



Get Smart About Stroke

WHEN A STROKE HAPPENS, KNOWING THE SIGNS and getting fast treatment improves the chance of a better outcome.

A stroke can come on quickly. Signs include:

- Numbness or weakness in the face, arm or leg (especially on one side of the body)
- Trouble talking or understanding others
- Difficulty seeing
- Trouble walking, dizziness and loss of balance or coordination
- Severe headache

Not sure if someone is having a stroke?

Think **FAST**:

- **FACE:** Does one side of the face droop when the person tries to smile?
- **ARM:** When the person tries to raise both arms, does one drift downward?
- **SPEECH:** Is the person's speech unclear or does it sound off?
- **TIME:** Treatment for stroke is most effective when given as soon as possible or within 3 hours from when the signs first started. If you see any of these signs, call **911** right away.

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

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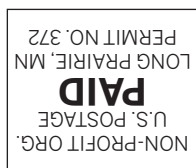
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VILLAGECAREMAX
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TELL US WHAT YOU THINK!

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.



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Control Pollens and Molds— And Manage Your Asthma

WHEN YOU HAVE ASTHMA, your airways (they carry air into and out of the lungs like your mouth and nose) may be sensitive to tiny, lightweight substance in the air such as such as pollens and molds. They can leave you struggling to catch your breath.

People who are allergic to pollen or molds can have different signs, including:

- Sneezing
- Congestion or a runny nose
- Watery eyes
- Itchy eyes, nose and throat

If you also have asthma, the substances that cause allergic reactions can swell your airways and start an asthma attack.

Here are some tips to keep you breathing easy:

- Check weather reports for pollen and mold counts. When they are high, stay inside or reduce your outdoor activity. Pollen counts are usually highest on hot, dry, windy days.

Mold counts can be high during both dry and humid weather.

- Wash your skin and hair when you come in from outside.
- Turn on the air conditioner at home and in your car. Try to keep windows and doors closed.
- Use an exhaust fan in damp household areas that may contain mold. These areas can include the kitchen, bathroom and basement.
- Use a dehumidifier (an appliance used to reduce humidity and improve air quality) to keep indoor humidity below 50 percent.
- Clean or replace the filters on air conditioners and other ventilation systems regularly.

Sometimes steps to reduce your exposure to pollens and molds don't keep your asthma under control. If that happens, your health care provider may prescribe allergy medications or shots.



5 Things to Know

About the COVID-19 Vaccines

THE NEW COVID-19 VACCINES MAY HAVE YOU FEELING HOPEFUL.

At the same time, you may feel unsure about what to expect. Here are answers to five common questions:

1 Why do I need a COVID-19 vaccine?

The new COVID-19 vaccines help protect you against a disease that can cause serious illness and even death. So it is especially important for you to get a vaccine. Doing so won't just protect you. It will also help protect your family, close contacts, and community. If you are less likely to get COVID-19, you will be less likely to pass it on to others.

2 Will I need more than one dose of vaccine?

Several vaccines are being studied. As of the time of this writing, only one requires a

single shot. The others require two shots, and you need to get the same brand of vaccine for both. The first shot helps your immune system recognize the virus that causes COVID-19. The second one boosts your immune response to it. If you miss the second dose, you won't get the full benefit.

3 How do I know the vaccine is safe when it was developed so fast?

COVID-19 vaccines must meet the same strict standards for safety and effectiveness as any vaccine.

HAVE MORE QUESTIONS?

Talk with a health care provider you trust. For the latest news from the CDC, go to www.cdc.gov/coronavirus.



4 Can the vaccine give me COVID-19?

No. None of the vaccines being offered can actually give you COVID-19.

5 Once I get the vaccine can I stop wearing a mask or social distancing?

Not quite yet. The Centers for Disease Control and Prevention (CDC) says it still needs to learn more before changing these important safety guidelines. The number of people vaccinated will be part of the decision.

Try Our Transportation Services

There is no cost for you to use our transportation services for medical appointments. Please call ModivCare 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. If you have an urgent need for transportation, please call us right away. 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.

Following Your Care Plan IS KEY TO STAYING HEALTHY

LIVING WITH A CHRONIC HEALTH PROBLEM ISN'T ALWAYS EASY. With the COVID-19 pandemic, you may find it harder to stick with your care plan. But it's important to continue taking care of yourself and not delay essential treatment.

Stay in touch with your health care provider and Care Manager. You can talk about your condition over the phone. Or you may be able to have an online visit through a computer or another device—a type of appointment called telehealth.

When talking with your provider, you may want to go over these key parts of your care plan:

- **Your medicines.** Always take your medicines as prescribed. Mention any concerns you have about them. Make sure you have enough medicine on hand to last at least 30 days.
- **Preventive care.** Screening tests and vaccines can help keep you healthy. But these often need to be done in person. Your health care provider will tell you about your options.
- **Any tests and treatments.** Ask your provider about the benefits and risks of coming in for care. You should keep doing any at-home tests, such as checking your blood sugar or blood pressure, as directed.

A healthy lifestyle can also help you manage your condition. Do your best to eat nutritious foods and exercise regularly. If you are overweight, your provider can give you some good plans to help you lose weight. And if you smoke, now may be a

good time to try to quit. Your health care provider can help you put together a plan to stop.

Your VillageCareMAX Care Manager will work closely with your health care provider to ensure that you get the care that you need.



Learn About Our MAP Plan

VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP) 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 premium for covered services. To learn more, call us at **1.800.469.6292** (TTY: **711**).

New Benefits and More **Are Now Here!**

VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP) is excited to offer these new benefits and increased coverage limits for 2021. For details, call us at 1.800.469.6292 (TTY: 711).

BENEFIT	2020	2021	TYPE OF CHANGE
Over-the-counter (OTC) health Items	You are covered for up to \$2,100 per year (\$175 per month) on your OTC card to buy approved nonprescription drugs and health-related items at participating locations	You are covered for up to \$2,220 per year (\$185 per month) on your OTC card to buy approved nonprescription drugs and health-related items at participating locations	Increased coverage limit for 2021
Grocery Items—Special Supplemental Benefits for the Chronically Ill (SSBCI)	Not covered	You are covered for an additional \$480 per year (\$40 per month) on your OTC card to buy approved groceries items at participating locations	New benefit
Vision	Annual eye exam and \$300 per year for eyewear	Annual eye exam and \$350 per year for eyewear	Increased coverage limit for 2021
Acupuncture	You are covered for up to 48 visits per year	You are covered for up to 50 visits per year	Increased coverage limit for 2021
Fitness benefit (Silver&Fit healthy aging and exercise program)	Not covered	You are covered for: <ul style="list-style-type: none"> · Fitness center membership at participating locations · Home fitness kits if you are unable to visit a fitness center or prefer working out at home 	New benefit

JOIN OUR MEMBER ADVISORY COMMITTEE

Do you have ideas on how we can make VillageCareMAX better? 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).

The Vision Test You Need to Have



GLAUCOMA IS A HEALTH PROBLEM WHERE THE FLUID inside the eyes builds up and doesn't drain correctly. This causes an increase in eye pressure that can lead to blindness.

Finding glaucoma early is very important. You may not have any symptoms until you start losing vision. At that point, you can't get back vision that you have lost.

But tests can diagnose glaucoma before it affects your eyesight. Treatment can prevent vision loss or keep it from getting worse.

The first sign is that you lose side vision. Vision loss can happen quickly or slowly. If left untreated, glaucoma may cause blindness.

If you're at risk, you should have a dilated eye

exam at least once every 2 years. This means you will receive eye drops that give the doctor a better look into your eyes. People at risk include:

- African-Americans older than 40
- Anyone age 60 or older
- People with diabetes
- People who have a relative with glaucoma

Being nearsighted and having high blood pressure also increase your risk. Ask your doctor how often you need to be tested.



Please call us at **1.800.469.6292** (TTY: **711**) for help with scheduling an eye exam. Our staff is ready to assist you.

TRUST HAS A PLAN.

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

SEE WHAT'S POSSIBLE WHEN HEALTHCARE GETS PERSONAL.

