Lower Your Risk of Serious Injury from a Fall

Being prepared can save you a trip to the ER or even save your life. Consider the following:

- Carry a cell phone or personal emergency response system (PERS).
- Use a cane or walker if needed.
- Move your body as much as possible to stay strong, and get enough sleep.
- Get your sight and hearing checked regularly.
- Talk to your providers about your medications and if they can make you dizzy, sleepy or confused.
- Wear non-skid, rubber-soled, low-heeled shoes.
- Remove tripping hazards and increase lighting in your home.
- Install handrails along stairs and safety grab bars in the bathroom.

It can be scary to fall. Come up with a plan so that you’ll feel more in control and share it with your family and neighbors. Give a set of keys to someone you trust who could use them in an emergency.


Every 11 seconds, an older adult is treated in an emergency room for an injury related to a fall, according to the National Council on Aging.
Living Well with Diabetes

Having diabetes doesn’t have to stop you from living a healthy life. Simple lifestyle habits can lower your risk of complications to your heart, blood vessels, eyes, kidneys and nerves.

Everyday Guidelines

• Follow a diet with mostly
  o Lean protein and non-starchy vegetables
  o High fiber carbs like beans and oatmeal
  o Lower-sugar fruits like grapefruit and blueberries
  o Limited salt, fried and sugary foods

Exercise

Aim to exercise about 30 minutes, 5 days week, but do what you can most days. Consider walking, chair yoga and water aerobics.

Watch Your Levels

Take an active role in your diabetes care by testing your blood sugar, taking your oral medication and/or injecting insulin (based on doctor’s orders).

Every year (or as recommended by your doctor) people with diabetes should keep their condition under control by scheduling visits with their providers.

See your Primary Care Provider to Discuss:

• Your weight
• Questions about medication, exercise, diet and self-care
• The results of blood work

Take Care of Your Eyes and Feet

Every year, see an ophthalmologist for a diabetic eye exam and a podiatrist for a foot exam.

Good News – Track and Manage Your Health Data Online

If you use a health app on your phone or other device to manage your medications or track results of health screenings, we have good news. It is possible to keep your health app up to date without having to add the data yourself.

CHOICE has teamed up with partner, 1upHealth to make it as safe and easy as possible to access your CHOICE health data with an app. We created a page to help you understand how to share your CHOICE data with an app, which apps are available to access your data, and what privacy issues you should consider when giving health apps access to your health data.

Go to vnsnychoice.org/healthdata to learn more about accessing your CHOICE health data with health apps.

It’s Flu season – Are you protected?

Getting your flu shot is the best way to help you and your family from getting sick this flu season. We recommend that you get a flu shot and the COVID-19 and booster vaccines for maximum protection. Call your Care Team today for help finding a location near you.
**Medication Therapy Management**

If you have three or more chronic illnesses, you may be taking one or more medications. To help you take your medications safely, CHOICE may send you a letter inviting you to join our Medication Management Therapy (MTM) program.

**What You Need to Know:**
- MTM is a service that is provided at no cost to you.
- Regularly, we’ll review your medications to make sure they’re safe to be taken together.
- If we notice an issue, we’ll contact you and your pharmacy and/or doctor to adjust the prescriptions.
- Each year, we’ll call you to have a 30-minute conversation about how things are going with your medications.

MTM can help you understand how your medications interact with each other and how to take them safely. Even though you can opt out of MTM, we encourage you to enroll if you’re invited. Call us to learn more.

**Planning for Your Next In-Person Doctor’s Visit**

Going to the doctor is an important part of staying on top of your health. Being in the office where your doctor does a physical exam, listens to your heart and lungs, takes your blood pressure, and does blood work is still the best way to get care.

Here are some tips and reminders that can help make your next in-person visit easier:
- Schedule appointments ahead of time. Many people are trying to get appointments; you may have to wait longer for one that works with your schedule.
- Ask about office guidelines, like average wait times, limits on the number of people in the waiting area and COVID-19 safety rules.
- Write down your health questions and concerns ahead of time.
- Wash your hands before and after your appointment.

**Be on the Lookout an Important Member Survey**

Early in 2022, you may be asked to complete (by mail or telephone) the Consumer Assessment of Healthcare Provider & Systems Survey (CAHPS). The CAHPS measures your satisfaction with services from VNSNY CHOICE Total, and is completely anonymous. Completing this survey will never impact your benefits. Please share your views and help us help you better!

We thank you in advance for taking this survey and for being a member of CHOICE Total. If you have any questions call us at 1-866-783-1444 (TTY: 711), 8 am – 8 pm, 7 days a week.

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.


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）。

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TRANSPORTATION REMINDER
To schedule transportation, call 1-877-718-4219 (TTY: 711) at least 48 hours in advance 8 am – 8 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/compliance-program.

Healthy Breakfast Egg Muffins

This meal-in-a-cup is heart and diabetes-friendly! Feel free to add chunks of turkey or ham to ramp up the protein or other favorite veggies. Makes 12 servings.

Ingredients
- 12 large eggs
- ¼ cup nonfat milk
- 1 cup chopped fresh spinach (thawed 10 ounce frozen works if you don’t have fresh)
- ¾ cup chopped tomatoes
- ½ cup diced onions
- Sliced avocado, salsa, or cheese for serving

Instructions
- Preheat the oven to 350°F. Grease a muffin pan with cooking spray.
- Whisk together the eggs, nonfat milk and ½ teaspoon pepper. Stir in the spinach, tomatoes and onions.
- Fill 12 muffin pan cups and bake for 20 to 25 minutes, or until the egg is fully cooked.
- Remove the muffins from the oven and let them cool for 5 minutes. Use a knife to loosen the muffins.
- Top each muffin with sliced avocado, a dollop of salsa or a sprinkling of cheese.
Here are some highlights about your benefits that can help you live healthier!

**OTC and Grocery Card – Get What You Need – Delivered Right to your Door**

Your OTC and Grocery Card is a monthly allowance for buying health items and groceries. The good news is that you can also get fresh fruits, vegetables and prepared meals delivered right to your door! And, these produce boxes and prepared meals can be customized to your needs. What’s more, in 2022 your monthly allowance will increase from $150 to $180. See the 2022 OTC and Grocery Catalog mailed to you for more information or go to: vnsnychoice.org/otc-grocery.

**Earn Rewards For Taking Care Of Yourself**

Did you know, the Healthy CHOICE Healthy You (HCHY) program rewards you for taking charge of your health? Get your annual check-up, flu shot or cancer screenings and earn rewards. If you’ve completed any eligible health activities, you may have already earned rewards loaded on your HCHY Mastercard gift card. Don’t let your rewards go unused!

For more information go to vnsnychoice.org/rewards or call us at the number on the back of this flyer.

**Using Your Total Flex Card to Pay for Extras**

In 2022 you’ll have a Flex Card that is loaded with $187.50 a quarter ($750 a year). Use your Flex Card dollars to help pay for certain items or services above what’s covered in your plan for dental, fitness, hearing and vision.

You can look forward to receiving more details and your Flex Card by the end of this year.

**Telehealth Visits and In-Home Lab Tests – Care When You Need It**

We know it’s not always easy to get out and see your doctor. Telehealth lets you be “seen” by your provider using your phone or computer when you can’t get to the office in-person. Ask your provider if they have telehealth services.

Your provider may also be able to order lab tests done by a technician right in your home. Call the Care Team or talk to your Care Manager for more information.

See back for more benefit highlights
CHOICE Makes it Easier to Get Prescriptions When You Need Them!

Your CHOICE Pharmacy team works with your Care Manager, doctors and local pharmacist to make sure that your medicines work well together. They can answer questions you have, especially about dosage and side effects.

**Prescription Mail-Order Services**
With Postal Prescription Services (PPS), you can get your medications mailed directly to your home. Why not save a trip to the pharmacy and be sure your medication is delivered on time? To sign up, complete the order form found on our website at vnsnychoice.org, included in your Welcome Kit or call your CHOICE Care Team to request a copy.

**Pre-filled Medication Packs**
Instead of having a bunch of medication bottles, pre-filled pill medication packs can make it easier to keep track of your medication. Call us for more information on this convenient service.

**Did You Know?**

**Prescription Refill Reminders**
If you request it, most pharmacies will call or text you before your refill is due and all you need to do is confirm it and then pick up the medication.

**90-Day Supply Option**
Some prescriptions are available for a 90-day supply which can be easier to manage. Talk to your doctor about whether your medications are eligible.

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**Two Great Ways to Help You Stay Fit**

1. New in 2022! We’ve partnered with SilverSneakers® to offer you a gym membership to help you move your body and stay well. For information on this valuable benefit, go to SilverSneakers.com/StartHere.

2. VNSNY CHOICE also offers an Online Exercise Series. Choose from Zumba, Chair Exercise or Yoga or Tai Chi, held live several times a week. Go to our website, Events section at vnsnychoice.org/events for details.

**CHOICE Care Team:**
**Call 1-866-783-1444 (TTY: 711)**
8 am – 8 pm, 7 days a week

VNSNY CHOICE Medicare is a Medicare Advantage organization with Medicare and Medicaid contracts, offering HMO D-SNP and HMO plans. Enrollment in VNSNY CHOICE Medicare depends on contract renewal.