



## IN THIS ISSUE

2

### Ordering Medical Supplies

You Need to Know...  
New Livanta Address

Tips for Managing  
Your Medications

3

### Screenings Save Lives



## Compassionate Care Matters

Hospice care begins when treatment stops, and your doctor tells you that you're not expected to get better (with 6 months or less to live). It focuses on caring for you and your family, not curing the illness. Hospice offers ways to control pain so that you are as comfortable as you can be, while giving emotional and spiritual support. It lets you spend the time you have left with dignity and gives support and grief counselling to your loved ones.

Call Member Services for more information about your VNSNY CHOICE Total hospice care benefit.

## Exercise Myths and Facts for Seniors

Here are 4 common myths and facts about exercise that may surprise you.

### **Myth 1: Exercise won't help me.**

**Fact:** Exercise helps strengthen your body, makes you feel younger and improves your mood.

### **Myth 2: Exercise is too hard.**

**Fact:** It can be easier than you think to add exercise into your day. Here are some ways:

- Stand up from a chair or couch a few times a day and stretch.
- Do some leg lifts or arm circles while sitting or watching TV.
- Take a stroll through your apartment or hallway, get the mail, walk to the park or grocery store.
- When riding the bus, get off a stop early and walk the extra few blocks home.

Source: [www.alert-1.com](http://www.alert-1.com)

### **Myth 3: I might fall while exercising.**

**Fact:** Exercise **cuts** your risk of falling by making muscle strength and balance better. Tai Chi (pronounced *Tie Gee*), a gentle form of martial arts, can be a great choice to improve memory, balance and overall body strength. Check your local park or library for classes or an instructional video.

### **Myth 4: I'm too old to build muscle.**

**Fact:** Slow or stop the loss of muscle tone with simple strength training. Work on arm muscles while sitting or standing. Grab a couple of hand weights and lift them over your head a few times. It's as simple as that!

It all counts. Try to move every day, but don't overdo it. Get your doctor's OK first.

## Ordering Medical Supplies

Did you know that you can reorder your 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. 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/ phone.
- Have a complaint about the quality or number of items you received.

If you have an **urgent** concern or need, call Member Services 8 am – 8 pm, 7 days a week at 1-866-783-1444 (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 of your item or packaging changed. It's because different companies may carry the same supplies in other brands or packaging.

## You Need to Know...

**Livanta**, the New York State Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO) has a new address:

**Livanta BFCC-QIO Program**  
**10820 Guilford Road, Suite 202**  
**Annapolis Junction, MD 20701**

For more information about Livanta, refer to your Member Handbook on our website at [www.vnsnychoice.org/for-our-members](http://www.vnsnychoice.org/for-our-members)

## Tips For Managing Your Medications

- Make a list of all your prescribed and over-the-counter medications, vitamins and herbal remedies. Bring the list with you when you see your doctor or specialist.
- Be sure you know how often you take each medication and whether to take them with food.
- Note any side effects. Talk to your doctor or call your care manager if you don't feel well after you take your medication.
- Don't skip doses but know what to do if you forget to take your medication.
- Know where your medicine is and keep it all in the same place.
- Get a pill box to help you remember when to take your pills.
- If you're planning on taking a trip, make sure you have enough medication for each day.

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*The National Institutes of Health found that 40% of people 65 and older take 5 or more prescription drugs. More than 50% take them incorrectly.*

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Use these tips to help you take your medication correctly. If you have a question, talk to your doctor, pharmacist or call your care manager at 1-866-783-1444.

# Screenings Save Lives

One of the best ways to stay healthy is to be screened for common conditions before there are any signs or symptoms. Below are recommended screenings for men and women age 65 and older. Are you up-to-date?

CONDITION	SCREENING/TEST	WHO	HOW OFTEN
Body Mass Index (BMI)	Measures body fat.		Annually, with your checkup or as recommended by your doctor.
Cholesterol	Blood test that measures cholesterol levels in your blood, both “good” (HDL) and “bad” (LDL).		Every 5 years if cholesterol is normal, more often if bad cholesterol is high or good cholesterol is low.
Colorectal	Colonoscopy screens for cancers of the colon and rectum.		Every 5 – 10 years, starting at age 50—more often with a family history.
Diabetes	Hemoglobin (Hb) A1c blood test looks at the average 3-month level of your blood sugar.		Every 3 months if you have diabetes or as recommended by your doctor.
Eyesight	Screenings for macular degeneration, cataracts, glaucoma and diabetic retinopathy.		Every year for those 61 and older. An annual dilated eye exam is recommended for people with diabetes.
Living on Your Own	Functional Status Assessment checks activities of daily living and Instrumental Activities of Daily Living (i.e taking your medication).		Age 66 with annual checkup or after you leave the hospital.
Hearing	Test for hearing loss.		After age 50, every 3 years.
Hypertension	Blood pressure monitor checks your risk for stroke or heart attack.		Checked at every office visit.
Bone Density	Test to see if you’re at risk for broken bones.		Baseline at age 65, then every 15 years.
Breast Cancer	Breast exam and mammogram.		Every year starting at age 40.
Prostate Cancer	Prostate-Specific Antigen test and digital rectal exam check for signs of prostate cancer.		Age 50 to 69, every 2 years, more often with a family history.

Source: [www.hopkinsmedicine.org](http://www.hopkinsmedicine.org)

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.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. 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**<sup>SM</sup>  
Health Plans

## VNSNY CHOICE

220 East 42nd Street, 3rd Floor  
New York, NY 10017

[www.vnsnychoice.org](http://www.vnsnychoice.org)

### Member Services:

1-866-783-1444

8 am – 8 pm, 7 days a week

TTY users please call 711

### 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](http://vnsny.ethicspoint.com).  
Learn more at: [vnsnychoice.org/for-our-members/member-rights/compliance-program](http://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, 8 am – 8 pm, Monday – Friday (TTY users call 711).



**CHOICE**<sup>SM</sup>  
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...

Ordering Medical Supplies • Medication Safety Tips