

FALL 2022 HEALTH FOCUS

villagecaremax.org

VILLAGECAREMAX



DIET CHANGES TO REDUCE YOUR ALZHEIMER'S RISK

AN APPLE A DAY DOESN'T JUST KEEP THE DOCTOR AWAY. It might also help lower your risk for Alzheimer's disease. Also, berries and tea have a similar effect.

The secret behind these three items? Flavonoids. This group of natural substances can be found in many fruits, vegetables, and plant-based foods like tea.

Better Brain Health

Scientists are learning that flavonoids are good for your

brain. For example, they can:

- Protect neurons (cells in the brain) from toxins
- Fight inflammation
- Increase blood flow to the brain

Thanks to these effects, flavonoids might help prevent or limit age-related memory problems.

Get Your Flavonoid Fix

There are many ways to add flavonoid-rich foods to your diet.

Here are some tips:

- Blend berries, bananas, nonfat yogurt, and ice cubes together to make a smoothie.
- Serve an apple and cheese platter board.
- Top salads with strawberries and blueberries.
- Brighten up a cup of green tea with fresh mint, honey, or a slice of orange.
- Dip apples in peanut or almond butter.
- Add berries to a bowl of whole-grain cereal.

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

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112 Charles Street
New York, NY 10014

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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Update to Involuntary Disenrollment

THE NEW YORK STATE DEPARTMENT OF HEALTH has advised Managed Long Term Care Plans to restart disenrolling members for certain reasons that were put on hold due to the COVID-19 Public Health Emergency (PHE).

Please see below for a list of disenrollment reasons that were restarted and their effective dates. This means that VillageCareMAX can now disenroll members for these reasons.

Involuntary Disenrollment Reason	Effective Date
Enrollee is no longer a member of the plan's Medicare Advantage Program.	October 1, 2021
Enrollee no longer resides in the plan's service area.	
Enrollee or family member engages in behavior that seriously impairs the contractor's ability to furnish services (for reasons other than those resulting from enrollee's special needs).	January 1, 2022
Enrollee has been absent from the plan's service area for more than 30 consecutive days.	
Enrollee does not receive at least one of the below Community Based Long Term Services and Supports (CBLTSS) within the previous calendar month: <ul style="list-style-type: none">• Nursing services in the home• Therapies in the home• Home health aide services• Personal care services in the home• Adult day health care• Private duty nursing, or• Consumer Directed Personal Assistance Services (CDPAS)	July 1, 2022

If you have questions, call Member Services at **1.800.469.6292** (TTY: **711**), 7 days a week from 8AM to 8PM.

Member Services: 1.800.469.6292 (TTY: 711)

Brush Up on Better Oral Care

A HEALTHY MOUTH IS IMPORTANT

for more than just a smile that sparkles. Good dental habits can protect your overall well-being, too.

Healthy Mouth, Healthy Body

Oral care can help prevent gingivitis, or gum disease. With gingivitis, your gums become red and tender, and they bleed. Left untreated, it can cause your teeth to fall out.

Also, the inflammation that comes with gum disease may increase your risk of developing heart disease. Gum disease may put you at risk for stroke, too.

Protect Your Pearly Whites

The path toward a healthier mouth requires just a few simple steps.

- **Brush your teeth twice a day with a soft-bristled toothbrush.** Use toothpaste that contains fluoride. Remember to brush the insides of your teeth and your tongue, too. Replace your toothbrush every 3 to 4 months (or sooner if the bristles look bent and worn out).
- **Floss once a day.** Holding the floss between your thumbs and pointer fingers, curve it in a C-shape around each side of the tooth. Rub the floss gently up and down.



- **Visit your dentist at least once a year.** Some people may need to visit the dentist more often. Talk with your dentist about how often you should go.

With a little bit of effort, you can help keep your mouth—and your body—healthy.

Healthy Ways to Avoid the Holiday Blues

During the holidays, does it feel like everyone is celebrating except you? If you suffer from depression, the pressures that come with the holidays can make you feel even worse.

Resist indulging in unhealthy behaviors. With many parties and family gatherings ramping up, there's often plenty of alcohol available. Or you may be tempted to smoke, take drugs, or overeat to help you cope.

In truth, these behaviors won't help. They can even make you feel worse. Try healthier ways to cope, instead.

- **Keep your expectations realistic.** Only commit to those things you know you'll be able to do.
- **Make time for exercise.** When you're active, your brain releases chemicals that improve your mood and decrease stress. Not only does exercise keep your body healthy, it protects your mind, too.

- **Talk with someone close to you.** You don't have to do it alone. Be honest with your doctor, too. There are treatments for depression that can help.
- **Take care of yourself.** When you treat your body right, you're able to deal with problems more easily. Get 7 to 9 hours of sleep every night. Avoid sugar and caffeine. And fill your diet with fruits, vegetables, beans, and whole grains.



Take Steps Now to Stay Mobile Longer

MOBILITY IS HOW WELL A PERSON CAN MOVE and get around. These steps can help protect your independence.

Avoid Falls

Falls are a leading cause of injury for older adults. To reduce your risk:

- **Have a checkup and eye exam each year to help find problems early.** Managing chronic conditions, like diabetes, is also key.
- **Review your medicines with your health care provider.** Some medicines can make you feel light-headed or tired.
- **Do activities that keep you strong and improve balance.** Talk with your provider about exercises you can do at home. Read about your Silver&Fit® fitness benefit to the right.
- **Check your home for hazards.** Keep floors clear, use bright light bulbs, and get nonslip mats for the shower or bathtub.

Know Your Options

Think about how you get around now. What would you do if you had to shop or visit friends another way? Be prepared by asking yourself questions like:

- Do I have family or friends nearby who could give me rides?
- Can I get low- or no-cost fares for shared-ride programs and public transportation? If so, what can I do now to get those fares?
- Would a bus take me where I need to go?

You can also find information online. Visit reliable sources, such as Rides in Sight (ridesinsight.org).

*There is no cost to you to use our transportation services for medical appointments. Call LogistiCare Solutions at **1.877.916.7999** or Sentry Management Solutions at **1.855.205.2000**.*



Fitness Benefit

The Silver&Fit® program is a healthy aging and exercise program for VillageCareMAX Medicare Total Advantage members. It offers digital workout videos, Home Fitness Kits, gym access, and Healthy Aging coaching. Get started at SilverandFit.com or call VillageCareMAX Member Services.

The Silver&Fit program is provided by American Specialty Health Fitness Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit is a trademark of ASH and used with permission herein.

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).

What Is Monkeypox?

MONKEYPOX IS A RARE DISEASE. It can lead to a hospital stay or even death. But usually monkeypox doesn't cause serious illness. As this issue went to press, the Centers for Disease Control and Prevention said risk was believed to be low in the U.S.



How is monkeypox spread?

People can be exposed to monkeypox through bites or scratches from rodents and small animals, or by having contact with an infected animal/animal products.

You also can catch monkeypox through close contact with someone who has symptoms. The rash, bodily fluids (such as pus or blood from skin lesions), and scabs are contagious. Clothing, bedding, towels, or items like dishes that have been contaminated can infect others, too.

What are the symptoms of monkeypox?

The illness generally starts with fever, tiredness, headache, body aches, and swollen lymph nodes (small, bean-shaped bumps on your neck that you usually can't feel). A sometimes painful, itchy rash appears a day or so later. Most cases last 2 to 3 weeks.

How can I prevent monkeypox?

- Avoid contact with animals that could carry the virus. This includes animals that are sick or that have been found dead in areas where monkeypox has been found.
- Avoid contact with any items that have been in

contact with a sick animal.

- Isolate infected patients from others who could be at risk for infection.
- Wash your hands after contact with infected animals or humans. Use soap and water or an alcohol-based hand sanitizer.

If you think you have symptoms or have been in close contact with someone who has monkeypox, contact your health care provider. If possible, self-isolate and avoid close contact with others.

Get a Flu Shot

If you haven't had a flu shot this year, add it to your to-do list. It's best to get your shot by the end of October.

Consider the stress flu puts on your body: long-lasting fever, muscle aches, and tiredness. Then schedule your flu shot. It's especially important if you are at high risk for serious flu-related issues. This includes adults ages 65 and older and people with conditions such as asthma, diabetes, or heart disease.

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 10014
Phone: 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/ocr/portal/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)

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 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



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 FALL/WINTER EVENTS

**September
2022**

Sept. 28

**October
2022**

Oct. 12

Oct. 26

**November
2022**

Nov. 9

Nov. 23

**December
2022**

Dec. 7

VILLAGECAREMAX

BRONX COMMUNITY EVENT

promoting senior safety

THURSDAY, SEPT. 22 | 11AM

1430 Plimpton Avenue, Bronx

**FOOD • RAFFLES • MUSIC
AND SENIOR SAFETY TIPS**

For more information, visit villagecaremax.org

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