

HEALTH FOCUS



VILLAGECAREMAX

Holiday Gatherings
How to make
healthful choices

Get Vaccinated Today!
Protect yourself from
seasonal illness

Stay Safe and Independent
Learn how to prevent falls
and keep you on your feet

www.villagecaremax.org

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VillageCareMAX
112 Charles Street
New York, NY 10014

VILLAGECAREMAX

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Your Shield Against Seasonal Illness: Get Vaccinated Today

VillageCareMAX Managed Long-Term Care plan MLTC
VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

Getting vaccinated against common illnesses like COVID-19, influenza (flu), and pneumonia is one of the most effective ways to protect your health throughout the year. These vaccines help prevent serious illness, hospitalization, and complications—especially for older adults and those with chronic conditions.

COVID-19 vaccines significantly reduce the risk of severe illness, hospitalization, and death. For adults 18 and older, the 2023–2024 vaccines lowered the risk of critical illness by nearly 70% in the first two months after vaccination.¹

They also help reduce the chances of Long COVID and protect vulnerable groups like pregnant women and older adults.

Flu vaccines are updated annually to match circulating strains. They prevent millions of illnesses and thousands of hospitalizations each year. During seasons with well-matched strains, flu vaccines reduce the risk of needing medical care by 40–60%. Vaccination also lowers the severity of illness and protects those with chronic conditions like heart disease and diabetes.²

Pneumonia vaccines protect against pneumococcal infections, which can be life-threatening. The Centers for Disease Control and Prevention (CDC) recommends these vaccines for all adults 50 and older, and for younger individuals with certain health risks.³

VillageCareMAX members have no coinsurance, copayment, or deductible for COVID-19, flu, and pneumonia vaccines. To schedule your vaccines, contact your doctor or visit a nearby pharmacy. If you need help or have questions, call your VillageCareMAX Care Manager or Member Services.



The best prevention to protect yourself and others is to get the vaccine.



To protect yourself, wash your hands with soap and water, or use hand sanitizer.



Virusis can be dangerous for some people. People over 65 years of age and older and people with certain health conditions or weakened immune system are at greatest risk.



Always cover your mouth and nose with the inside of your elbow when you cough or sneeze. Do not use your hands.



Holiday Recipe: Roasted Sweet Potatoes with Maple & Cinnamon

This dish is naturally sweet, comforting, and requires only five ingredients.

Serving Size: 4 servings as a side dish
Time to Prepare: 45 minutes

Ingredients:

- 3 medium sweet potatoes, peeled and cubed
- 2 tablespoons olive oil
- 2 tablespoons pure maple syrup
- 1 teaspoon ground cinnamon
- Salt to taste

Instructions:

1. Preheat your oven to 400°F (200°C).
2. In a large bowl, toss the sweet potato cubes with olive oil, maple syrup, cinnamon, and a pinch of salt.
3. Spread the mixture evenly on a baking sheet lined with parchment paper.
4. Roast for 25–30 minutes, stirring halfway through, until the sweet potatoes are tender and slightly caramelized.
5. Serve warm as a side dish.

Quick, Easy, and Secure: Submit Your VillageCareMAX Forms in Just a Few Clicks

VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

We know that filling out forms can be time-consuming and confusing. That's why VillageCareMAX is making it easier than ever for you to access, complete, and submit important forms online.

You can now complete and submit the following forms at www.villagecaremax.org:

Healthcare Proxy Form: This important legal document allows you to appoint someone you trust to make medical decisions for you if you're unable to do so.

Member Reimbursement Form: This is the second fully automated form available, making it easier to request reimbursement without the paperwork hassle.

Appointment of Representatives (AoR) Form: This is the third approved form, which is used to designate someone to act on a member's behalf regarding health plan issues.

Prefer paper? You can still request a copy from our Member Services team or download a printable version from the website.

Healthy Ways to Beat the Holiday Blues

The holiday season can be joyful, but it may also bring feelings of sadness, stress, or isolation. Fortunately, there are healthy, research-backed ways to manage these emotions and protect your mental well-being.

Avoid Unhealthy Coping Mechanisms

While alcohol and rich foods may offer temporary comfort, they can worsen mood and energy levels. Instead, focus on balanced meals, hydration, and limiting caffeine and alcohol, as recommended by the National Institute of Mental Health (NIMH).⁴

Set Realistic Expectations

The Mayo Clinic advises embracing change and letting go of perfection. Focus on meaningful traditions and be open to new ways of celebrating, especially if circumstances have shifted.⁵



Make Time for Movement

Exercise is a powerful mood booster. Even short walks can release endorphins and reduce anxiety. Find activities you enjoy and aim for consistency rather than intensity.⁶

Reach Out for Support

Connection is key. Whether through friends, family, or community events, talking about your feelings can help. If sadness persists, seek professional help—effective treatments are available.

Prioritize Self-Care

Sleep, nutrition, and quiet time are essential. NIMH recommends scheduling relaxing activities and practicing gratitude daily to support emotional health.

With intention and support, you can navigate the holidays with strength and peace.



How Can We Help?

VillageCareMAX Managed Long-Term Care plan MLTC
VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

Are you looking to schedule a health screening appointment with your doctor?

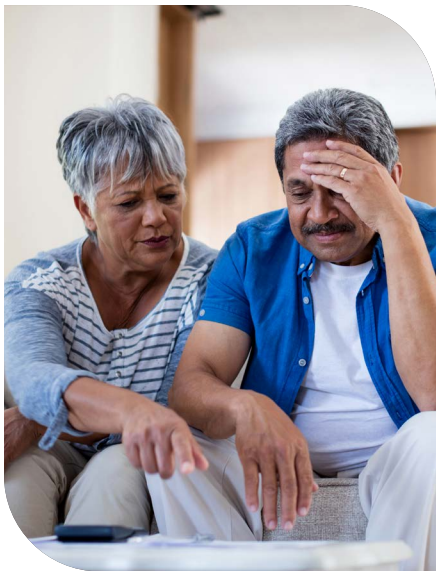
Do you prefer a language other than English?

Let VillageCareMAX help!

The VillageCareMAX Member Services team can communicate in the language of your choice. They can help you find a primary care provider (PCP), assist you with scheduling appointments and more.

If you are a VillageCareMAX Managed Long-Term Care Plan (MLTC) member, call 1-800-469-6292 (TTY: 711). 8:00 am to 8:00 pm, 7 days a week.

If you are a VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP) Medicare member, call 1-855-296-8800 (TTY: 711). 8:00 am to 8:00 pm, 7 days a week.



Disenrollment Rights

VillageCareMAX Managed Long-Term Care plan MLTC

Please note that enrollment on our plan is voluntary. You may disenroll at any time. If you choose to disenroll, we will process your request as quickly as possible. VillageCareMAX will work with New York Medicaid Choice (New York State's managed care enrollment program) to get your request approved, as appropriate. This may take two to six weeks.

You will receive written notification with the date of your disenrollment. VillageCareMAX will continue to provide or arrange for you to get covered services until the effective date of your disenrollment. We will also assist with the transfer to a new plan as needed and ensure that you can remain safe in the community.

Your Member Handbook

VillageCareMAX Managed Long-Term Care plan MLTC

The Member Handbook has information about the VillageCareMAX plan that you are enrolled in and how the plan works. It explains your benefits, how to get the services you need, your rights as a member, and policies that VillageCareMAX must follow. You can view a copy of the Member Handbook on our website at www.villagecaremax.org, or call Member Services at 1-800-469-6292 (TTY: 711) to request a hard copy.

Fall Prevention: Stay Safe and Independent

VillageCareMAX Managed Long-Term Care plan MLTC
VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

Did You Know?

The Centers for Disease Control and Prevention say falls are the leading cause of injury among adults ages 65 and older. The good news is falls are avoidable. We want to make sure you know all you can about staying on your feet!⁷

Five Ways To Avoid A Fall:

- 1. Stay Active:** Exercising regularly improves balance and strength.
- 2. Check Your Medications:** Some medications can cause dizziness or drowsiness. Talk to your doctor right away if you experience this.
- 3. Wear Proper Shoes:** Supportive, non-slip shoes help prevent trips and falls.
- 4. Improve Home Safety:** Remove loose rugs, install grab bars, and improve lighting.
- 5. Get Your Vision And Hearing Checks:** Vision and hearing both play a key role in your balance and the prevention of falls.

What To Do If You Fall:

- Stay calm and assess your situation.
- If you're hurt, call 911 for help.
- If you're not hurt, take your time getting up. Roll onto your side, get onto your hands and knees, and use a piece of sturdy furniture to slowly get up.



When To Call For Help:

- If you experience dizziness, weakness, or pain after a fall.
- If you hit your head, even if you feel fine.
- If you have difficulty standing or walking after a fall.

We Want To Help Keep You On Your Feet:

VillageCareMAX is dedicated to your safety and well-being.

If you have concerns about falling Member Services is here to talk through your options.

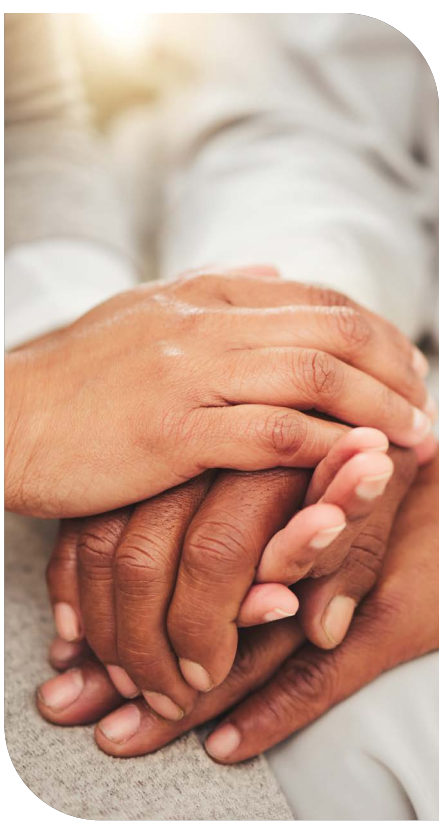
What Members and Caregivers Are Saying

VillageCareMAX Managed Long-Term Care plan MLTC
VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

Our members are talking and have good things to say!

Member Testimonial

"Ms. Ashley Caraballo from your Medicare team was extremely helpful during our phone call, patiently assisting with documenting my mother, Ms. Verna L.'s current hospitalization information. She showed compassion and empathy for the situation, continuously asking if she could assist with anything further. This type of member service is what is needed throughout the healthcare system, and I feel Ashley is a shining example of just that. She made a difficult situation feel "not so difficult" and appeared more than happy to help. Ashley's service during the call was highly professional, greatly appreciated, and personally noted."



**Learn more about
what VillageCareMAX
is up to. Connect with
us online!**

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 x.com/
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 instagram.com/
villagecaremax

 linkedin.com/
villagecare

VILLAGECAREMAX

Bronx Community Center Calendar

VillageCareMAX Managed Long-Term Care plan MLTC
VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

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

The VillageCareMAX Bronx Community Center is a great place for anyone looking for help with their health coverage, health/mental health services, social services, and entitlements. The Center hosts information sessions about nutrition, career development, social services, and more.

November 2025

MONDAYS & THURSDAYS—GENTLE EXERCISE
November 3, 6, 10, 13, 17, 20, 24:
11:30 am to 12:30 pm

WELLNESS EVENT & FOOD FOR YOUR HEALTH
November 12:
9:00 am to 3:00 pm

WEDNESDAYS—ENGLISH CLASS
November 5, 12, 19, 26:
5:00 pm to 7:00 pm

FOOD FOR YOUR HEALTH
November 26:
11:00 am to 4:00 pm

FRIDAYS—MUSIC, LITERATURE, DOMINO & BINGO
November 7, 14, 21:
1:30 pm to 2:30 pm



Health Word Search

P H S L E E P H R B O N
V W C W C O V I D W U Y
S V V K F U G H F N A W
S J A W D W D Y W B U E
G E C A F A Y D F U Q L
J M C F P L S R R E P L
Z Z I L K K I A U O X N
M S N U I J Z T I M H E
U V E K T A Z E T P D S
L W Y M C H E C K U P S
H I M M U N E Q U C Q F
W J K A S P J Z N P A P

Find the Following Words:

- Vaccine
- Sleep
- Hydrate
- Walk
- Fruit
- Flu
- Covid
- Checkup
- Wellness
- Immune

Article References

- 1: CDC – Benefits of Getting Vaccinated for COVID-19. Retrieved from <https://www.cdc.gov/covid/vaccines/benefits.html>
- 2: CDC – Benefits of the Flu Vaccine. Retrieved from <https://www.cdc.gov/flu-vaccines-work/benefits/index.html>
- 3: CDC – Pneumococcal Vaccine Recommendations. Retrieved from <https://www.cdc.gov/pneumococcal/hcp/vaccine-recommendations/index.html>
- 4: National Institute of Mental Health. (n.d.). Coping with the Holidays. Retrieved from <https://www.nimh.nih.gov>
- 5: Mayo Clinic Staff. (n.d.). Stress, depression and the holidays: Tips for coping. Retrieved from <https://www.mayoclinic.org>
- 6: U.S. Department of Health and Human Services. (n.d.). Physical Activity Guidelines for Americans. Retrieved from <https://health.gov>
- 7: CDC – About Older Adult Fall Prevention. Retrieved from <https://www.cdc.gov/falls/about/index.html>

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.

Join the VillageCareMAX Member Advisory Committee and Make an Impact

The Member Advisory Committee is a platform for members to express their needs, expectations, and experiences regarding the services and benefits provided by VillageCareMAX.

Your opinions are valuable, and your voice can help influence the services that support you. Join us to make a difference! VillageCareMAX is actively seeking new members to join the Member Advisory Committee.

The committee aims to:

- Improve access to covered services
- Enhance service coordination
- Promote health equity, particularly for underserved populations

It includes representatives from various departments within VillageCareMAX, such as:

- Member Services
- Enrollment and Eligibility
- Grievance and Appeals
- Case Management
- Network Management
- Quality Department

If you would like to join VillageCareMAX Member Advisory Committee, please call us at: 1-800-469-6292 (TTY: 711) Toll-free 8:00 am to 8:00 pm, 7 days a week.



Meeting Frequency:

- The committee meets quarterly.
- In-person attendance is encouraged, but remote participation is also available when necessary.
- Meetings rotate among different boroughs within the VillageCareMAX service area to better serve the community's diverse cultural and language needs.
- The next meeting scheduled is December 16th, 2025.

Meeting Agenda:

- Topics identified by VillageCareMAX leadership requiring feedback or discussion.
- Topics proposed by committee members.
- Members are invited to submit agenda items prior to each meeting.

Word Search Answer Key															
P	H	S	L	E	E	P	H	R	B	O	N				
V	W	C	W	C	O	V	I	D	W	U	Y				
S	V	V	K	F	U	G	H	F	N	A	W				
S	J	A	W	D	W	D	Y	W	B	U	E				
G	E	C	A	F	A	Y	D	F	U	Q	L				
J	M	C	F	P	L	S	R	R	E	P	L				
Z	Z	I	L	K	K	I	A	U	O	X	N				
M	S	N	U	I	J	Z	T	I	M	H	E				
U	V	E	K	T	A	Z	E	T	P	D	S				
L	W	Y	M	C	H	E	C	K	U	P	S				
H	I	M	M	U	N	E	Q	U	C	Q	F				
W	J	K	A	S	P	J	Z	N	P	A	P				

Notice of Non-Discrimination

VillageCareMAX Managed Long-Term Care plan MLTC
VillageCareMAX Medicare Total Advantage Plan (HMO D-SNP)

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)

Language Assistance

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-800-469-6292; TTY/TDD: 711.	English
ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-800-469-6292; TTY/TDD: 711	Spanish
请注意：您可以免费获得语言协助服务和其他辅助服务。请致电 1-800-469-6292; TTY/TDD: 711。	Chinese
لصتا. كل عحاتم عي ن ا جملا ى رخ أ لا ت ادع اس مل او عي و غ ل لا ددع اس مل ا تامدخ : فظح الم 1-800-469-6292; TTY/TDD: 711 م قر ل اب	Arabic
주의: 언어 지원 서비스 및 기타 지원을 무료로 이용하실 수 있습니다. 1-800-469-6292; TTY/TDD: 711번으로 연락해 주십시오.	Korean
ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика и другие виды помощи. Звоните по номеру 1-800-469-6292; TTY/TDD: 711	Russian
ATTENZIONE: Sono disponibili servizi di assistenza linguistica e altri ausili gratuiti. Chiamare il 1-800-469-6292; TTY/TDD: 711	Italian
ATTENTION : Des services d'assistance linguistique et d'autres ressources d'aide vous sont offerts gratuitement. Composez le 1-800-469-6292; TTY/TDD: 711	French
ATANSYON: Gen sèvis pou bay asistans nan lang ak lòt èd ki disponib gratis pou ou. Rele 1-800-469-6292; TTY/TDD: 711	French Creole
ךייא ראפ לבעליעווא וענעז, פליה ערעדנא ווא סעסיוורעס פליה פארפש :גנוטכא 1-800-469-6292; TTY/TDD: 711 טסזמוא	Yiddish
UWAGA: Dostępne są bezpłatne usługi językowe oraz inne formy pomocy. Zadzwoń: 1-800-469-6292; TTY/TDD: 711	Polish
ATANSYON: Available ang mga serbisyonang tulong sa wika at iba pang tulong nang libre. Tumawag sa 1-800-469-6292; TTY/TDD: 711	Tagalog
মনোযোগ নানুল্যে ভাষা সহায়তা পরষিবো এবং অন্যান্য সাহায্য আপনার জন্য উপলব্ধ। 1-800-469-6292; TTY/TDD: 711-এ ফোন করুন।	Bengali
VINI RE: Për ju disponohen shërbime asistence gjuhësore dhe ndihma të tjera falas. Telefononi 1-800-469-6292; TTY/TDD: 711	Albanian
ΠΡΟΣΟΧΗ: Υπηρεσίες γλωσσικής βοήθειας και άλλα βοηθήματα είναι στη διάθεσή σας, δωρεάν. Καλέστε στο 1-800-469-6292; TTY/TDD: 711	Greek
ال ب ے ل ے ک پآ ں یتنواعم رگی دی روا تامدخ یک تنواعم ں یم نابز : ں ں یم ارف هجوت 1-800-469-6292; TTY/TDD: 711- ں ں یم ابای تسد هضواعم	Urdu