

# HEALTH FOCUS

villagecaremax.org



## HOW TO START A FITNESS JOURNEY

**IF YOU HAVE A CHRONIC CONDITION OR DISABILITY, DECIDING TO START EXERCISING MAY BE THE FIRST STEP.** The next one should be talking with your health care provider. You may want to ask:

- **Which exercises are best for you.** Your provider may suggest joint-friendly activities like walking. If you use a wheelchair, ask what types of exercise would work for you.
- **How much activity to aim for.** If you haven't been active for a while, start with shorter sessions of exercise. Build up to what your provider recommends.
- **How exercise may affect your medications.** If you use insulin, for example, ask whether you need to change your dosage and/or timing.

- **When you should adapt your routine or avoid exercise.** If you have diabetes and your blood sugar is too high, your provider may caution you against working out. Or if you've been sick with a cold, you may need to take a few days off.

With your provider's help, you can be on your way to better health.

**FOR HELP SCHEDULING A HEALTH CHECKUP, CALL MEMBER SERVICES AT 1.800.469.6292 (TTY: 711).**

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VILLAGE CARE MAX  
 VillageCareMAX  
 112 Charles Street  
 New York, NY 10014

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## TELL US WHAT YOU THINK!

As your health plan, we want to know what we are doing well and what we can do better to meet your health care needs.

Contact us anytime.

Our email address is:

**TellUs@villagecare.org.**

We look forward to hearing from you. If you need immediate service, please call Member Services at **1.800.469.6292** (TTY: **711**). We're open from 8AM to 8PM, 7 days a week.



VILLAGECAREMAX

Visit us online at:

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# Beating Breast Cancer

**YOU HAVE A BETTER CHANCE OF SURVIVING BREAST CANCER IF YOUR DOCTOR FINDS AND TREATS IT EARLY.** A mammogram can find breast tumors when they are too small to be felt.

Most experts say that women should begin getting mammograms every year or two starting at age 45 or 50. Ask your health care provider when to start and how often to get a mammogram.

Sometimes, a change in your breasts can signal cancer. So you should also know how your breasts look and feel. That way, you can notice anything different. Watch for:

- The skin of your breast dimples or wrinkles
- Swelling of part of your breast
- Redness or flaky skin
- Change in the size or shape
- Changes with your nipple, like pushing in instead of sticking out



- Nipple discharge
- A new lump or hard knot in your breast or armpit
- An area that feels thick
- Pain in your breast that doesn't go away

Most of the time, these signs don't mean you have breast cancer. To be on the safe side, contact your provider.

### JOIN OUR MEMBER ADVISORY COMMITTEE

**Do you have ideas on how we can make VillageCareMAX a better health plan? Do you or your caregiver want to tell us how we can better help you? Join our Member Advisory Committee. Meetings are every three months. We provide transportation to meetings. Are you interested? Call us today at **1.800.469.6292** (TTY: **711**). Our hours are 8AM to 8PM, 7 days a week. This call is free.**

# Manage Your Diabetes with Regular A1C Tests

**YOU TEST YOUR BLOOD SUGAR DAILY.** So why do you need an A1C (also called HbA1c) test every few months?

The A1C blood test measures your blood sugar over the past two or three months. Think of your A1C level as a kind of average.

The tests you do yourself tell you what your blood sugar level is at that moment. That can help you learn how food and other factors affect your blood sugar. If you use insulin, daily tests help you adjust your dosage.

Regular A1C testing helps:

- Confirm the results of the tests you've been taking yourself
- Show you how healthy choices can help you manage your diabetes
- Minimize complications from high blood sugar
- Show how well your treatment plan is working

When your A1C levels stay too high for too long, you can suffer damage of the heart, kidneys, eyes, or nerves.

For people with diabetes, providers usually set an A1C target of less than 7%. You may have an individual target set by your health care provider.

Your A1C should be tested at least two times a year. How often you need the test depends on how well your blood sugar is managed and



whether you've recently changed diabetes medications.

**Remember:** People who need to check their blood sugar daily shouldn't skip that step. People who use insulin, for instance, need daily testing to adjust their dosages.

## Try Our Transportation Services

There is no cost for you to use our transportation services for medical appointments. Please call LogistiCare Solutions at **1.877.916.7999** or Sentry Management Solutions at **1.855.205.2000** to arrange your transportation. Please call at least 48 hours before your appointment. Remember to bring the address for the medical appointment or location, your VillageCareMAX Member ID card, Medicaid ID, and any other insurance cards with you.



# Domestic Violence: It's Never OK

**DOMESTIC VIOLENCE ISN'T ABOUT LOVE.** It's about power and control. It affects people of all backgrounds. Domestic violence can take many forms. Most often, it involves bullying and threats. It can include violent behaviors.

Verbal and emotional abuse often come first. Be aware of warning signs:

- Extreme jealousy
- A bad temper
- Unstable behavior
- Cruelty to animals
- Verbal abuse

The first step toward getting help: Understand that abuse is happening and that it's not OK.

Contact your local women's or LGBTQ shelter. Or call the National Domestic Violence Hotline at **1.800.799.7233 (SAFE)**. They can provide helpful advice.

Experts recommend that people in abusive relationships make a safety plan. This may help you in tough situations:

- Find a safe place to go in your home if an argument starts. Avoid rooms without an exit. Avoid rooms with possible dangers, such as a kitchen or bathroom.

- Know who to contact in a crisis. Set up a code word or sign with trusted family or friends. Use it to tell them if you need help.
- Memorize all important phone numbers.
- Always keep money and change with you.
- Keep a "go bag." Put it where you can easily get it. Include:
  - Important papers and documents
  - Social Security cards
  - Birth certificate and marriage license
  - Checkbook, credit cards, and bank statements
  - Health insurance cards
  - Any records of past abuse

Remember that help is available. You have the right to live without fear. Without help, abuse will continue.



## Learn About Our MAP Plan

VillageCareMAX Medicare Total Advantage Plan members get all covered Medicare and Medicaid benefits directly from VillageCareMAX. This includes long-term services and supports and prescription drugs. You also get extra benefits that are not covered by Medicare or Medicaid.

There are no co-pays, deductibles, or monthly premiums for covered services. To learn more, call us at **1.800.469.6292 (TTY: 711)**.

# FLU AND SHINGLES VACCINES: WHAT YOU NEED TO KNOW



Flu Vaccine		Shingles Vaccine
Flu causes fever, cough, sore throat, runny or stuffy nose, headaches, muscle aches, and tiredness	<b>THE ILLNESS</b>	Shingles causes a painful rash with blisters
Some people have serious complications, such as pneumonia	Complications	Some people have long-lasting skin and nerve pain
70 to 90% of flu-related deaths occur in those ages 65 and older	Older Adults	The risk of getting shingles and having complications rises as you get older
Flu shots reduce flu-related illnesses, hospitalizations, and deaths	<b>THE VACCINE</b>	Shingrix is more than 90% effective at preventing shingles
Everyone age 6 months and older	Who Needs It	Adults ages 50 and older, even if you already had shingles before
Once every year, ideally by late October but even January or later is not too late	When to Get It	Two doses, given two to six months apart

## Questions? Call Member Services

The VillageCareMAX Member Services team may be reached at **1.800.469.6292** from 8AM to 8PM, 7 days a week.

Our team is committed to meeting your needs and providing you with excellent service. We have staff who speak English, Spanish, Chinese, and Russian. We also have language translation services. It is always our privilege to serve you.

**WE'D LOVE TO SEE YOU  
AT OUR NEXT MEMBER  
WELLNESS EVENT.**

All Wellness Events will be held at  
**112 Charles Street, NY, NY**  
throughout each month at VillageCareMAX.



Our Member Wellness Events are a great place to get your screenings done such as Hearing, Dental, and Vision.

An appointment is necessary.

**Please call 1.800.469.6292 (TTY: 711)  
8AM to 8PM, 7 days a week**

### UPCOMING EVENTS CALENDAR:

#### November 2021:

11/10/2021

11/24/2021

#### December 2021:

12/8/2021

12/22/2021

VillageCareMAX is an HMO plan with Medicare and New York State Medicaid contracts. Enrollment in VillageCareMAX depends on contract renewal.

**TRUST  
HAS A PLAN.**

We never give up on him—  
so he won't either.

**SEE WHAT'S POSSIBLE  
WHEN HEALTH CARE  
GETS PERSONAL.**





## 如何开启健康之旅

如果您患有慢性病或身有残疾，您首先要做的就是决定开始锻炼。然后要与医疗保健人员沟通。您可能想问：

- **哪些运动最适合您。**您的医疗保健人员可能会建议您进行有利于关节的活动，如散步。如果您使用轮椅，请问清楚什么类型的运动适合您。
- **运动量目标。**如果您有一段时间没有活动了，开始时可以做一些短时间的运动。坚持运动，直到达到医疗保健人员建议的运动量。
- **锻炼可能会对您的用药产生哪些影响。**例如，如果您使用胰岛素，请问清您是否需要改变剂量和/或时间。

- **何时应调整作息或避免运动。**如果您患有糖尿病，而且血糖过高，您的医疗保健人员可能会提醒您不要锻炼。或者如果您感冒了，您可能需要休息几天。

在您的医疗保健人员的帮助下，您的健康状况会有所改善。

如需帮助安排健康检查，请拨打会员服务部电话 1.800.469.6292 (TTY: 711)。

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## 把您的想法告诉我们!

作为您的健康计划,我们希望了解我们在哪些方面做得好,哪些方面需要改进,以便更好地满足您的健康护理需求。欢迎随时与我们联系。我们的电子邮箱是:  
**TellUs@villagecare.org**。

盼望收到您的来信。如果需要即时服务,请拨打会员服务部电话 **1.800.469.6292** (TTY: **711**)。电话开放时间为每周 7 天的上午 8 点到晚上 8 点。



**VILLAGECAREMAX**

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# 抗击 乳腺癌

对于乳腺癌而言,早发现早治疗会提高存活率。乳房 X 光检查可以发现那些小到无法察觉的乳腺肿瘤。

大多数专家表示,妇女应该每年或两年做一次乳房 X 光检查,或从 45 岁或 50 岁开始做检查。请咨询您的医疗保健人员何时开始进行乳房 X 线检查,以及多久做一次。

有时,乳房的变化可能预示着您患上了癌症。因此,您也应当知道您的乳房的外观和感觉如何,以发现变化。请注意:

- 乳房的皮肤出现浅凹或皱纹
- 部分乳房肿胀
- 皮肤发红或起皮
- 大小或形状改变
- 乳头发生变化,如内陷而不是突出
- 乳头溢液
- 乳房或腋窝中出现新的肿块或硬结
- 某个区域感觉很厚重
- 乳房持续疼痛



大多数情况下,这些迹象并不意味着您患有乳腺癌。为了您的安全,请联系医疗保健人员。

### 加入我们的会员咨询委员会

您对改进 VillageCareMAX 有什么建议吗? 您或您的护理人员是否想告诉我们如何能更好地帮助您? 请加入我们的会员咨询委员会。委员会每三个月开一次会。我们提供会议的交通服务。您有兴趣吗? 请拨打我们的电话 **1.800.469.6292** (TTY **711**)。接听电话的时间为周一至周日早 8 点至晚 8 点。此电话免费。



# 通过 A1C 检测管理您的糖尿病

您每天都要检测血糖。那么，为什么您需要每隔几个月就做一次 A1C（也称为 HbA1c）检测呢？

A1C 血检可以测量您过去两三个月的血糖水平。将您的 A1C 水平看作平均水平。

您自己做的检测会显示当时的血糖水平。这可以帮助您了解食物和其他因素如何影响您的血糖。如果您使用胰岛素，每日检测将帮助您调整剂量。

定期检测 A1C 有助于：

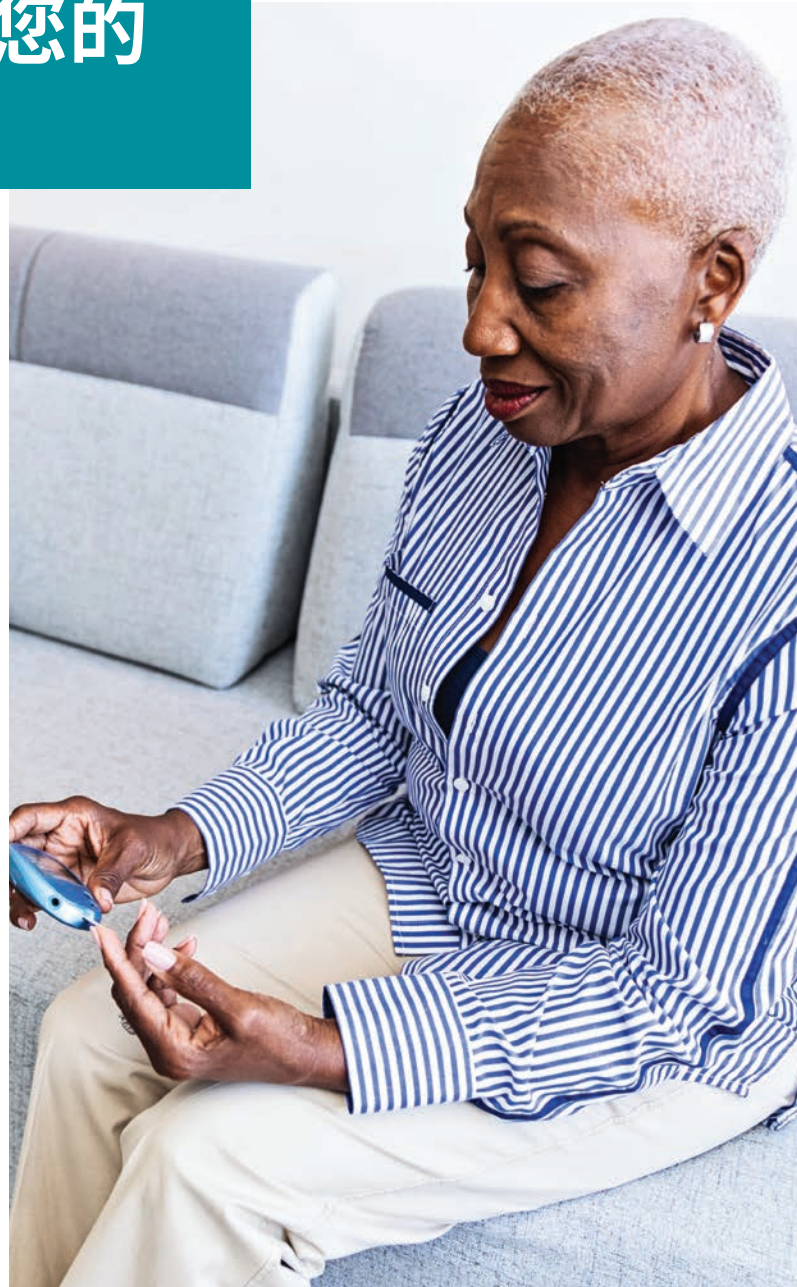
- 确认您自己进行的测试的结果
- 向您展示健康的选择如何有助于您管理糖尿病
- 尽量减少高血糖引起的并发症
- 说明您的治疗计划的效果如何

如果您的 A1C 水平长期过高，您的心脏、肾脏、眼睛或神经可能会受损。

对于糖尿病患者，医疗保健人员通常将 A1C 的目标设定为低于 7%。您的医疗保健人员可能会为您单独设定目标。

您每年至少应检测两次 A1C。您需要多久做一次检测取决于您的血糖控制得如何，以及您最近是否更换了糖尿病治疗药物。

**请记住：**需要每天检测血糖的人不应跳过此步骤。例如，使用胰岛素的人需要每天检测以调整剂量。



## 尝试我们的交通服务

您可以免费使用交通服务前往医疗约诊。请拨打 LogistiCare Solutions 的电话 **1.877.916.7999** 或 Sentry Management Solutions 的电话 **1.855.205.2000** 安排交通。请至少在约诊前 48 小时致电。记得随身携带医疗约诊地点的地址、您的 VillageCareMAX 会员 ID 卡、Medicaid ID 及任何其他保险卡。

# 家庭暴力： 绝不容忍

**家庭暴力与爱无关。**它代表了一种操纵力和控制力。它会影响来自所有背景的人。家庭暴力可以有多种形式。最常见的形式是欺凌和威胁。家庭暴力可以包括暴力行为。

首先出现的常常是言语和情感上的虐待。请留意预警信号：

- 过度猜忌
- 脾气糟糕
- 行为不稳定
- 虐待动物
- 言语虐待

要获得帮助，首先要：明白您是受到了虐待，这是不能容忍的。

联系您当地的妇女或性少数群体 (LGBTQ) 庇护所。或拨打 **1.800.799.7233 (安全)** 致电全美家庭暴力热线。他们会提供实用建议。

专家建议陷入虐待关系中的人制定安全计划。这可能有助于您应对艰难的处境：

- 如果发生争执，在家里找一个安全的地方。避免进入没有出口的房间。避开可能会有危险的房间，如厨房或浴室。
- 知道在遇到危机时应当联系谁。与值得信赖的家人或朋友商量好暗号或示意动作。在您需要帮助时向他们示意。
- 记住所有重要的电话号码。

- 随身携带钱和零钱。
- 备有“应急包”将其放在触手可及的地方。应包括：
  - 重要证件和文件
  - 社保卡
  - 出生证明和结婚证
  - 支票簿、信用卡和银行对账单
  - 健康保险卡
  - 任何过去受虐待的记录

请记住，您可以寻求帮助。您有权利拒绝惶恐不安的生活。如果没有得到帮助，虐待就不会停止。



## 了解我们的 MAP 计划

VillageCareMAX Medicare Total Advantage Plan 会员可直接从 VillageCareMAX 获得 Medicare 和 Medicaid 福利的全部给付。其中包括长期服务和支持以及处方药。此外，您还会获得 Medicare 或 Medicaid 未涵盖的其他福利。

会员无需为承保的服务支付共付额、免赔额或每月保费。要了解详细信息，请拨打我们的电话 **1.800.469.6292 (TTY: 711)**。

# 流感和带状疱疹疫苗： 须知事项



流感疫苗		带状疱疹疫苗
流感导致发烧、咳嗽、喉咙痛、流鼻涕或鼻塞、头痛、肌肉酸痛和疲倦	疾病	带状疱疹引起有疼痛感的皮疹，并伴有水泡
有些人会有严重的并发症，如肺炎	并发症	有些人长期感到皮肤和神经疼痛
在死于流感的人群中，70% 至 90% 是年满 65 周岁的老人	老年人	感染带状疱疹并出现并发症的风险会随着年龄的增长而上升
流感疫苗可减少与流感有关的疾病、住院人次和死亡人数	疫苗	Shingrix 对带状疱疹的预防率超过了 90%
年满 6 个月的所有人	所需人群	年满 50 周岁的成年人，即使患过带状疱疹
每年一次，最好在 10 月下旬之前，但也可在 1 月或之后接种	接种时间	两剂，间隔两到六个月

## 有问题？拨打会员服务部电话

周一至周日上午 8 点到晚上 8 点都可以通过 **1.800.469.6292** 联系到 VillageCareMAX 会员服务团队。

我们的团队致力于满足您的需求，提供卓越的服务。我们有能讲英语、西班牙语、中文和俄语的员工。我们还提供语言翻译服务。为您服务始终是我们的荣幸。



期待在下一次会员“健康”活动中见到您。

所有健康活动将于每月在 VillageCareMAX 举行，地点是纽约州纽约市查尔斯大街 112 号。



会员健康活动是接受听力、牙齿和视力等检查的理想之地。

需要预约。

请拨打 1.800.469.6292 (TTY: 711)  
周一至周日上午 8 点到晚上 8 点

近期活动日程：

2021 年 11 月：

2021/11/10

2021/11/24

2021 年 12 月：

2021/12/8

2021/12/22

VillageCareMAX 是一个与 Medicare 和纽约州 Medicaid 签约的 HMO 计划。是否注册 VillageCareMAX 取决于您是否续约。

信任  
有计划。

我们绝不放弃他—  
他也不会放弃。

看看个人化医疗保健  
能带来什么。

