

WINTER 2023

HEALTH FOCUS

villagecaremax.org

VILLAGECAREMAX

TAKE CONTROL: Get Help for Drug or Alcohol Addiction

DO YOU OR SOMEONE YOU KNOW HAVE AN ALCOHOL OR DRUG

PROBLEM? It's not always easy to tell. But misuse should not be ignored. If left untreated, it can lead to a substance use disorder (SUD)—a mental illness.

What to Look For

You could have an SUD if you have these signs.

- **Cravings:** You have a strong urge to use the substance.
- **Lack of control:** You can't stop using it even if you want to.
- **Dependence:** You have

withdrawal symptoms, such as nausea, depression, muscle aches, or anxiety when you stop.

- **Tolerance:** It takes more and more of the drug to make you feel the same effect.

It can be hard to admit that you have a problem. Take a closer look at some ways drugs or alcohol may be affecting your life. Your daily activities or relationships with your friends and family may suffer because of your addiction.



What You Can Do

Help is available. To learn about treatment options, call your health care provider. Or reach out to the Substance Abuse and Mental Health Services Administration's National Helpline—a free, confidential, 24/7 service: **1.800.662.HELP (1.800.662.4357)**. You can also contact VillageCareMAX to learn more about services covered and how we can help coordinate your care.

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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STDs Can Be Serious

SEXUALLY TRANSMITTED DISEASES (STDs) can cause serious and even life-threatening health problems. STDs include:

- Chlamydia
- Genital herpes
- Gonorrhea
- Human immunodeficiency virus (HIV)
- Human papillomavirus (HPV)

The Centers for Disease Control and Prevention (CDC) warns that STDs can cause:

- **Pelvic inflammatory disease (PID).** PID can lead to fever, bleeding, pain, and pregnancy problems in women.
- **Infertility.** Experts define this as being unable to get pregnant after six to 12 months of trying, depending on your age.
- **Some types of cancer.** These include cancers of the throat, mouth, anus, cervix, and penis.

Use a condom the right way every time you have sex to reduce your risk for STDs.

Testing can help protect your health. Talk with your health care provider and learn more at [cdc.gov/std/prevention](https://www.cdc.gov/std/prevention). Click on "Which STD Tests Should I Get?" on the left side of the screen.

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 premium for covered services. To learn more, call us at **1.800.469.6292 (TTY: 711)**.

Member Services: 1.800.469.6292 (TTY: 711)

Take Steps to Avoid Falls

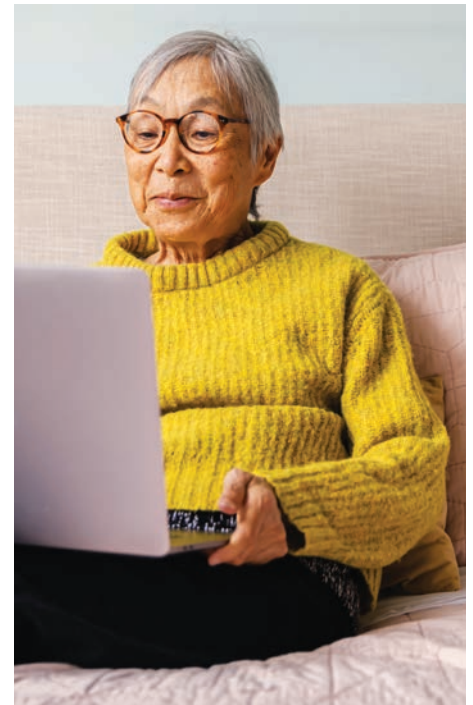
WHEN YOU SEE PEOPLE FALL ON TV, IT CAN BE FUNNY. In reality, falling is no laughing matter. It can lead to serious injury, disability, and even death.

Talk with your health care provider about falls. Ask about your risk factors and any steps you should take. Also, tell your provider if you have fallen since your last checkup.

If you're at risk of falling, your provider will likely offer ways to stay on your feet. These could include getting regular exercise and clearing your home of things that can cause accidents. Here

are some other ways you can avoid a fall:

- Work with your provider to find the right exercise program for you.
- Have your vision checked by an eye doctor at least once a year.
- Ask your provider or pharmacist to review all your medicines. Some may cause dizziness or drowsiness.
- Make your home safer. For example, install grab bars in the bathroom.
- Always wear supportive, low-heeled shoes.



Resources to Help You Stay Healthy

VillageCareMAX members are always encouraged to take an active role in staying healthy and feeling good. Visit our LivingWell page today at [villagecaremax.org/health-and-wellness](https://www.villagecaremax.org/health-and-wellness) to learn more about health information that will benefit you. Our LivingWell page is an additional resource to help ensure that you're living your best life.



Your Member Handbook

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.



Use Your Medicines Wisely

MEDICINES CAN HELP TREAT CHRONIC DISEASES, strengthen bones, and lift depression. They also ease pain, cure infections, and reduce fever.

Most people who take prescription and over-the-counter (OTC) medicines can use them safely. But that doesn't mean there aren't any risks.

You can take steps to make medicines as safe as possible. Your VillageCareMAX Care Manager will review your medications with you on an ongoing basis. Here's how you can help:

- Know the brand and generic names and correct doses of all your medicines.
- Learn the side effects of the medicines and supplements you take.
- If possible, have one health care provider manage all your medicines. Tell them about all the OTC products you take, too.

- Ask your provider what side effects your medicines can cause. What should you do if you have side effects?
- Keep a current list of the medicines, vitamins, supplements, and OTC medicines you take. Share it with all your providers or with emergency workers.
- Use one pharmacy so your pharmacist can track your medicines and identify possible interactions.
- Talk with your provider or pharmacist before you stop or add medicines.

Always be sure to take the right dose at the right time and in the right way. It's worth the effort. It can help you gain better control of your health. And it can improve your quality of life.

New Member Satisfaction Survey

VillageCareMAX values your feedback. As a member of VillageCareMAX, we want to ensure that you are getting the best care. Please help us improve and maintain quality of care and member satisfaction by completing the new member satisfaction survey. Our Concierge Care Coordinator from the Member Experience team will reach out to you within 90 days of enrollment. The survey takes about five minutes to complete. You can also call us at **1.800.469.6292 (TTY: 711)** for more information. We would love to hear from you!

Close the Door on Domestic Violence

TRYING TO GET OUT OF AN ABUSIVE RELATIONSHIP CAN BE HARD—EVEN DANGEROUS. This doesn't mean you don't have choices.

First, contact your local domestic violence organization. Or, call the National Domestic Violence Hotline at **1.800.799.SAFE (1.800.799.7233)**. Help is available 24/7.

They offer support such as:

- Helping you make a safety plan
- Guiding you in getting help from police
- Providing tips for seeking legal help
- Putting you in touch with other resources

If you've decided to leave, plan carefully. Here are some ways you can get ready:

- Tell someone about the abuse. Know where you can get help and who can help you.
- Keep important papers in

a safe place. This includes extra checks, credit cards, address book, identification cards, birth certificates, and documents of abuse.

- Put aside money if you can. Also, hide an extra set of car keys.
- Plan for a quick escape. Know where and how you will go.
- You can get a protective order from a court. That will keep the abusive partner away from your home and work.
- Get services that offer support. This includes individual and group counseling.

There is danger in leaving an abuser. It's also not safe to stay. The violence often gets worse over time. You can't stop an abuser's actions. But you can take steps to get out of the situation. Then you can start to put your life back on track.

NOTICE TO MEMBERS

You can call the Independent Consumer Advocacy Network (ICAN) to get free, independent advice about your coverage, complaints, and appeals' options. They can help you manage the appeal process. Contact ICAN to learn more about their services:

Independent Consumer Advocacy Network (ICAN)
Community Service Society of New York
633 Third Ave., 10th Floor
New York, NY 10017
1.844.614.8800
(TTY: 711)
Web: icannys.org
Email: ican@cssny.org



Try Our Transportation Services

Need medical transportation? Do you know VillageCareMAX is now working with Sentry Management Solutions to provide you with medical transportation? Call Sentry at **1.855.205.2000** to schedule your next transportation and share your experience with us.

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 ১১৮০০-৪৬৯-৬২৯২ 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

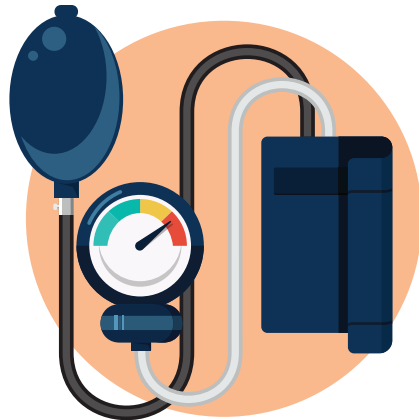
Help for High Blood Pressure

HIGH BLOOD PRESSURE IS ALSO CALLED HYPERTENSION. It is the number one risk factor for stroke. It also raises the risk for heart attack, dementia, and other diseases.

A high blood pressure is 130 mmHg or higher (top number) or 80 mmHg or higher (bottom number).

Your lifestyle has a big impact on your numbers. To help manage or avoid hypertension, you can:

- Exercise regularly
- Eat a healthy diet, including fish, vegetables, and whole grains
- Quit smoking
- Reduce your salt intake
- Learn to cope with stress



Your health care team can work with you to manage your blood pressure. Talk with them about what your numbers mean for your overall health.

BEWARE OF PHONE FRAUD

Official phone numbers are being used as part of a scam targeting people across the country. So says the U.S.

Department of Health and Human Services (HHS) Office of Inspector General (OIG).

The scammers represent themselves as HHS-OIG employees. They can change the caller ID to make it seem like the call is coming from HHS-OIG phone numbers.

They may try to get your personal information. This can then be used to steal money from a bank account or for other illegal activity. Protect your personal information and don't provide it during telephone calls.

If you believe you may be a victim of this scam, call **1.800.HHS.TIPS (1.800.447.8477)**.

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.

