



CHOICE
Health Plans

Member News

VNSNY CHOICE Total (HMO D-SNP) Member Newsletter

Winter 2022



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Preventing Falls this Winter

Most falls happen at home and are the leading cause of injuries for people over age 65 (National Council on Aging).

Your chances of falling are higher if you:

- Have poor balance or muscle strength
- Have chronic conditions like heart disease or diabetes
- Have clutter or poor lighting in your home

Avoid falling by:

- Increasing lighting and removing anything you could trip over, like:
 - Extension cords
 - Loose rugs
 - Shoes, boots, or umbrellas near your front door

- Wearing non-skid, rubber-soled shoes
- Installing handrails along stairs and safety grab bars in the bathroom
- Getting your sight and hearing checked regularly.

Be Ready — Have a “Fall Plan”

- Choose someone who lives nearby and confirm that you can call them for help if you fall. Write down their number and give them a spare key
- Carry a cell phone or Personal Emergency Response System (PERS) so that you can quickly signal you need help.

Feel safer by having a Fall Plan. It means you will be less likely to go to the emergency room or be admitted to the hospital.



VNS Health is Here! Reminding you that effective January 1, 2023, the name of your health plan is **VNS Health Total!** Mail you receive from us will include the new VNS Health logo.

Medication Therapy Management (MTM) Program – Helping You Manage your Medications

The MTM program can help you keep track of when to take your medicines, side effects and how they interact with each other. You may qualify for this program if you have **three** or more of these chronic conditions **and** take at least **eight** medications.

- Chronic Heart Failure
- High Blood Pressure
- Diabetes
- High Cholesterol
- Asthma
- Respiratory Disease – Chronic Obstructive Pulmonary Disease

If you qualify, we will send you a letter inviting you to take part in the free MTM program.

How does MTM work?

Our partner, MedWise Rx, will call you annually to have a 30-minute conversation about how things are going with your medications. MedWise Rx is our trusted partner and calling on our behalf, so be sure to answer the phone when they call. The representative will ask if you have questions or problems with your prescription and over-the-counter medications.

After your call, you'll get a written summary of the discussion, including a **medication action plan**, and a list of all your medications and why you take them.

Share and review your medication action plan and list with your doctor. Keep your medication list with you in case you go to the hospital or emergency room.

If you have any questions about the MTM program, please contact your Care Team at 1-866-783-1444 (TTY: 711).

It's NOT too Late to get your Flu Shot!

Flu season can last until spring. If you have not already, get your flu shot now to protect yourself and your loved ones.

Help Us Help You Better!

Two important member satisfaction surveys may be coming your way.

1. Island Peer Review Organization (IPRO) – Beginning in January 2023, you may be asked to complete the IPRO survey, sent on behalf of the New York State Department of Health (by mail). It measures your satisfaction with the services you receive from the long-term care part of your health plan.
2. Consumer Assessment of Healthcare Provider & Systems Survey (CAHPS) – Beginning in March 2023, you may also be asked to complete (by mail or telephone) the CAHPS Survey. This survey is sent by SPH Analytics on behalf of The Centers for Medicare and Medicaid Services (CMS).

Member satisfaction surveys give us information that helps us help you better.

Not every member will get the survey and it is completely voluntary and anonymous. Responses will not impact your benefits in any way.

We thank you in advance for participating in these surveys. If you have any questions call 1-866-783-1444 (TTY: 711), 7 days a week, 8 am – 8 pm, to speak to a member of your Care Team.

Heart Health and Statins

Knowing the risk factors for **Heart Disease** and how to reduce them can lead to a healthier life.

You are at a higher risk for heart disease if you:

- Have high blood pressure or diabetes
- Are carrying some extra weight and are inactive

Keep your heart healthy by:

- Seeing your provider regularly to manage chronic conditions like diabetes and high blood pressure
- Eating a diet rich in lean protein, fruits and vegetables
- Exercising at least 30 minutes on most days
- Not smoking and avoiding or limiting alcohol

Statins can be part of a heart-healthy routine.

In addition to the lifestyle habits listed above, the **U.S. Preventive Services Task Force** recommends that people ages 40 to 75 at high risk for heart disease should start taking a medication called a statin. Statins help lower “bad” cholesterol which can help cut the risk of heart attack and stroke. Even if you have slightly high cholesterol, taking a statin could keep you at a normal level.

Are Statins safe?

Yes. The risks are low, and the possible benefits can be high. Talk to your doctor about whether taking a statin is a good option for you.

hopkinsmedicine.org;
mayoclinic.org

Welcome to Birdi™ Mail-Order Pharmacy



MedImpact manages your pharmacy benefit and we are pleased to let you know that **Birdi™** is now our preferred mail-order pharmacy. Your medication can be delivered right to your door **and** you can get up to a 90-day supply.

*To get started with Birdi™ register:

- Online at medimpact.com or with the “MedImpact” mobile app.
- Call us toll free at 1-855-873-8739 (TTY dial 711). We can enroll you on the call or send you an enrollment form.

If you decide to register online or on your mobile device, MedImpact digital tools can help with:

- Ordering new prescriptions or transfer from a retail pharmacy
- Refilling mail-order drugs or renew expired mail-order prescriptions
- Reviewing last order status and date for next refill

*Note that switching to Birdi is not mandatory.

If you have questions, please call Birdi customer service toll-free at 1-855-873-8739 (TTY: 711), Monday – Friday, 8 am – 8 pm; Saturdays, 9 am – 5 pm, EST or email Birdi at customerservice@birdirx.com.

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.

ATENCION: si habla español, tiene a su disposicion servicios gratuitos de asistencia linguistica. Llame al 1-866-783-1444 (TTY: 711).

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

vnsnychoice.org

CHOICE Care Team

1-866-783-1444 (TTY: 711)
7 days a week, 8 am – 8 pm

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.



CHOICE
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Easy Dark Chocolate Bark



This recipe is easy and makes enough for 6 people in 5 minutes! Dark chocolate is a nutritious treat that is rich in antioxidants.

Ingredients

- 2 cups of dark chocolate chips (you can also use milk, semi-sweet or white chocolate chips)
- 1 tablespoon vegetable oil
- Various toppings – nuts, dried fruit, raisins, crushed candy canes, pretzels, peanut butter cups, etc.

Instructions

- Line a 10 x 15-inch pan or cookie sheet with wax or parchment paper.
- Place chocolate chips in a microwave safe bowl. Add the oil. Heat on 50% power, stirring until melted and smooth.
- Spread chocolate into an even layer on the prepared pan and immediately top with desired toppings.
- Chill quickly in the refrigerator (30 minutes) or for a couple of hours on the counter top to set. Then break into pieces.

Enjoy!

Inside... Heart-Health and Statins