

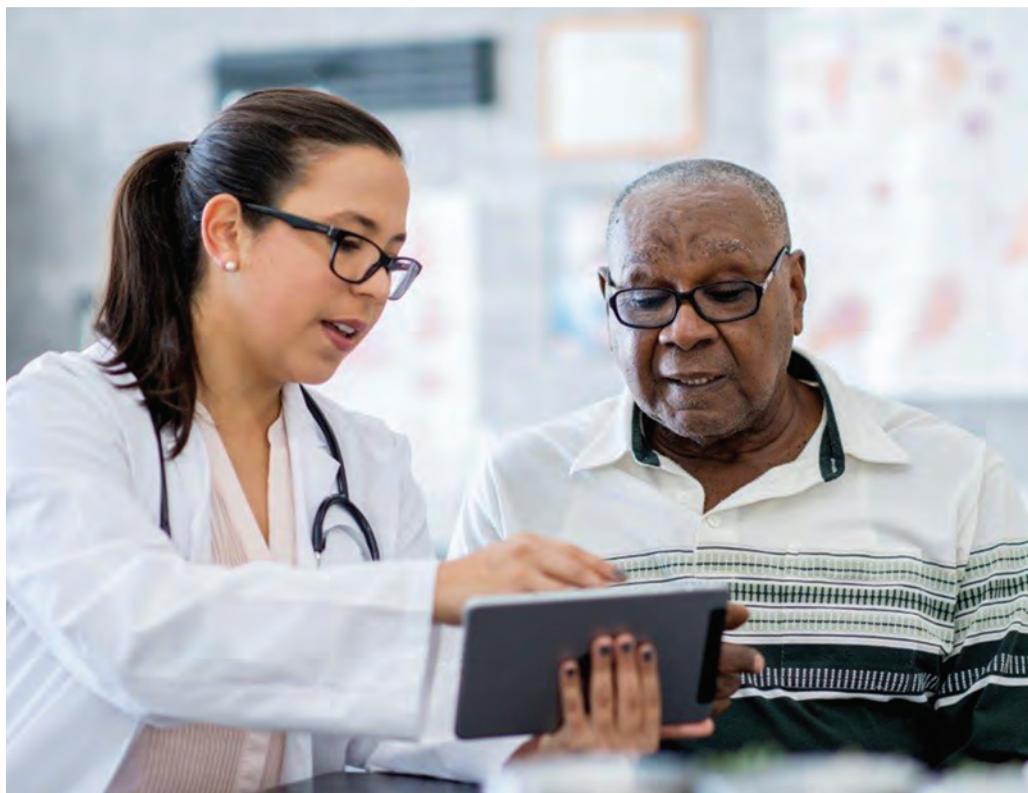


CHOICE
Health Plans

Member News

VNSNY CHOICE Total (HMO SNP) Member Newsletter

Spring 2019



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Your “Before You Leave the Hospital” Checklist!

The day is finally here – you’re being discharged from the hospital. Here are some things you should keep in mind before you go home:

- ✓ Get a written discharge plan and go over it with the hospital staff – have a friend, family or caregiver with you for support.
- ✓ Know what to do if you have symptoms that concern you like feeling nauseous or dizzy. Ask for a number to call if you have questions.
- ✓ Be sure you understand how to manage pain.
 - If you’ve had surgery, discuss what level of pain you should expect, and for how long.
 - Know how to get pain relief when you’re home or in rehab.
- ✓ Know how to take your medications.
 - Know what medications you’ll be taking when you’re home, especially if there is anything new.
 - Make sure that any new prescriptions have been sent to your pharmacy or care facility.
- ✓ See your Primary Care Physician within 7 days of being discharged. Schedule the appointment before you leave the hospital.
- ✓ Speak to a hospital Social Worker or your Care Manager about community services available to help you in your recovery.

If you follow this checklist, you’re less likely to have to return to the hospital. At VNSNY CHOICE, we are committed to helping you stay healthy in your own home!

What's in Your Medicine Cabinet?

It's a good idea to have some basics in your medicine cabinet. Be sure to read the instructions on the package. Check with your pharmacist or doctor before taking any medications. This includes herbal or over-the-counter (OTC) medication to make sure they don't interfere with medicine you are already taking.*

SYMPTOM	PRODUCTS**
Pain and Fever Reliever	Ibuprofen (Advil®), Aspirin, Tylenol®
Cough Medicine	Sudafed®, Mucinex®, Delsym®, Robitussin®
Tummy Troubles, Diarrhea, Constipation:	Imodium®, Pepto Bismol®, MiraLAX®, Colace®, Dulcolax®, Senna®, Tums®, Ranitidine, Omeprazole
Allergy Relief	Benadryl®, Claritin®
Minor Cuts/Scrapes and Anti-itch	Topical Antibiotic or Hydrocortisone Creams (Neosporin®)

* Store all medications away from children in a cool dry place (not in the bathroom). Check medication expiration dates before using.

** Note that OTC remedies are for temporary symptoms. See your doctor if the symptoms don't go away.

Test Your Knowledge! Your Over-the-Counter (OTC) Drug Benefit

True or False

- I can spend my OTC drug benefit on anyone.
False: Each month, you have \$100 to spend on yourself (no one else) and must choose OTC items that are on the VNSNY CHOICE Total product list.
- If I don't spend the whole \$100 by the end of the month, I can spend the rest the next month.
False: You will lose any money that's left – it is not carried over month to month.
- There are 3 ways to use my OTC benefit.
True: There are 3 convenient ways to use your OTC benefit.



You can:

1. Buy OTC products at a participating store in our network, including CVS, Duane Reade and Family Dollar stores.
2. Order online or by phone and have your products delivered to you. Pick products from the Drug Source website at: <https://shopping.drugsourceinc.com/vnsny/> You are limited to 1 phone or website order each month.
3. Buy items that are covered by the OTC benefit at any local store and ask the plan to reimburse you.

Basic Chair Exercises

Here are 3 exercises that can be done from a chair to help you stay fit. Remember to check with your doctor before starting any exercise program.

Sit in a sturdy chair for these exercises.

Leg Lifts (10 to 12 repetitions)

1. Sit with your feet together and flat on the floor. Roll your shoulders back.
2. Hold the chair's armrests or grip the seat. Keeping your feet and knees together, lift both legs as high as you can (with knees bent).
3. Hold for 5 seconds, then lower your feet back to the floor.

Overhead Arm Raises (10 to 12 repetitions – twice)

Use lightweights, dumbbells, water bottles, or canned goods for this exercise.

1. Sit with your feet flat on the ground about shoulder distance apart.
2. Hold the weight in each hand and raise your arms straight up overhead, extending your elbows.
3. Lower your hands back to the starting position.



Tummy Twists

1. Hold a ball with your hands close to your stomach and elbows slightly bent.
2. Turn your torso to the right, while keeping the rest of your body stable.
3. Return to the center and repeat on the left. Complete 8 twists per side.

Source: <https://www.verywellfit.com>

Important Survey Coming Soon!

Between February and early June, you may be asked to complete the Consumer Assessment of Healthcare Providers and Systems survey. It's completely anonymous and measures your satisfaction with the services you receive from VNSNY CHOICE. SPH Analytics, on behalf of the Centers for Medicare & Medicaid Services, will be calling or sending the survey in the mail. Please take this opportunity to help us help you better!

VNSNY CHOICE Health Plans complies with Federal civil rights laws. VNSNY CHOICE Health Plans does not exclude people or treat them differently because of race, religion, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

ATENCION: si habla español, tiene a su disposicion servicios gratuitos de asistencia linguistica. Llame al 1-866-783-1444 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-783-1444 (TTY: 711)。

VNSNY CHOICE Total is an HMO SNP plan with a Medicare contract. This plan is also a Medicaid Advantage Plus plan, with a contract with the New York State Department of Health. Enrollment in VNSNY CHOICE Total depends on contract renewal.



CHOICE
Health Plans

VNSNY CHOICE

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www.vnsnychoice.org

Member Services:

1-866-783-1444

7 days a week, 8 am – 8 pm

TTY users please call 711

Suspect Something, Say Something

VNSNY CHOICE is committed to preventing and detecting any fraud, waste or abuse in the organization related to Federal and State health care programs.

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 1-866-783-1444 at least 48 hours in advance, Monday – Friday, 8 am – 8 pm (TTY users call 711).



CHOICE
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Overnight Oats

This diabetes, heart healthy recipe has whole grains, fresh fruits and low fat dairy. It's easy, delicious and inexpensive.

Ingredients

- 1/2 cup oats
- 1/2 cup milk (use your favorite – whole, soy, coconut, etc.)
- 1/4 cup plain Greek yogurt
- 1/2 cup apple, chopped
- 1/8 teaspoon ground cinnamon
- 1 teaspoon honey
- 1 teaspoon your favorite nuts (almonds) or seeds (sunflower or chia)

Cooking Instructions

Add oats to a mason jar or other container, pour in milk and Greek yogurt. Add in a layer of chopped apples, and top off with cinnamon, drizzle of honey, and nuts or seeds. Place in fridge and enjoy in the morning. It's delicious hot or cold — feel free to add more nuts or fruit and a bit more milk if it seems dry.



Inside...

Medication safety and easy chair exercises.