olive oil, garlic, salt, pepper and parmesan cheese.
- Toss together to coat evenly.
- Spread onto the cookie sheet in an even layer.
- Cook for 16 – 18 minutes.
- Drizzle a bit more olive oil and add some more parmesan cheese.
- Serve immediately.

Inside...

Weighing yourself everyday could save your life.