

# Member News

VNS Health Medicare (HMO)



## Take Care of Your Eyes — Especially If You Have Diabetes

Your eyesight naturally gets worse as you get older. But there are things you can do to help protect your vision. **This is especially important if you are living with diabetes.**

Over time, high blood sugar levels weaken the blood vessels in the back of your eye. This can lead to blurry vision and even blindness.

In fact, **diabetes is the leading cause of vision loss** in people 18 to 64 years old. To help prevent this:

- **See an ophthalmologist (an eye doctor) at least once a year.** Getting your eyes checked regularly can catch issues before too much damage is done.
- **Control your blood sugar levels.** The lower your levels, the less damage there will be.
- **Wear sunglasses.** This will prevent exposure to ultraviolet (UV) radiation from the sun that can make diabetic eye diseases worse.

Source: [www.diabetes.org](http://www.diabetes.org)

## Don't Miss Out on Important Plan Information

To give you the best service possible, we need to have your current mailing and email address and cell phone number. If your contact information has changed, please **call us at 1-866-783-1444 (TTY: 711).**

Or you can update your information on your personalized online account at **[vnshealthplans.org/account](https://vnshealthplans.org/account).**



## In This Issue – Spring 2024

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- Help Us to Serve You Better

## Get Help Unlocking Your Veterans Benefits

If you are a veteran or the spouse of a veteran, a dedicated Veterans Liaison from the VNS Health Veterans Program can help you access benefits you're entitled to.



Veterans often experience specific health care issues, including:

- Lung, bone, brain or other cancers
- Traumatic brain injuries

The Department of Veterans Affairs (VA) offers many benefits that can help support you. But researching and applying for them can sometimes feel overwhelming.

Please email [Veteran\\_Program@vnshealth.org](mailto:Veteran_Program@vnshealth.org) or call **1-866-986-7691**, weekdays, 8 am - 8 pm, for help.

## Help Us to Serve You Better

The Centers for Medicare and Medicaid Services (CMS) may have asked you to complete a survey. Sent by Press Ganey on behalf of CMS, it is called the **Consumer Assessment of Healthcare Provider & Systems Survey (CAHPS)**.

The survey is anonymous. **Completing the survey does not affect your benefits in any way.**

**It's important that you complete the survey if you receive it.** CMS will share results with us so that we can improve service for all of our members.

You can ask your aide or family member to help you, but the answers must be your own. You can fill out the survey online, by mail, or over the phone. Follow the directions you got from Press Ganey or call the toll-free number listed on the survey cover letter..



## Stay Healthy with Preventive Care Visits

You may qualify for a home-based preventive care visit conducted by VNS Health Medicare or one of our trusted partners. These visits offer:

- A **basic health evaluation** by a licensed professional
- **Tips for managing health concerns**
- The **chance to earn rewards** for completing health activities through our Member Rewards program

The results of the visit will be shared with your primary care provider (PCP).

Ask your Care Team if you have any questions about these visits.

## Comfort Care When You Need It Most

When you are living with a serious illness, sometimes you just want to feel better. That's when you need **palliative care**.

With palliative care, you will:

- keep treating your condition with your regular doctor;
- have extra help coping with pain, nausea, depression or other symptoms;

When no amount of care can cure your condition, you and your family may opt for **hospice care**. Hospice care helps you feel better in body, mind, and spirit.

If you're eligible for hospice and choose one of our in-network providers, you can keep your current treatment for up to 60 days. This gives you time to think about future care.



In addition, we'll give you a \$500 allowance to help make you more comfortable.

**Palliative and hospice care are available to you at no extra cost** as a VNS Health Medicare member. Visit [www.vnshealthplans.org/comfort-care](http://www.vnshealthplans.org/comfort-care) or call us to learn more about these comfort care options.



## Helping Your Medications Work for You

The **Medication Therapy Management** program, now managed by our partner Arine, offers eligible members a medication review. This helps to make sure your medications are working together and not causing unwanted side effects. Visit [vnshealthplans.org/mtm](http://vnshealthplans.org/mtm) to find out if you qualify.

### Join the Member Advisory Council

The VNS Health Medicare Member Advisory Council is your chance to **let us know** how well we're meeting your needs. You may also be able to **earn rewards** for attending meetings through our Member Rewards program. If you are interested in joining, please **contact us** through your online account at [vnshealthplans.org/account](http://vnshealthplans.org/account) or at **1-866-783-1444 (TTY: 711)**.

VNS Health Health Plans complies with Federal civil rights laws. VNS Health 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. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-783-1444 (TTY/TDD: 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/TDD: 711)。



Any questions? Check your online account anytime at [vnshealthplans.org/account](https://vnshealthplans.org/account) or call us toll free at **1-866-783-1444 (TTY: 711)**.

October – March  
7 days a week, 8 am – 8 pm

April – September  
Weekdays, 8 am – 8 pm

[vnshealthplans.org](https://vnshealthplans.org)

Health Plans  
220 East 42nd Street, New York, NY 10017

## If Something Seems Wrong, Tell Us

VNS Health Medicare is committed to finding and stopping fraud, waste, or abuse in our health care plans.

## Anonymous Reporting

VNS Health Medicare Compliance Hotline:

**1-888-634-1558**. File an online report:  
[vnshealth.ethicspoint.com](https://vnshealth.ethicspoint.com).

Learn more: [vnshealthplans.org/compliance-program](https://vnshealthplans.org/compliance-program).  
24 hours, 7 days a week.



## Szechuan Chicken Stir-Fry

Put that Chinese takeout menu back in the drawer. This classic dish is easy to make at home and tastes great.

### Directions

1. In a medium skillet coated with cooking spray, toss chicken, cornstarch, soy sauce, ginger, garlic, and red pepper flakes.
2. Cook chicken over medium-high heat for 5 minutes, until no longer pink.
3. Add vegetables and broth to skillet, reduce heat to medium, cover and cook 20 minutes, stirring occasionally.
4. Top with peanuts and serve over brown rice.

Source: *American Heart Association*

