



## 2022 Spring Member Newsletter

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### Contact Us:

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*"Spring adds new life and new  
beauty to all that is."  
— Jessica Harrelson*

Our highly-trained Member Services Representatives can provide the assistance and resources you need to stay cool through these spring months. They can help with health plan information, Meals of Wheels\*, transportation\* needs, and other essential services that will allow you to enjoy the beautiful weather!

\*Depending on the plan selected



**CENTERS PLAN**  
**FOR HEALTHY LIVING**

# Spring Safety Tips

Spring is the time of year when many changes occur. Pesky seasonal allergies are starting to emerge, and potential changes to footwear may contribute to falls. Below are some spring-related concerns and tips to follow that will help you stay safe during this time of the year.

## Seasonal Allergies:

According to the Centers for Disease Control and Prevention (CDC), every year more than 50 million Americans experience allergies, the sixth-leading cause of chronic illness in the nation. In seniors, allergies pose a greater health risk because seasonal pollens can make existing medical conditions worsen.

Below are some recommendations to prevent seasonal allergies:

- **Clean your home weekly.** Vacuum and dust your home as often as possible during the spring. Make sure to wear a mask if you are extra sensitive.
- **Use air conditioning.** Keep your windows closed and rely on your air conditioning to keep your home cool (between 68 F and 72 F) and allergen-free.
- **Wash your hands.** When you come inside, wash your hands, and change your clothes, if possible, to get rid of pollens that may cause allergies or reactions.
- **Research pollen levels in your area.** This will let you know when pollen levels are high so you can take extra care or avoid going outside.
- **Remove unnecessary clutter.** If you have items around the house that serve as dust collectors, get rid of them. Dust can build up and irritate your allergies.
- **Talk to your PCP** about whether taking antihistamines might be appropriate/helpful.
- **Use a dehumidifier.** Mold is a common cause of seasonal allergies. Keep your home's humidity under 50 percent when possible.

## Preventing Falls:

With the weather beginning to warm up, wearing open-toed shoes/sandals can be a challenge for people with mobility or health issues. You can reduce the chance of a fall or injury by making sure your home is safe. Check rugs for tripping hazards, wear non-slip shoes, and use assistive devices as needed.

## COVID-19:

With the ongoing fight against the COVID-19 pandemic, the CDC has continued to provide guidance and resources to our population.

To protect yourself and your community, the CDC recommends that you:

- Get vaccinated and boosted
- Wash your hands often with soap and water for at least 20 seconds
- Avoid close contact with people who are sick
- Cover coughs and sneezes
- Avoid crowds and poorly ventilated spaces
- Monitor your health daily



The CDC provides the following vaccination and booster guidances online at:  
<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/booster-shot.html>  
<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/immuno.html>

- As with vaccines for other diseases, people are best protected against infection with the virus that causes COVID-19 when they stay up to date with vaccinations.
- COVID-19 vaccines continue to protect people from getting seriously ill, being hospitalized, and even dying.
- People who are moderately or severely immunocompromised have specific COVID-19 vaccine recommendations, including recommendations for a booster.

The following resource is available to the public:

- Free at-home COVID tests are available to order online (<https://www.covidtests.gov/>)

Please do not hesitate to reach out to your Care Management Team at Centers Plan for Healthy Living if you have any questions or concerns regarding your health needs. We wish you a happy, healthy, and safe spring season ahead!

## How To Dispose of Medication

### **Does your medicine cabinet contain expired medications or medications you no longer need? What are some options for disposal?**

It's important to safely dispose of medications to make sure no one is harmed by accidental overdose or medication abuse. Please visit [www.dea.gov/takebackday](http://www.dea.gov/takebackday) to find a collection site near you.

There are also permanent collection sites. To find one near you, you can call 1-800-882-9539 or search for "drug disposal near me" on Google Maps.

If you are unable to participate in the above programs, the medications may be thrown out in your household trash. Please follow these instructions:



1. Take out the medications from their original container and mix them with an undesirable substance, such as used coffee grounds or kitty litter.
2. Put mixture in a sealable bag, empty can, or other container with a lid to prevent medication from leaking out of the garbage bag.
3. Before throwing out the original medication container, scratch out all your information on the prescription label to protect your identity.

Remember, never share your medications with others! If you have any additional questions about proper medication disposal, talk to your pharmacist.

# Quality Corner

## **Searching for Health Equity through Identification of Social Determinants of Health (SDOH)**

Over the next two years, we will conduct a new Performance Improvement Project (PIP): "Searching for Health Equity through Identification of Social Determinants of Health (SDOH)".

The Center for Health Care Strategies defines SDOH as the social factors, including income, education, housing, and access to healthy food, that play a significant role in overall health. SDOH contribute to healthcare barriers based on racial or ethnic status, socioeconomic status, gender, age, mental health, cognitive status, sensory/physical disability, or geographic location.

We implemented a SDOH assessment/screening tool for all new and existing members to identify vulnerable members and improve referrals to appropriate resources.

## **Transition of Care Project Performance Improvement Project (PIP):**

At the end of 2021, we concluded a three-year Performance Improvement Project (PIP): "Transition of Care," with the goal of reducing members' hospital readmissions within 30 days of their discharge to the community.

Despite our not reaching the goal within the project timeline, due to the COVID19 pandemic, we continue to implement best-practice interventions to reduce hospital readmissions and further engage members in their health care.

We will also continue to make findings available to members and providers through dissemination of project information and results in our quarterly Member Advisory Committee (MAC) meeting and newsletters.

## **Colorectal Cancer Screening**

If you are aged 45 to 75, you should get tested regularly for colorectal cancer. You may need to get tested before age 45 if colorectal cancer runs in your family. Talk with your doctor about your risks so they can determine how often you should get screened for colorectal cancer. If you act early, you have a good chance of preventing colorectal cancer or finding it when it can be treated more easily.

There are several types of screening tests available for Colorectal Cancer:

- Colonoscopy
- FIT / FOBT
- FIT-DNA test (Cologuard)

Please check with your doctor or Care Management Team about how to get one of these screenings.



## **Please Complete the Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey**

The goal of the Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey is to provide scientific data about patients' health care experiences. If you are enrolled in one of our Medicare Advantage plans, you might be randomly selected to participate in this study. CAHPS surveys help us, your health plan, to identify strengths and weaknesses, and to track improvement over time. CAHPS surveys also help you, members, make informed decisions when selecting providers and plans.

If you receive this survey in the mail, please complete it! Your responses will help make sure that you receive high-quality care.





# Skillet Honey-Garlic Chicken Thighs

## Ingredients

4 (6 ounce) bone-in, skin-on chicken thighs  
½ teaspoon ground pepper  
1 tablespoon canola oil  
¾ cup water, divided  
6 cloves garlic, thinly sliced  
¼ cup hot honey (such as Mike's)  
1 tablespoon reduced-sodium soy sauce  
¼ teaspoon salt  
2 tablespoons sherry vinegar  
2 tablespoons cold unsalted butter  
2 tablespoons thinly sliced fresh chives



## Directions

1. Preheat oven to 425°F. Pat chicken dry with paper towels and season evenly with pepper. Heat oil in a large ovenproof skillet over medium-high heat. Cook the chicken, skin-side down, undisturbed, until the skin is golden brown and crispy and releases easily from the pan, 8 to 10 minutes. Flip the chicken and transfer to the oven. Bake until an instant-read thermometer inserted in the thickest portion registers at least 165°F and up to 180°F, 10 to 15 minutes. Carefully remove the pan from the oven. Transfer the chicken to a large plate, and cover with foil to keep warm.

2. Pour off and discard all but 1 tablespoon drippings from the pan; place the pan over medium-high heat. Add ½ cup water, stirring constantly and scraping to loosen browned bits. Add garlic and cook, stirring constantly, until the liquid has reduced and the garlic begins to soften, 3 to 4 minutes. Add hot honey, soy sauce, salt and the remaining ¼ cup water; cook, stirring constantly, until the sauce is thick enough to coat the back of a spoon, about 5 minutes. Remove from heat; stir in vinegar and butter until melted, 1 to 2 minutes. Return the chicken to the sauce and turn to coat. Sprinkle with chives before serving.



## FRAUD, WASTE & ABUSE

Everyone's responsible to help in the fight against fraud, waste and abuse. If you suspect a provider, member or CPHL 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](http://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

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Health, Wellness, and Prevention Information

## Spring Is In The Air

1. BLOOM
2. BRIGHT
3. COLORFUL
4. EASTER
5. EGGS
6. FRESH
7. PICNIC
8. POLLEN
9. RAINBOW
10. UMBRELLA

