



Welcome Winter

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CONTACT US:

MA-PD: 1-877-940-9330
D-SNP: 1-877-940-9330
I-SNP: 1-877-940-9330
MAP: 1-833-274-5627
MLTC: 1-855-270-1600
TTY: 711
7 days a week, 8am - 8pm
www.centersplan.com

REPORT DIRECTORY INACCURACIES

We are excited to introduce a new feature on our electronic provider directory - "Report Inaccurate Information." When you search for a provider and find an error regarding their listed information, please click the link to let us know. Your proactive reporting will help maintain the quality of the provider directory, benefiting all members. Thank you in advance for your help!

FRAUD, WASTE, & ABUSE (FWA)

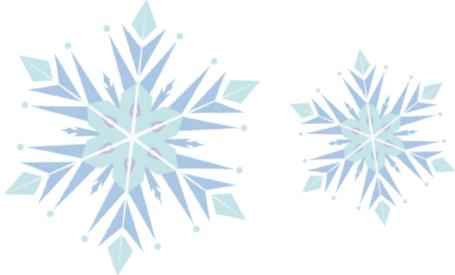
Everyone is responsible to help in the fight against fraud, waste, and abuse. If you suspect a provider, member, or Centers Plan staff is engaged in fraud, waste, abuse, or any other questionable activity, report it by calling 1-855-699-5046 or by visiting www.centersplan.ethicspoint.com. Both modes support anonymous reporting and are available 24 hours a day, 7 days a week.



GET WINTER READY!

Measures such as staying warm, keeping informed, and planning adequately can help prevent cold-related illnesses and injuries.

Here are some winter-related tips to help you stay safe during this time of the year!



- **Stay warm.** Being over the age of 60, having health conditions like diabetes, autoimmune diseases, or hypothyroidism, and taking certain medications can make you more vulnerable to the cold. Staying warm during the winter months is a key part of staying healthy. When you go outside, make sure to dress warmly, in layered, loose-fitting clothing, and wear a hat. Also, make sure you are not out in the cold for too long, and keep your indoor temperature at a minimum of 68 degrees Fahrenheit.
- **Prevent falls.** The National Council on Aging (NCOA) indicates that falls are the leading cause of injuries among older adults. Winter brings cold weather and slippery surfaces that can pose a challenge for people with mobility or health issues. Reduce the chance of a fall or injury by checking rugs for tripping hazards, wearing non-slip shoes, and using assistive devices as needed.
- **Prepare for inclement weather and power outages.** Winter storms may cause power outages that can disrupt communications, utilities, transportation, stores, and prevent your ability to use electrically powered medical devices. Preparation is key. Be sure to stock up on items such as flashlights, batteries, water, food, medications, a radio, and other necessary items. If the power is out, make sure to keep your freezers and refrigerators closed; do not use a gas stove or oven to heat your home; and go to a community location with power and heat if cold is extreme.
- **Get vaccinated.** People 65 years and older are at a higher risk of developing serious flu and pneumonia complications, in part due to changes in immune defenses. The flu and pneumococcal vaccinations have been shown to reduce illness severity and the risk of more serious complications that could result in hospitalization or even death in older people. These vaccines are offered at your local pharmacy, doctors' offices, and urgent care clinics. Please reach out to your health care provider for more information.

References

<https://www.care.com/c/winter-safety-tips-for-seniors/>

<https://www.cdc.gov/flu/pdf/freeresources/general/strong-defense-against-flu.pdf>

<https://www.ready.gov/winter-ready>

Be Prepared for Natural Disasters with an Emergency Plan

Natural disasters, like floods, storms, and earthquakes, strike without warning and disrupt our normal lives. Just like athletes say the best defense is a good offense, being proactive and prepared for a disaster helps protect you during an emergency. The U.S. Department of Homeland Security hosts [Ready.gov](https://www.ready.gov), offering information on different types of disasters and resources to prepare for them. Here are some key steps and resources to help you **create your Emergency Plan today**.

Discuss the following questions with your family, friends, or household to start your plan.

1. How will I receive emergency alerts and warnings? Sign up for emergency alerts from your local authorities and federal government resources. Download the FEMA app on your mobile phone via text messaging. On an Android device, text ANDROID to 43362 (4FEMA). On an Apple device, text APPLE to 43362 (4FEMA).
2. What is my shelter plan? Choosing to take shelter is necessary in many emergencies. This can mean: Stay-At-Home; Going to a Mass Care Shelter; or Sheltering in Place.
3. What is my evacuation route? Follow instructions from local authorities quickly. Having a plan about how you will leave and where you will go in case of evacuation is vital to ensuring a quick and safe evacuation.
4. What is my family/household communication plan? You may not be together when a disaster occurs, and knowing how you will contact one another and reconnect if separated can ease a stressful situation. Establish a family meeting place that is familiar and easy to find.
5. Do I need to update my emergency preparedness kit? A disaster supplies kit should include supplies like non-perishable food, water, flashlights, first aid supplies, and any medications required. Important documents like insurance policy papers and identification documents should also be included.
6. What specific needs should be considered? Plans and supplies should be tailored to your needs, like prescriptions and medical equipment; dietary needs; mobility challenges and access to devices and equipment; pets or service animals; and languages spoken.

BE INFORMED · HAVE A PLAN · MAKE A KIT



Please reach out to your Care Manager if you have any questions or concerns about building your Emergency Plan. We are here to help!

Quality Corner

Transition of Care Performance Improvement Project: This three-year, New York State project involved Care Managers providing medication reconciliation, disease management education, and assistance with scheduling follow-up visits with providers after discharge from an inpatient facility. We are happy to share that we were successful in improving all three of these interventions over the past three years, and our Care Managers will continue these interventions to improve your quality of life.

Social Determinants of Health Performance Improvement Project: Over the past two years, our Care Managers have been working on a New York State Department of Health (DOH) Performance Improvement Project related to Social Determinants of Health. When your Care Manager speaks with you, they may ask questions about social factors that play a significant role in overall health. These include questions about food, financial and housing security, and safety. If the Care Manager identifies that you need assistance, they will make a referral or provide you with community resources that may help.

Chronic Care Improvement Project (CCIP) for Centers Plans Medicare Members with Hypertension: Hypertension can lead to severe health complications and increase the risk of chronic kidney disease, heart disease, stroke, and potentially death. Our Care Managers or Field Assessment Nurses may follow-up on undesirable telehealth blood pressure (BP) readings if you have a digital cuff. The BP readings our nurses receive are faxed or mailed to your Primary Care Provider, and nurses follow-up on high readings (140/90 or greater). If you have hypertension and do not yet have a digital BP cuff, please contact your Care Manager for assistance in obtaining one.

Colorectal Cancer Prevention: Colorectal cancer prevention recommendations have been updated, and a screening is now advised for people aged 45 to 75 years. A colorectal cancer screening may be a colonoscopy, or as simple as the Cologuard or another stool test. Please speak to your provider about this and other preventive screenings that are important to your health.



Protecting Your Medical Information by Confirming Your Identity

When you call Centers Plan for Healthy Living, our Member Services Representatives strive to provide excellent customer service while ensuring the protection of your Protected Health Information (PHI). The Health Insurance Portability and Accountability Act (HIPAA) is a national standard that protects sensitive health information from being disclosed without your consent or knowledge. Through the HIPAA Privacy Rule, health plans like ours are required to ensure that your health information is properly protected, while also coordinating information exchanges needed to provide high quality health care.

To safeguard your privacy, we implement HIPAA verification processes that help confirm callers' identities. Once we've identified the caller as the member, or as the member's authorized representative, we can then discuss health-related matters over the phone. Our Member Service Representative will confirm some common member details, like the following, to meet HIPAA verification requirements:

- Full name and date of birth
- Centers Plan Member ID number
- Medicaid or Medicare ID number
- Last four digits of Social Security number
- Home address and phone number
- Authorization of Representative (AOR) form, (if applicable)
- Health Care Proxy and Power of Attorney form (if applicable)

Remember to exercise caution and only share your personal health information with trusted individuals and organizations that follow HIPAA regulations. Please know that being asked verification questions when you call Centers Plan is one of the ways that we ensure your privacy and security.



One-Pot Garlicky Shrimp & Broccoli

Ingredients

3 tablespoons extra-virgin olive oil, divided
6 medium cloves garlic, sliced, divided
4 cups small broccoli florets
½ cup diced red bell pepper
½ teaspoon salt, divided
½ teaspoon ground pepper, divided
1 pound peeled and deveined raw shrimp
2 teaspoons lemon juice, plus more to taste

Directions

Step 1: Heat 2 tablespoons olive oil in a large pot over medium heat. Add half the garlic, and cook until beginning to brown, about 1 minute. Add broccoli, bell pepper, and ¼ teaspoon each salt and pepper. Cover and cook, stirring once or twice, and adding 1 tablespoon water if the pot is too dry, until the vegetables are tender, 3 to 5 minutes. Transfer to a bowl, and keep warm.

Step 2: Increase heat to medium-high, and add the remaining 1 tablespoon oil to the pot. Add the remaining garlic, and cook until beginning to brown, about 1 minute. Add shrimp and the remaining ¼ teaspoon each salt and pepper; cook, stirring, until the shrimp are just cooked through, 3 to 5 minutes. Return the broccoli mixture to the pot along with lemon juice, and stir to combine.



75 Vanderbilt Avenue
Staten Island, NY 10304



Health, Wellness, and Prevention Information

Winter Is In The Air

1. BLIZZARD
2. COATS
3. FROST
4. HOLIDAYS
5. HOT CHOCOLATE
6. ICE SKATING
7. IGLOO
8. MELTING
9. SCARF
10. SWEATER

