

HEALTH FOCUS



VILLAGECAREMAX

Never Miss a Dose
Effective Medication
Management

Where to Go For Care
Urgent Care or
Emergency Room?

It's That Time of Year Again
Annual Physical Exam

www.villagecaremax.org

VILLAGECAREMAX
112 Charles Street
New York, NY 10014

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Take Control of Your Health with Effective Pain Management

Effective pain management is important for your overall well-being. When pain is under control, you can stay active and engaged in daily life, helping you feel better and more independent.

Why Pain Management Matters

Proper pain control not only helps you enjoy daily activities but also reduces the need for hospital visits, medication issues, and overall discomfort. When you manage your pain effectively, you can maintain a higher quality of life.

Your care management team will work with you to manage your pain by:

- **Monitoring pain and identifying types of pain**
Your health care provider will conduct regular check-ups to monitor changes in your pain levels. They will check if your pain is sharp and sudden (acute), lasts a long time (chronic), or comes and goes (breakthrough). This helps them select the most effective treatment plan for you.
- **Looking for other causes for pain**
Sometimes, factors such as anxiety or depression can contribute to your pain. Your provider will work with you to identify and address these underlying issues.
- **Using medications wisely**
Your health care provider will ensure that pain relievers or anti-inflammatory drugs are used correctly. They may avoid prescribing opioids unless considered necessary.
- **Tracking medication progress**
Your provider can make adjustments if needed and watch for side effects.



- **Physical therapy and assistive devices**
Physical therapy can help improve your strength and flexibility, which may reduce pain. Tools like walkers or braces can make moving easier and provide additional support.
- **Cognitive-behavioral therapy (CBT)* and alternative treatments**
CBT therapy focuses on changing negative thought patterns which can be helpful for dealing with pain. You might also want to explore treatments like acupuncture, massage, or heat and cold therapy for relief.
- **Care Coordination and Referral Management**
 - If needed, you may be referred to for special treatments like nerve blocks or injections for pain relief.
 - Your care managers can ensure that you have access to the home-care services needed to support your pain management journey.

*This benefit only applies to Medicare Total Advantage Plan (HMO D-SNP) members not MLTC Plan members.

Never Miss a Dose: Effective Medication Management

Taking your medication as prescribed is key for maintaining your health. It is important to refill your medication on time to stay on top of your treatment. Following your medication schedule can help to manage chronic conditions like diabetes, high blood pressure, or high cholesterol.

With the VillageCareMAX Choice 100 Program*, you may be eligible to receive up to a 100-day supply and three refills at a pharmacy of your choice. It can save you trips to the pharmacy with the same copay as a 90-day supply.

VillageCareMAX also offers a mail order prescription service known as MedImpact



Direct Mail for 90–100-day supply of chronic condition medications, including those for diabetes, high blood pressure, high cholesterol, and COPD. Getting your medicine delivered to your door allows you to continue taking it without having to leave your home. Choosing to auto-refill through MedImpact Direct Mail makes renewing prescriptions easy.

A pharmacist is available 24/7 to assist you and answer any questions you have. Call 1-855-873-8739 (TTY: 711) to speak with a pharmacist. After hours, leave a message and urgent calls will be returned within one hour.

There are three ways to set up your mail order prescription.

1. **Fax:** Your doctor faxes your prescription to Birdi at 1-888-783-1773.
2. **Online:** Go to www.medimpact.com to request a new prescription or transfer one from a retail pharmacy.
3. **Mail:** Send a mail order form with your prescription(s) to:

Birdi
PO Box 51580
Phoenix, AZ 85076-1580

For additional information on how to enroll and participate in the mail order program go to www.medimpact.com or call toll-free 1-855-873-8793 (TTY: 711), Monday through Friday, 8:00 am to 8:00 pm, Saturday, 9:00 am to 5:00 pm.

*This benefit only applies to Medicare Total Advantage Plan (HMO D-SNP) members not MLTC Plan members.

Need Help?

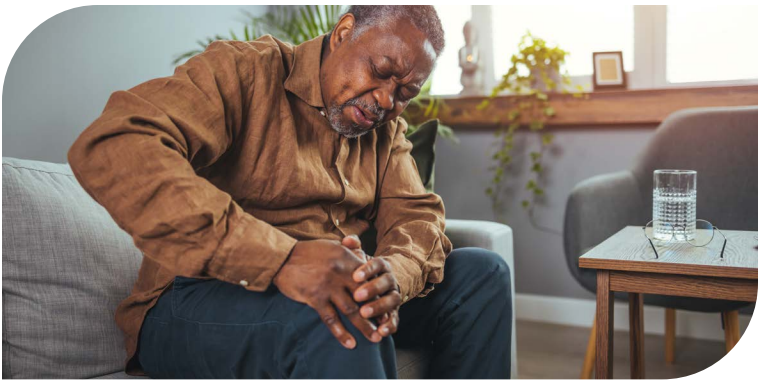
1-800-469-6292 Toll-free TTY 711 | 7 days a week, 8:00 am to 8:00 pm

www.villagecaremax.org

Urgent Care Or Emergency Room?

Know Where To Go For Care.

Choosing the right place to go for treatment can save you time and money. For your health care needs, check out the chart below.



Primary Care Provider

Call your Primary Care Provider (PCP) for routine health issues like:

- Medication refills
- Chronic illness
- Vaccines
- Allergies
- Cough, sore throat, or fever
- Headache
- Toothache

Urgent Care Center

Go to an Urgent Care Center for non-emergency illnesses and injuries like:

- Minor cuts, burns, or injuries
- Cold, flu, or fever
- Earaches or sore throat
- Sprains or strains
- Mild Asthma or allergic reactions
- Minor infections

Emergency Room/911

Go to the nearest Emergency Room for any life-threatening situation or call 911 if you have:

- Chest pain or difficulty breathing
- Severe injuries or burns
- Stroke symptoms (sudden weakness or speech trouble)
- Uncontrolled bleeding
- Severe allergic reactions
- Loss of consciousness

Plan Ahead with Advance Directives

It's important to have a plan if you get sick and can't make health care decisions for yourself. The New York Health Care Proxy Law allows you to appoint a health care agent to make those decisions for you. It should be someone you trust. This could be a family member or close friend. Your agent makes sure health care providers follow your wishes. Choosing your health care agent is a very important task. Each adult needs to

make this decision, no matter what your age or health status. The person you appoint will make sure you get your preferred treatment.

Your agent decides how to apply your wishes as your condition changes. It is your decision whether they can make all health care decisions or only a few. Hospitals, doctors, and other health care providers must follow your agent's decisions as if they were yours. You need to fill out a Health Care Proxy form to list your wishes. This form can also list if you want to donate organs or tissue. The form comes in different languages.

Electronic Health Care Proxy Form Available Online

Taking control of your health care preferences is now easier than ever. If you haven't done so already, you can access the health care proxy form by following these steps:

1. Go to: www.villagecaremax.org.
2. Click on: "Our Plans" at the top of the page.
3. Select your plan from the list.
 - **Medicare Total Advantage Plan** members click on "Plan Materials" at the top of the page.
 - **Managed Long-Term Care (MLTC)** Plan members click "For Members" and select "Plan Materials and Resources".
4. Scroll down until you see "Health Care Proxy Form".
5. Follow the step-by-step instructions to complete and sign the form online.

Medicare Total Advantage plan members can sign the form online. Once the form is completed, it will be saved to the VillageCareMAX system.



Your Provider Directory

The directory provides a list of providers available for VillageCareMAX members.

The VillageCareMAX network is made up of qualified professionals and organizations in the service area. The listing may change periodically. You can view the most up to date directory on our website at www.villagecaremax.org or call Member Services at 1-800-469-6292 (TTY: 711) to request a copy.

Welcome to the VillageCareMAX Provider Lookup

To get started, tell us what type of plan you have.

VillageCareMAX Managed
Long-Term Care (MLTC)

VillageCareMAX Medicare
Total Advantage Plan
(HMO D-SNP)

Need Help?

1-800-469-6292 Toll-free TTY 711 | 7 days a week, 8:00 am to 8:00 pm
www.villagecaremax.org

Bronx Community Center Calendar

798 Southern Blvd, Bronx NY 10455
718-517-2700/800-469-6292
www.villagecaremax.org

The Bronx Community Center is open to all VillageCareMAX members and community members. Check out the calendar of events to find a class that may interest you!



July 2025

MONDAYS—GENTLE EXERCISE

July 7, 14, 21, 28:
11:30 am to 12:30 pm

TUESDAY—VEGGIES & FRUITS

July 8, 22:
11:00 am to 3:00 pm

WEDNESDAYS—ENGLISH CLASS

July 9, 16, 23, 30:
5:00 pm to 7:00 pm

THURSDAYS—GENTLE EXERCISE

July 10, 17, 24, 31:
11:30 am to 12:30 pm

FRIDAYS—MUSIC, LITERATURE, DOMINO & BINGO

July 11, 18, 25:
1:30 pm to 2:30 pm

August 2025

MONDAYS—GENTLE EXERCISE

August 4, 11, 18, 25:
11:30 am to 12:30 pm

TUESDAY—VEGGIES & FRUITS

August 5, 19:
11:00 am to 3:00 pm

WEDNESDAYS—ENGLISH CLASS

August 6, 13, 20, 27:
5:00 pm to 7:00 pm

THURSDAYS—GENTLE EXERCISE

August 7, 14, 21, 28:
11:30 am to 12:30 pm

FRIDAYS—MUSIC, LITERATURE, DOMINO & BINGO

August 1, 8, 15, 22, 30:
1:30 pm to 2:30 pm

Free Assistance provided Monday through Friday 9:30 am to 4:00 pm: Application/Recertification Cellphone, SNAP Application Recertification, Assistance with MEDICAID Application/Recertification, SCRIE/DRIE Application/Recertification, IDNYC Application/Renewal. Medicare recipients' application for reduced fare metro cards.

Your Voice Matters: Participate in IPRO Member Satisfaction Survey

At VillageCareMAX, we value your experience, and your feedback is important to us. The IPRO Member Satisfaction Survey gives you the opportunity to share your thoughts on the health care services you receive.

Your feedback helps us understand what works and what can be improved. When more members take the survey, we get a clearer picture of how we are doing, and where we can improve.

Why is the survey important?

- It helps improve the quality of care and services you receive.
- It can impact our quality ratings and future funding, helping us offer you better services.

The survey results impact the Quality Incentive Program (QIP). This program is designed to help us offer you better care when we score high enough. There are seven measures that the survey focuses on.

If you receive the survey, we encourage you to complete and return it on time. Your home care aide or nurse can help explain the questions if needed—and remember your responses are completely confidential and truly valued.

1. **Getting needed care:** Measures how easily you can access home care, medical equipment, and specialty services.
2. **Getting care quickly:** Evaluates how fast you receive home care visits, medical appointments, and are seen at urgent care centers.
3. **Customer service:** Assesses the responsiveness of plan VillageCareMAX representatives and health care providers.
4. **Coordination of care:** Measures how well our care teams work together to provide you with seamless services.
5. **Rating of health plan:** Ensure services we provide align with your expectations and satisfaction.
6. **Rating of personal care of home health aide:** Measures your home care aide's professionalism, reliability, and quality of care.
7. **Advanced directive discussion:** Measures if a VillageCareMAX team member has discussed Advance Care Planning with you.

Member Testimonial

“I would like to share my sincere gratitude for the wonderful service provided by Boris Baev. He always goes above and beyond to assist me, always ensuring that my requests are met with care and attention. Boris takes the time to explain the services clearly and helps me understand the process, which makes things much easier. His translation skills are very helpful, as he accurately conveys information and connects me to the correct departments every time without any problems. Boris also helped me understand my rights as a member and guided me carefully through the appeals process, which was incredibly reassuring. What stands out the most is his careful attention to detail when resolving issues. He approaches each challenge with hard work and care, and I am truly grateful for his assistance. Thank you, Boris, for your dedication and support!”

Need Help?

1-800-469-6292 Toll-free TTY 711 | 7 days a week, 8:00 am to 8:00 pm
www.villagecaremax.org

The Sun Has Changed—Has Your Sunscreen Routine?

Wearing sunscreen is very important for your overall well-being, and not just in sunny summer months. Thanks to increased UV intensity and longer heatwaves, it's more critical than ever to use sunscreen.

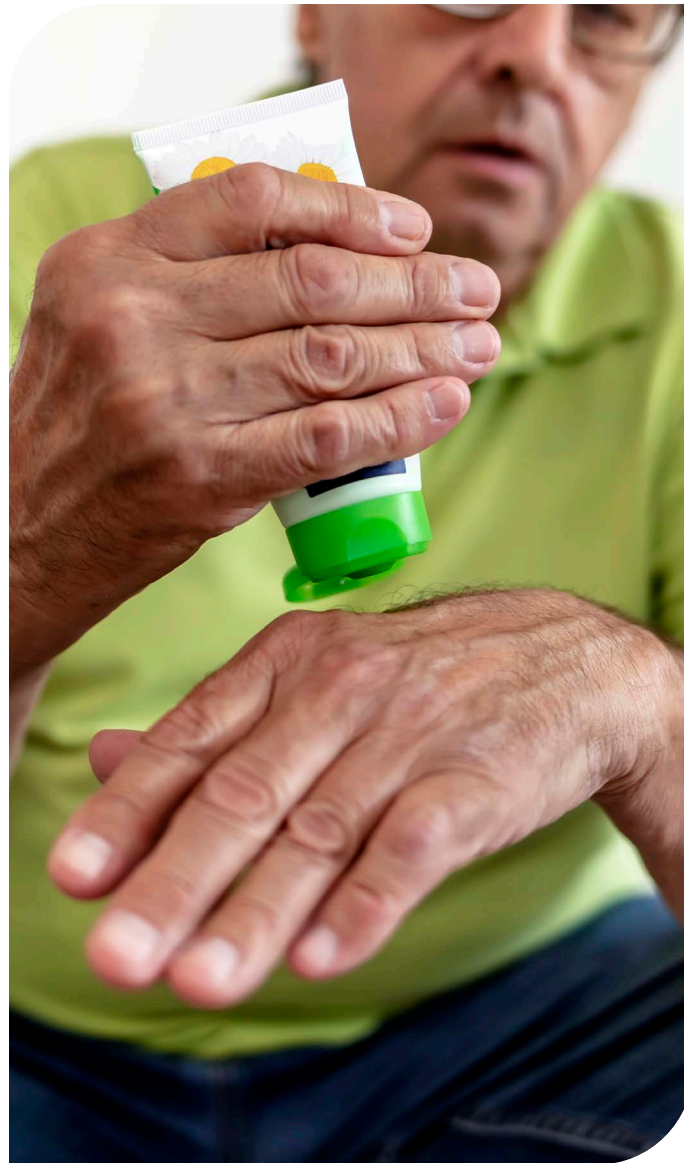
What's different this year?

Dermatologists are reporting higher UV indexes are being recorded earlier in the season and in areas that weren't previously considered high-risk. For instance, the morning walk to your coffee shop? It might expose you to more UV damage than a full day at the beach a decade ago.

The good news?

Sunscreen is more advanced now, and so are we. Here are a few updated tips to keep in mind this summer:

- **Use it daily.** Sunscreen shouldn't just be for sunny days at the beach. Make it part of your daily routine—especially if you work near windows, drive often, or spend time outside.
- **Use the right amount.** A pea-sized dab isn't enough. Experts recommend a nickel-sized dollop for your face and a shot-glass amount for your body. Most people under-apply, making that SPF 30 function more like an SPF 10.
- **Reapply. Reapply. Reapply.** Even the most high-tech formulas don't last all day. Reapply every two hours—especially after sweating or swimming. Try a spray or powder SPF for easy application.



- **Check the label.** Broad-spectrum coverage is important, and in 2025, many formulas now include added blue light protection for screen-heavy days.
- **Use it widely.** Ears, scalp, tops of feet, and even the backs of hands are common spots for overlooked sun damage, make sure these are covered when applying sunscreen.

Take care of yourself this summer with sunscreen being an important component of your daily life. Remember, in a time of increased sun exposure, it's one of your best allies.



It's Time for Your Check-up!

No matter your age or stage of life, annual physical exams are essential to your ongoing health. An annual physical exam is an opportunity to check in on your health and set goals for the coming year. Visiting your Primary Care Provider (PCP) for regular preventive care is one of the best ways to identify and treat health issues before they worsen.

An annual physical exam is not a sick visit. It is an exam that takes place when you are feeling well. There are several reasons why you should get a yearly physical:

Health Care maintenance

During your exam, your doctor will check your vital signs, like your blood pressure, heart rate, and weight. They may also do a blood test and discuss preventative screenings, such as mammograms and colonoscopies. If you have chronic health issues, like diabetes or high blood pressure, your doctor will talk about these and review any medications you are taking.

Lifestyle modification

This is a good time to talk to your doctor about ways to be healthier, such as losing weight, exercising, quitting smoking, and eating a better diet.

Taking care of your health is very important, and having an annual physical exam can make a big difference. Make sure to schedule yours today!

What is the Member Advisory Committee?

The Member Advisory Committee is a platform for members to express their needs and expectations and share their experiences with all services provided by VillageCareMAX. The Member Experience Advisory Committee discusses ways to improve access to covered services, coordination of services, and health equity for underserved populations. The Member Advisory committee has representation from all departments within VillageCareMAX including Member Services, Enrollment and Eligibility, Grievance and Appeals, Case Management, Network Management, and the Quality Department.

Frequency and Agenda

The Committee meets quarterly. Participation in person is encouraged, but members may participate remotely if necessary. To encourage the participation of our diverse population and accommodate cultural and linguistic needs, meetings will be held on a rotating basis in each borough of the VillageCareMAX service areas. Our next meetings are scheduled for September 16th, 2025 and December 16th, 2025.

The agenda will consist of:

- Items identified by VillageCareMAX leadership staff, where issues have been identified or where participant input/feedback is desired.
- Items brought forth by committee members. The committee members will be polled before each meeting to ask for agenda items.

Need Help?

1-800-469-6292 Toll-free TTY 711 | 7 days a week, 8:00 am to 8:00 pm

www.villagecaremax.org

Your Rights as a Member of VillageCareMAX MLTC

VillageCareMAX values your membership in our plan. Our goal is to provide you with the best care and member experience. We also want you to know that you have the following rights:



- To receive medically necessary care
- To timely access to care and services
- To privacy about your medical records and when you get treatment
- To receive information on available treatment options and alternatives presented in a manner and language you understand
- To receive information in a language you understand; you can get oral translation services free of charge
- To receive information necessary to give informed consent before the start of treatment
- To be treated with respect and due consideration for your dignity
- To request and receive a copy of your medical records and ask that the records be amended or corrected
- To take part in decisions about your health care, including the right to refuse treatment
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- To get care without regard to sex (including gender identity and status of being transgender), race, health status, color, age, national origin, sexual orientation, marital status, or religion
- To be told when, where, and how to get the services you need from your managed long term care plan, including how you can get covered benefits from out-of-network providers if they are not available in the plan network
- To complain to the New York State Department of Health or your Local Department of Social Services; and to use the New York State Fair Hearing system and/or a New York State External Appeal, where appropriate
- To appoint someone to speak for you about your care and treatment
- Seeking assistance from the Participant Ombudsman program.

Notice of Non-Discrimination

VillageCareMAX complies with Federal civil rights laws. VillageCareMAX does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. VillageCareMAX provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **VillageCareMAX** at 1-800-469-6292. For TTY/TDD services, call 711.

If you believe that **VillageCareMAX** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with **VillageCareMAX** by:

Mail: 112 Charles Street, New York, NY
 Phone: 10014 1-800-469-6292 (for TTY/TDD services 711)
 Fax: 1-347-226-5180
 In person: 112 Charles Street, New York, NY 10014
 Email: Complaints@villagecare.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocrportal/lobby.jsf>
 Mail: U.S. Department of Health and Human Services
 200 Independence Avenue SW., Room 509F, HHH Building
 Washington, DC 20201
 Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
 Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)

VILLAGECAREMAX
 Visit us online at:



ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-469-6292; TTY/TDD: 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-469-6292; TTY/TDD 711.	Spanish
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 1-800-469-6292; TTY/TDD 711.	Chinese
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 711 رقم هاتف الصم والبكم 1-800-469-6292	Arabic
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오 1-800-469-6292; TTY/TDD 711.	Korean
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-469-6292 (телетайп: TTY/TDD 711).	Russian
ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-469-6292; TTY/TDD 711.	Italian
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-469-6292; TTY/TDD 711.	French
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-469-6292; TTY/TDD 711.	French Creole
אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 711 TTY/TDD 1-800-469-6292 ;	Yiddish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-469-6292; TTY/TDD 711.	Polish
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-469-6292 /TTY/TDD 711.	Tagalog
লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮০০-৪৬৯-৬২৯২ TTY/TDD 711.	Bengali
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-469-6292 TTY/TDD 711.	Albanian
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-469-6292 TTY/TDD 711.	Greek
خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-469-6292; TTY/TDD 711.	Urdu