



IN THIS ISSUE

2

Peace of Mind with
Advance Directives

Colorectal and Breast Cancer
Screening Guidelines

3

Ordering Medical Supplies

You Have a Voice –
CHOICE MLTC Member
Advisory Committee (MAC)

Welcome Summer Safely!

Summer 2021 is finally here! After 18 months, COVID-19 restrictions are being lifted and life is starting to return to normal.

Basic tips to stay safe while having fun this summer.

- Drink water throughout the day to avoid dehydration.
- Don't stay outside for too long, especially between 10 am and 2 pm.
- Use sunscreen to protect your skin. Wear a hat or cap to shield your head and face from the sun.
- Stay cool by visiting air-conditioned spaces. When you're home, turn on a fan or air conditioner and close curtains and shades to stay cool.

Know the danger signs of heat-related conditions.

- **Dehydration:** weakness, headache, dizziness, confusion.
- **Heat exhaustion:** heavy sweating, muscle cramps, tiredness, cold or clammy skin.

Our best protection against COVID-19 and the seasonal flu is to get vaccinated. If you already have, good for you! If not, we encourage you to get your COVID-19 vaccine now and your flu shot in the fall.

- **Heat Stroke:** temperature of 103 or higher; red, hot, dry skin; headache; confusion; vomiting.
- If you think you're suffering from any of these, move to a shady or air-conditioned place, drink water, and rest. If you don't feel better soon after getting out of the sun, call 911.

Source: [cdc.gov/nceh/features/extremeheat](https://www.cdc.gov/nceh/features/extremeheat)

Peace of Mind with Advance Directives

Over the last year and a half, if we've learned anything, it's that we need to be prepared for the unexpected. Importantly, Advance Directives can make sure you get the medical care you want if you are unable to speak for yourself. Having a calm and thoughtful conversation with the people you trust, including your health care agent, the person you name to speak for you, takes away confusion about how you want to receive care.

Ensure that your wishes are clear by completing these Advance Directives:

Health Care Proxy, which names your health care agent.

Living Will, where you write down the details of how you want your care handled.

It's a good idea to give copies of your Advance Directives to your health care agent, doctors and people close to you. Keep extra copies with your important papers at home and make sure to let people know where they are.

Having this kind of conversation can be difficult. But, in the end, doing so will give you and those who care about you peace of mind.



Colorectal and Breast Cancer Screening Guidelines



Colonoscopies (for Colorectal Cancer screening)

- Adults ages 50 to 75 – recommended every 10 years.
- Adults ages 76 to 85 – ask your doctor if you should be screened.
- Adults with a family history of colorectal cancer – your doctor may recommend getting tested earlier than age 50.

Mammograms (for Breast Cancer screening)

- Recommended every *other* year for women 55 and older.
- You may get one yearly if you're more comfortable doing so.
- Screening should continue as long as a woman is in good health and expected to live at least 10 more years.

Speak to your Care Manager or doctor about what screenings are right for you.

Sources: [New York Department of Health](#) and [American Cancer Society](#)

Ordering Medical Supplies

Did you know that you can reorder medical supplies yourself? In most cases, it's the quickest way to get what you need! Your Care Manager will place the first order. Then you may call the supply company directly to reorder every month. Your Care Manager will give you the company's number. Your order should arrive within two days.

Call the company directly if you need to:

- Reorder supplies.
- Find out if your order is on its way to you.
- Change the date or time your order will arrive.
- Report something missing from your order or that that you need to return something.

Call your Care Team if you:

- Need the telephone number of the supply company.
- Want to change the delivery address and/or phone contact information.
- Have a complaint about the quality or number of items you received.

If you have an **urgent** concern or need, call your Care Team 9 am – 5 pm, Monday – Friday at 1-888-867-6555 (TTY: 711). We're here to help and will address the matter right away.



Important things to remember about your orders and refills

- The supply company may call to confirm that the member/caregiver will be home for the scheduled delivery (since your medical condition or living situation may change over time).
- You may notice that the brand or packaging of your order changed. It's because different companies may carry the same supplies in other brands or packaging.

You have a Voice – CHOICE MLTC Member Advisory Committee (MAC)

The CHOICE MLTC MAC is a great way for you to meet other members and CHOICE staff from our Quality, Care Management and Care Team departments. You'll hear plan updates and info about any changes in plan benefits. We'll encourage you to share your experiences with our plan, tell us how satisfied you are with the doctors in our network and how well the plan fits your needs.

Why is it important? We want to hear from you because we value your feedback. This is your opportunity to let us know how we're doing, so we can give you better care.

Call your Care Team at 1-888-867-6555 (TTY: 711) 9 am – 5 pm, Monday – Friday to join the next MAC meeting. Or go to the Events page of our website (vnsnychoice.org/events) to check for upcoming MAC meetings.





CHOICESM
Health Plans

VNSNY CHOICE

220 East 42nd Street, 3rd Floor
New York, NY 10017

vnsnychoice.org

CHOICE MLTC Care Team:

1-888-867-6555 (TTY: 711)

9 am – 5 pm, Monday – Friday

TRANSPORTATION REMINDER

To schedule your transportation, please call 1-877-718-4220 (TTY: 711) at least 48 hours in advance, Monday – Friday, 8 am – 8 pm.

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.



CHOICESM
Health Plans



Asian-Inspired Stir-Fry Veggies (4 servings)

This vegetable stir-fry comes together in no time and is diabetes and heart friendly! Turn it into a complete meal by adding brown rice and chicken.

Ingredients

- ¼ cup low sodium soy sauce
- 2 tablespoons honey or maple syrup
- 2 teaspoons corn starch
- 1 tablespoon grated fresh ginger or ½ tsp powder
- 1 large clove garlic, minced
- ½ teaspoon crushed red pepper and a pinch of salt
- 1 tablespoon olive, coconut or vegetable oil
- 1 small red onion cut into wedges
- 3 carrots cut into rounds
- ½ pound snap peas
- 1 cup sliced bell peppers
- 1 cup broccoli crowns

Instructions

- Combine the soy sauce, honey, cornstarch, ginger, garlic and red pepper flakes blend and set aside.
- Warm the oil over medium heat. Add veggies and salt to oil and cook until veggies are softened, about 4 to 5 minutes.
- Add the prepared sauce and cook, while stirring until the sauce has thickened. **Enjoy!**

Inside... *Peace of Mind with Advance Directives*