



CHOICESM
Health Plans

Member News

VNSNY CHOICE SelectHealth Member Newsletter

Fall 2012



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Welcome to VNSNY CHOICE

A few words from Christopher Palmieri, President

Welcome to VNSNY CHOICE SelectHealth. We want to thank you for choosing to stay with your health plan as it transitioned to VNSNY CHOICE SelectHealth.

“Our aim is to build on and expand the excellent work that New York-Presbyterian began with SelectHealth, and to ensure sustainability that will support New Yorkers with HIV/AIDS and their families in the years to come,” Christopher Palmieri, President of VNSNY CHOICE Health Plans. “As the largest provider of HIV/AIDS services in

New York City, we know firsthand how important it is to provide personalized, customized care by trusted experts who understand the special needs of families coping with HIV or AIDS.”

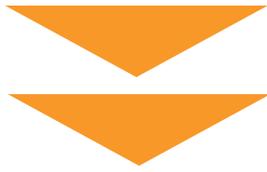
We invite you to visit us online at www.vnsnychoice.org, and click on SelectHealth. There you will find the most up to date:

- Member Handbook
- Provider Directory (lists our network of leading health care providers by region and specialty)
- Resources on Specialty HealthCare Providers (learn

about different areas of medicine, types of doctors and their expertise)

- Formulary (list of covered prescription drugs)
- Dental Benefits

We want you take advantage of the benefits available to you. If you ever have a problem, or have any questions or concerns about your VNSNY CHOICE SelectHealth services please do not hesitate to call Member Services at 1-866-469-7774 Monday through Friday 9 AM-5 PM. (TTY users call 711).

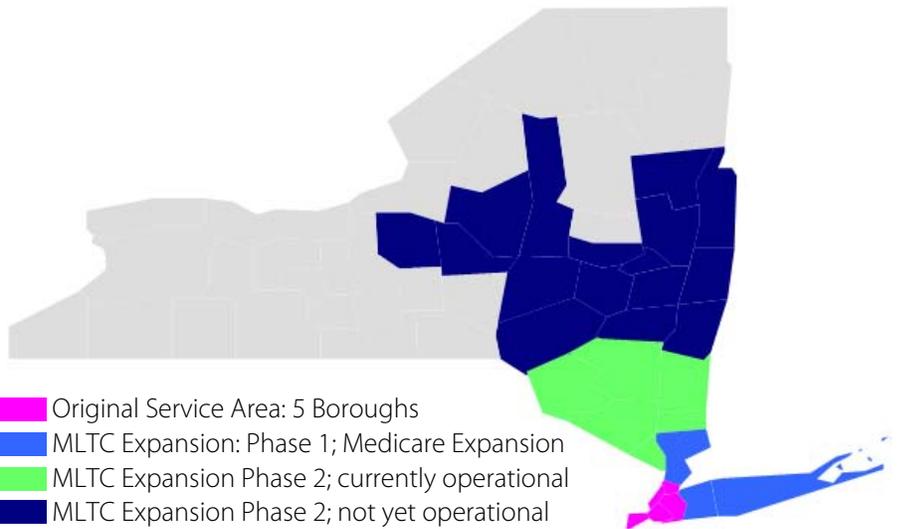


We Want Your Feedback

- Are you satisfied with your membership in VNSNY CHOICE SelectHealth?
- What can we do to better serve you and your needs?
- What would you like more information about in future newsletters?
- Do you have suggestions on how to improve the newsletter?

We are working harder than ever to provide the best member experience and your feedback and suggestions will help us improve what we do.

Our Member Services Representatives are waiting for your call and can be reached at 1-866-469-7774 (TTY users 711).



CHOICE Expansion

This year, VNSNY CHOICE has grown quickly and now serves more members in the New York metropolitan area than ever before. Our growth includes the addition of a new Medicaid special needs plan, the addition of thousands of new members to our Medicare and Managed Long Term Care plans, and the addition of new counties to our service area.

MLTC Expansion: Phase 1

On May 1, 2012, VNSNY CHOICE received approval from the State of New York to **expand its MLTC health plan to Nassau, Suffolk and Westchester Counties**. This monumental move—the first expansion for CHOICE Health Plans outside of New York City—is good news for seniors in Westchester and Long Island who have chronic illnesses and disabilities and are unable to live on their own but wish to remain at home instead of moving into a nursing home.

MLTC Expansion: Phase 2

The second phase includes plans to **expand to 23 additional counties in New York**, which was approved as of October 1, 2012. To date, we've opened an office in the city of Fishkill and have begun enrolling and serving members in Dutchess, Orange, Putnam,

Rockland, Sullivan and Ulster Counties.

The expansion of our MLTC plan will continue next year. VNSNY CHOICE hopes and expects to be part of the Department of Health's plans to bring managed long term care to all corners of the Empire State.

Medicare Expands to Nassau, Suffolk and Westchester

Another exciting development, VNSNY CHOICE Medicare is expanding its service area too. Since 2007, we have offered comprehensive Medicare benefits and prescription drug coverage to residents across the five boroughs of New York City. As of January 2013, we will offer our Medicare plan in Nassau, Suffolk and Westchester. People who live in these areas will be able to enroll in one of the same four plan options that we have today.

With these additions, VNSNY CHOICE can serve more New Yorkers than ever before. —Mary Ann Christopher, President and Chief Executive Officer, of the Visiting Nurse Service of New York explains, "This growth is driven by the goal to touch even more patients and to improve their quality of life."

5 Reasons to Get a Flu Shot Today

1 People with HIV/AIDS are at increased risk for serious complications related to influenza (flu).

Studies have shown that individuals with HIV have a higher risk for heart-and lung-related hospitalizations during influenza season, as opposed to other times of the year. Those with HIV also have a higher risk of influenza-related death.

Receiving an annual flu vaccination can help protect against influenza viruses in certain people infected with HIV.

2 The flu season can begin as early as October; it takes 2 weeks for the flu vaccine to offer protection.

The Centers for Disease Control and Prevention recommends that individuals receive their flu shot as soon as the 2012-2013 vaccine becomes available in their community.

3 Strains of the flu viruses can change each year.

A flu vaccine is needed each year because flu viruses are constantly changing. It's not unusual for new flu viruses to appear each year and the flu vaccine is specifically formulated each year to fight off the viruses as they change. It's important to get a flu shot annually, even if you were vaccinated the year before.

4 The flu shot will not cause the flu.

The viruses contained in the flu shots are inactivated (dead), which means they cannot cause infection. The most common side effect of the flu vaccine in adults is soreness at the injection site, usually lasting less than two days.

5 The flu shot is available now, free of charge as part of your VNSNY CHOICE prescription drug plan.

Make an appointment with your primary care physician today to receive your flu shot. If for any reason, you can't get your flu shot from your primary care physician, bring your Member ID card and a valid photo ID to any participating CVS pharmacy and ask the pharmacist behind the counter for your free flu vaccination. For a list of participating CVS pharmacies near you, call Member Services at 1-866-469-7774, Monday–Friday, 9:00 AM–5:00 PM. (TTY users call 711).

Content adapted from CDC.gov/flu

Transportation Changes for 2013

Starting January 1, 2013, emergency and non emergency transportation will be covered by regular Medicaid. You will no longer get your transportation from SelectHealth.

To get non-emergency transportation on or after January 1, 2013, you or your health care provider must call **LogistiCare, the State's transportation coordinator**, at 1-877-564-5922 Monday through Friday, from 7:00 a.m. to 6:00 p.m. (TTY users should call 1-866-288-3133). You can also make reservations online at www.nycmedicaidride.net/.

If possible, you or your provider should call LogistiCare at least 3 days before your medical appointment and provide the following:

- Your Medicaid identification number (ex. AB12345C)
- Appointment date and time
- Address where you are going
- Name of the medical practitioner you are seeing

How you get emergency transportation will not change. If you have an emergency and need an ambulance, you must call 911.

Please contact your health care provider or Logisticare directly for more information on how to receive a MetroCard for non-medical transportation.

Calendar of Events

November

Bladder Health Awareness Month

Many people experience problems with urine leakage and may be embarrassed to talk to their doctor about it. Doctors want to help, but can't if you don't let them know. They can suggest many ways to treat urinary incontinence including bladder training, exercises, medication and/or surgery.

American Diabetes Month

Is your sugar under good control? Always ask your doctor about your "A1C" level. This is a simple blood test of diabetes control. If it isn't 9.0 or lower, be sure to ask your doctor what he or she recommends. Controlling your cholesterol and blood pressure are also very important to prevent or delay complications of diabetes.

December

World Aids Day: December 1

World AIDS Day is held on 1 December each year and is an opportunity for people worldwide to unite in the fight against HIV, show their support for people living with HIV and to commemorate people who have succumbed to the virus.

The 2012 theme for World AIDS Day is "Working Together for an AIDS-Free Generation". Visit aids.gov/world-aids-day/ to learn ways you can take simple, yet powerful action.

Women: Our Evolving Lives w/ Felicia

6:00 – 7:30 PM
Every Tuesday at The Sage Center (Free)
305 7th Avenue, 15th Floor, New York

Women-only discussion group for those who wish to talk in a welcoming and open environment. Please contact Felicia Sobel for more information at 212-741-2247, sobel@sageusa.org. Held on the 6th Floor of the SAGE offices in conference room 1.

Everything Politics Group

2:00 – 3:00 PM
Every Tuesday at The Sage Center (Free)
305 7th Avenue, 15th Floor, New York

Come discuss what's on your mind with The Sage Center's new politics discussion group!

Call The SAGE Center at 646-576-8669 for more information.

Scrabblers

1:00 – 2:00 PM
Every Thursday at The Sage Center (Free)
305 7th Avenue, 15th Floor, New York

Enjoy word puzzles? Like board games? Join us for Scrabble at The SAGE Center. Beginners welcome!

Call The SAGE Center at 646-576-8669 for more information.

Happy and healthy holidays to you and your loved ones from VNSNY CHOICE Health Plans!



When was the last time you saw your doctor?

If you haven't seen your primary care physician in the last 6 months, make an appointment today.

If you've changed your primary care physician, or need assistance in scheduling an appointment please call Member Services at 1-866-469-7774 (TTY users call 711).

It's important that we have your physician's current information so we can issue you a new ID card to reflect any changes.

The SAGE Center: First LGBT Senior Center in NYC

Offering Dinner, Computer Stations, Support Groups and More

For more than 30 years, Services & Advocacy for Gay, Lesbian, Bisexual and Transgender Elders (SAGE) has provided a number of programs and services for New York City LGBT adults, age 60 and older (50 and older for individuals with HIV/AIDS), and the caregivers who support them, in a safe and affirming environment. Most of these services are provided at no cost.

With its grand opening in March 2012, The SAGE Center became New York City's first LGBT senior center. With the support of New York City's Department for the Aging, The SAGE Center offers:

- **Hot dinner**, Monday-Friday, 5:00 PM-6:30 PM (\$2 suggested donation for those 60 and over; \$4 for others)
- **Social service case assistance** by appointment, Monday-Friday, 10:00 AM-7:00 PM; drop-in hours, Monday, Wednesday and Friday, 2:00 PM-3:00 PM
- **A visiting nurse**, Mondays and Thursdays, 2:00 PM-5:00 PM
- **SAGE David Bohnett CyberCenter**, featuring new computers and work stations, Tuesdays and Thursdays, from 10:00 AM-3:30 PM, Fridays from 10:00 AM-5:00 PM
- **Support groups around a variety of topics**, such as HIV, coming out later in life, relationships, bereavement and more

- **Health, wellness and fitness programs** from walking clubs to Zumba
- **Arts and culture programs**
- **Caregiver support**
- **A friendly visiting program** for homebound older adults
- **Employment assistance**
- **Benefits counseling**

In addition to these services, SAGE has dozens of activities, groups and programs that encourage LGBT older adults to stay connected to each other and the community.

The SAGE Center is headquartered at 305 Seventh Avenue (between 27 and 28 Streets), 15th Floor, NY, NY. The SAGE Center also provides services citywide through partnerships with community organizations in Brooklyn, Queens and Staten Island.

The SAGE Harlem location offers a robust array of programs for LGBT elders in Harlem, East Harlem and the Bronx.

For a full listing of SAGE's activities, including dinner menus and a calendar of events, visit www.sageusa.org. You can also call The SAGE Center at (212) 741-2247 for more information or to make an appointment for case assistance. SAGE Harlem can be reached at (646) 660-8953.



Above: The SAGE Center Grand Opening
Below: SAGE at NYC Pride 2012



VNSNY CHOICE
1250 Broadway, 11th Floor
New York, NY 10001
www.vnsnychoice.org

Member Services:
1-866-469-7774
Monday through Friday
from 9:00 AM to 5:00 PM

*Artwork created by an
MLTC CHOICE member*



Need Help With Heating Costs This Winter?

The Home Energy Assistance Program (HEAP) is a federally funded program to supplement a household's annual energy cost.

There are 3 types of HEAP Benefits:

Regular Benefit: Assists low-income New Yorkers with the cost of heating their homes.

Applications for regular HEAP benefits will be accepted beginning November 19, 2012 through at least March 15, 2013.

Emergency Benefit: Assists qualifying low-income New Yorkers who are facing a heat or heat-related energy emergency and do not have resources above the established limits.

Applications for heat or heat-related emergency benefits will be accepted beginning January 2, 2013.

Heating Equipment Repair or Replacement:

Available to help eligible low-income home owners repair or replace furnaces, boilers and other direct heating components necessary to keep the home's primary heating source functional.

Applications for heating equipment repair or replacement benefits will be accepted beginning October 1, 2012.

If you would like more information about applying for HEAP benefits, or have a heat or heat-related energy emergency this winter call:

NYC (Brooklyn, Bronx, Manhattan, Staten Island, Queens):

HEAP Local District: (800) 692-0557

After Hours Emergency Contact: 911

Nassau County

Nassau County Department of Social Services:
(516) 227- 7605

After Hours Emergency Contact: DSS (516) 573-8626

Suffolk County

Suffolk County Department of Social Services:
(631) 853-8820

After Hours Emergency Contact: DSS (631) 854-9100

Westchester County

Westchester County Department of Social Services:
(914) 995-5619

After Hours Emergency Contact: DSS Emergency Services (914) 995-2099

The general NYS HEAP Hotline is 1-800-342-3009

If you have any questions about what you should do in the event of an emergency, call Member Services at 1-866-469-7774. (TTY users call 711).