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CONTACT US:

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

Welcome Summer and Welcome Savings!

Beginning July 1, you can receive a discount on medications excluded from Medicare, just by showing your Centers Plan insurance card at participating pharmacies.* Please contact the Pharmacy Help Desk at 1-888-807-5715 for more information about the new iRx Program.

*Depending on your plan.

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.



**CENTERS PLAN
FOR HEALTHY
LIVING**



ATTENTION MEMBERS OF:

**Centers Plan for Healthy Living Managed Long Term Care (MLTC) Plan,
Centers Plan for Dual Coverage Care (HMO D-SNP), and
Centers Plan for Medicaid Advantage Care (HMO D-SNP)**

REGARDING Your Non-Emergency Medical Transportation (NEMT) Benefits

What is the difference between emergency and non-emergency medical transportation (NEMT)?

Emergency transportation is needed when your health and life are at serious risk without immediate treatment. Examples of life-threatening situations that might require emergency transportation include uncontrolled bleeding, heart attack, automobile accident, and traumatic fall. If you are in an emergency situation, please call 911.

Non-emergency medical transportation (NEMT) is needed to take you to and from medical appointments and treatments. Examples of routine situations that might require NEMT include doctor's appointments, dialysis, and physical therapy. If you need NEMT, please book your trip!

How do you book non-emergency medical transportation (NEMT)?

If you have been assigned a transportation vendor, please **call your assigned transportation vendor directly to schedule NEMT trips**.

If you do not know your assigned transportation vendor, please call Member Services to get your transportation account set up.

NEMT Vendor	Phone Number	Hours of Operation
Centrek Transportation	1-212-991-TREK-(8735) TTY: 711	Seven days a week, including holidays, 7:00 am – 7:00 pm
Sentry	1-844-573-6879 TTY: 711	Monday – Friday, 7:00 am – 9:00 pm Saturdays, Sundays, and holidays, 7:00 am – 7:00 pm

When should you reserve non-emergency medical transportation (NEMT)?

Please try to **schedule transportation at least 2 business days in advance of your medical appointment**. If you have recurring appointments at the same location, please book standing trips. If you need transportation upon hospital discharge, please call Member Services to notify your Centers Plan Care Manager.

What information do you need to share in order to complete your transportation reservation?

To ensure your NEMT reservation is booked smoothly, please have the following information available:

- Your Centers Plan ID number
- Reason for reservation (e.g., PCP/Specialist appointment, dialysis, or physical therapy)
- Pick-up location (usually your home address)
- Number of riders
- Any equipment you will have with you (e.g., walker, cane, or wheelchair)
- Date and time of medical appointment
- Name and address of medical provider/facility
- Phone number of medical provider/facility
- Pick-up time (must be at least 1 hour before scheduled appointment time)
- Your plan to call or schedule the return trip

Centers Plan offers non-emergency transportation to and from medical appointments to members of the plans listed above. Members of Centers Plan for Medicare Advantage Care (HMO) and Centers Plan for Nursing Home Care (HMO I-SNP), please call Member Services to discuss your plan options and transportation needs.

Getting Your Affairs in Order: Advance Care Planning

Advance care planning involves discussing and preparing for future decisions about your medical care if you become unable to communicate your wishes. You hope your loved ones know what you would want, but having an established plan will reduce uncertainties and stress, should a medical crisis arise.

To get started with advance care planning, consider the following steps:

- **Reflect on your values and wishes.** This can help you think through what matters most to you and guide your decisions about future care and medical treatment.
- **Talk with your doctor about advance directives.** Talking to your health care provider can help you learn about your current health and the kinds of decisions that are likely to come up. For example, you might ask about the decisions you may face if your high blood pressure leads to a stroke.
- **Choose someone you trust to make medical decisions for you.** Whether it is a family member, a loved one, or your lawyer, it's important to choose someone you trust as your health care agent, someone to act on your behalf if you're not able to make your own decisions. Once you've decided, discuss your values and preferences with them.
 - If you're not ready to discuss specific treatments or care decisions yet, try talking about your general preferences. You can also try other ways to share your wishes, such as writing a letter or watching a video on the topic together.
- **Complete your advance directive forms.** To make your care and treatment decisions official, you can complete a living will. Similarly, once you decide on your health care agent, you can make it official by completing New York State Health Care Proxy form (<https://www.health.ny.gov/publications/1430.pdf>). Living will and Health Care Proxy are legal documents that only go into effect if you cannot communicate your own wishes.
- **Share your forms with your health care agent, doctors, and loved ones.** After you've completed your advance directives, make copies and store them in a safe place. Give copies to your health care agent, health care providers, and lawyer.
- **Keep the conversation going.** Continue to talk about your wishes. Update your forms as well after major life changes such as retirement, moving out of state, or a significant change in your health. As you update your forms, make sure to note the date of the replacement, and to keep your previous versions.

Everyone approaches the process differently. Remember to be flexible and take it one step at a time. Start small; for example, try simply talking with your loved ones about what you appreciate and enjoy most about your life. Your values, treatment preferences, and even the people you involve in your plan may change over time. The most important part is to start the conversation.



The image shows a form titled "Advance Directive NOTIFICATION". The form is divided into two main sections. The left section contains fields for "Print name" and "Signature", followed by checkboxes for "I have a health care power of attorney" and "I have an advance directive". Below these are the statements "I have talked with my family and my doctor about the care I want. If I am unable to speak for myself, please contact:" and fields for "Name" and "Number" with a note "(Additional names on back)". The right section contains three sets of "Name" and "Number" fields, followed by the slogan "Your life. Your terms." and the website "www.aha.org/putitinwriting".





Resources:


- Medicare. "Types of advance directives." <https://www.medicare.gov/manage-your-health/advance-directives-long-term-care>
- National Institute on Aging. "Advance Care Planning: Advance Directives for Health Care." <https://www.nia.nih.gov/health/advance-care-planning-advance-directives-health-care>

Your Plan is Centers Plan: You Benefit from Our Benefits

Some of our plans offer supplemental benefits to help you remain healthy and save money.

Centers Plan for Medicare Advantage Care (HMO), Centers Plan for Dual Coverage Care (HMO D-SNP), and Centers Plan for Medicaid Advantage Plus (HMO D-SNP) members, make sure to take care of yourself by taking advantage of the great benefits below!


 <p>Preventive Dental Services Visit an in-network dentist every six months for an oral exam, dental cleaning, dental X-Rays, and fluoride treatment.</p>	 <p>Vision Care Visit an in-network vision provider <u>once per year</u> for a routine eye exam.</p>
 <p>Comprehensive Dental Services If you need comprehensive dental services, like a crown, filling, or dentures, Centers Plan covers up to \$2,000 per year for these services.</p>	 <p>Eye Wear If you need eye wear, Centers Plan covers up to \$200 per year for one pair of eyeglasses (lenses and frames) or contacts.</p>



Over-the-Counter (OTC) Items

Your OTC benefit card can be used to purchase eligible OTC products, like pain relievers, toothpaste, cold and allergy medications, vitamins, reading glasses, hearing aid batteries, smoking deterrents, and more!


For a complete list of covered OTC items, visit: www.MyBenefitsCenter.com




<p>Centers Plan for Medicare Advantage Care (HMO) members receive \$55 per quarter for OTC items</p>	<p>Centers Plan for Dual Coverage Care (HMO D-SNP) members receive \$150 per month for OTC items</p>	<p>Centers Plan for Medicaid Advantage Plus (HMO D-SNP) members receive \$255 per month for OTC items, and groceries, if eligible for SSBCI food and produce benefit*</p>
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In order to **access your OTC benefit**, you must **activate your OTC card** by:

- Creating an account on the member portal at www.MyBenefitsCenter.com;
- Calling **1-888-682-2400** to set up your My Benefits Center account; **or**
- Calling Centers Plan OTC Member Services at 1-844-330-9455 to activate your card with you.



* Some Centers Plan for Medicaid Advantage Plus (D-SNP) members may also qualify for a Special Supplemental Benefit for the Chronically Ill (SSBCI) that allows the monthly \$255 benefit to be spent on OTC items, food and produce. If you do not qualify for the SSBCI food and produce benefit, the \$255 monthly allowance can only be used for OTC items.



Discounted Internet Service and Connected Devices

Research suggests increased broadband internet access is associated with improved health outcomes. As part of your health care team, Centers Plan wants to share a valuable US government resource with you – the Affordable Connectivity Program (ACP). The ACP is a program run by the Federal Communications Commission (FCC) that helps low-income households pay for internet service and connected devices like a laptop or tablet.

STEP 1: CONFIRM YOUR ELIGIBILITY.

You are likely eligible if your household's income is below 200% of the Federal Poverty Line, or if you or someone you live with currently receives a government benefit like SNAP, Medicaid, SSI, WIC, Pell Grant, or Free and Reduced-Price Lunch.

STEP 2: ENROLL IN ACP.

To apply, please visit www.AffordableConnectivity.gov or call 1-877-384-2575 to request an application.

STEP 3: SAVE MONEY.

Once your household's application is approved, you could receive:

- Up to a \$30/month discount on your internet service
- Up to a \$75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of \$10 to \$50 for the device)
- A low-cost service plan that may be fully covered through the ACP
(Please visit www.GetInternet.gov to learn about additional no cost plans that may be available to ACP enrollees through a separate, non-FCC initiative.)

Please note that to receive the connected device discount, you need to enroll in the ACP with a participating provider that offers connected devices. Only one monthly service discount and one device discount is allowed per household.



Grilled Salmon with Red Pepper Relish

Ingredients

- 1 ½ pounds skin-on salmon fillet, cut into 4 portions
- ½ teaspoon salt, divided in half (i.e., two ¼ teaspoons)
- ¼ teaspoon ground pepper
- 3 medium red bell peppers, quartered, seeds removed
- 1 medium jalapeño pepper
- 2 tablespoons lime juice
- 2 tablespoons extra-virgin olive oil
- 1 tablespoon agave syrup
- ¼ cup chopped fresh cilantro
- 2 teaspoons capers, rinsed and chopped

Directions

Step 1: Preheat grill to medium-high.

Step 2: Oil the grill rack. Sprinkle salmon with ¼ teaspoon salt and ¼ teaspoon pepper. Grill, flipping once, until browned and the fish flakes easily with a fork, 6 to 12 minutes, depending on thickness. Grill bell peppers, onion, and jalapeño, turning as needed, until just charred, 5 to 6 minutes. Remove from heat, and let cool slightly.

Step 3: Coarsely chop the bell peppers and onions and mince the jalapeño (remove seeds if desired). Whisk lime juice, oil, agave, and the remaining ¼ teaspoon salt in a large bowl. Add cilantro, capers and the vegetables, and toss to combine. Serve the salmon with the relish.



75 Vanderbilt Avenue
Staten Island, NY 10304



Health, Wellness, and Prevention Information

Summer Is In The Air

1. BASEBALL
2. BEACH TOWEL
3. FLIP FLOPS
4. ICE CREAM
5. LEMONADE
6. PICNIC
7. RAFTING
8. SEASHELL
9. SUNSCREEN
10. WAVES



E	O	Y	C	Y	E	R	L	R	B	M	X	A	O	U	D	Z	F	J	C
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A	M	C	W	D	E	P	N	H	L	I	K	B	M	T	L	F	K	Z	C
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A	R	Z	E	U	S	K	C	X	T	E	M	O	Q	V	Q	N	M	Y	A
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G	M	B	V	C	I	N	C	I	P	Q	Q	W	C	L	F	Y	Z	A	F
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A	X	H	J	Y	R	O	L	S	Q	S	Z	Y	Q	T	F	C	B	N	P
E	C	U	I	P	O	C	Z	V	A	P	J	Y	I	E	W	Q	G	A	M
Z	N	X	G	L	M	X	N	B	T	H	F	Z	Q	V	U	H	S	B	P