

# All Together HEALTHY

**elderplan|homefirst.**  
a member of MIHS Health System

Spring 2019

## Help Us Serve You Better

### Member satisfaction surveys will arrive soon

At HomeFirst we are committed to providing high quality care to our members. That's why we are so pleased that our members are happy with the care they receive, according to the 2017 New York State Department of Health (NYSDOH)/IPRO Managed Long Term Care (MLTC) Member Satisfaction Survey.

This survey gathers information on your experience with care managers, personal care workers and nurses. The results of the survey help us understand where we can improve or how we can do better. In 2017, the last time the survey was completed, members gave our plan 5 out of 5 stars for health plan performance.

You may have already received this year's MLTC survey or will receive one in the coming weeks. HomeFirst members are randomly sampled, so not all members will receive the survey.

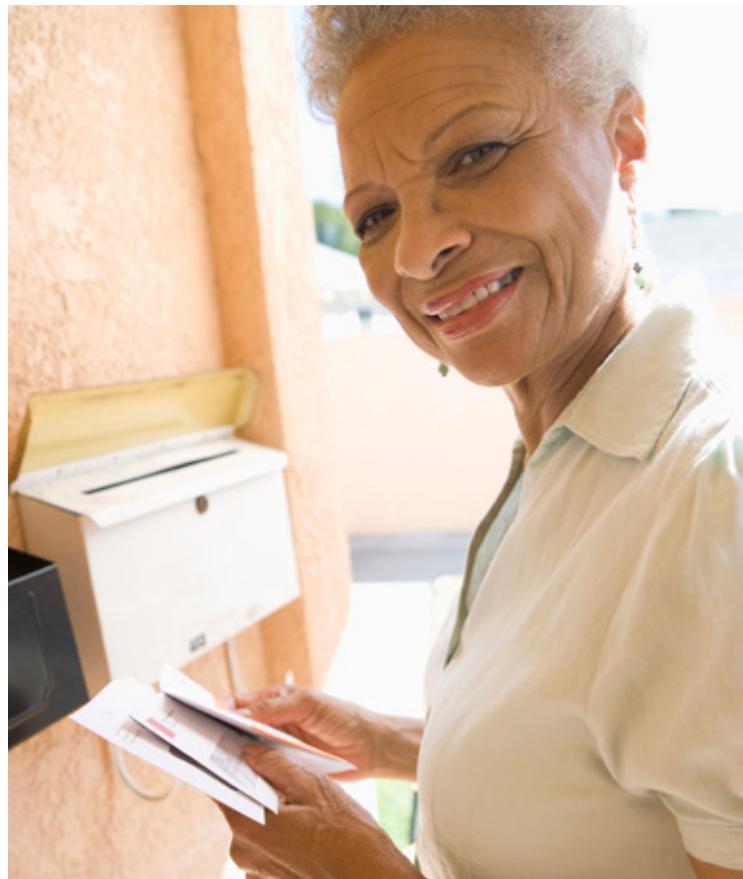
### Help Us Serve You Better

Our Quality Management team continually reviews and improves the care and services you receive from us. We evaluate the quality of care our members receive using the MLTC Member Satisfaction Survey. The results help us determine the support and services you need to keep you healthy and safe.

### Tell Us What You Think

If you get a survey in the mail, please take the time to fill it out and send it back by the deadline. Not all members receive the survey. If you do, it is your chance to tell us about your experience with HomeFirst.

**If you have questions about the MLTC Member Satisfaction Survey or need assistance, call Member Services at 1-877-771-1119 (TTY 711), between the hours of 8:30 a.m. and 5:00 p.m., Monday to Friday.**



To ensure we continue to deliver the highest quality services to our members, don't miss out on the opportunity to give us your feedback!

## In This Issue...

Spring is a time for new beginnings. This new season energizes us and provides us with an incentive to spend time outdoors and enjoy the sights, smells and sounds all around us.

At HomeFirst, we're also excited about new beginnings. That's why we have filled this issue of our newsletter with information about new benefits that are available to you – our members. Each of these benefits is designed to enhance the services you receive from us and help keep you healthier.

We'll also introduce our new vision provider, Superior Vision. Through Superior Vision, you will now have the opportunity to select glasses and contact lenses from any participating eyewear provider. With more options to choose from, you can select frames that best suit your style so you will not only see better, but look better.

Of course, your health is always our primary concern. That's why you will also find information about important screenings you need to stay healthy. And, as always, we've included a delicious and healthy recipe you can cook up for breakfast, brunch, lunch or even a light dinner. It is a recipe that is easy to make and sure to please.

The following pages are filled with new information, new benefits and new ways to help keep you healthier. If you have any questions about any of the information or benefits included in this issue, or have any other questions or concerns, please don't hesitate to contact our member services team.

Sincerely,

**DAVID WAGNER**

President, MJHS Health Plans



## Is It Time to Get Screened?

### Here are the new colorectal cancer screening guidelines

Colorectal cancer is the second leading cause of cancer-related death in men and the third leading cause in women in the United States. Getting screened for the disease may save your life.

Screenings help find cancer at an early stage, when treatment often leads to a cure. That's why HomeFirst would like to remind you about the importance of getting screened.

Traditional screening guidelines have suggested that adults begin colorectal cancer screenings at age 50. But new guidelines recently released by the American Cancer Society recommend screenings begin earlier – starting at age 45.

If you are at an increased risk for the disease (see risk factors on right), you may need to begin screenings before age 45, be screened more often or get specific types of screening tests.

No matter what your risk, it's a good idea to speak with your doctor about when to be screened, how often to get tested and which screening is right for you.

It is also important to tell your doctor about any unexplained blood in your stool, sudden weight loss or stomach pain that does not go away. These symptoms may be caused by something other than cancer, but the only way to know for sure is to bring your symptoms to the attention of your doctor.

### Risk Factors for Colorectal Cancer

- You have a personal or family history of colorectal cancer or certain types of polyps
- You have an inflammatory bowel disease (ulcerative colitis or Crohn's disease)
- You have had radiation to the abdomen or pelvic area to treat a prior cancer

To help lower your risk of colorectal cancer, eat less red meat and more fruits and vegetables. Also increase the amount of physical activity you do.



**Sources:** Centers for Disease Control (CDC), [https://www.cdc.gov/cancer/colorectal/basic\\_info/screening/](https://www.cdc.gov/cancer/colorectal/basic_info/screening/)  
American Cancer Society, <https://www.cancer.org/cancer/colon-rectal-cancer>

## We've Increased Physical Therapy Visits in 2019

HomeFirst has some exciting news to share with you. The number of outpatient physical therapy visits allowed per calendar year has increased from 20 to 40 visits!

Of course, physical therapy still needs to be recommended by a physician or other licensed professional in order to qualify for the benefit.

As you age, you tend to lose flexibility, strength and balance. This can affect mobility and may impact your independence and overall health. Each year, more than 1 out of 4 people aged 65 and older fall. Falling once doubles your chances of falling again. Falls are the leading cause of both fatal and non-fatal injuries for older Americans.

Physical therapy can help restore your strength, balance and mobility to reduce the risk of falling. It can also improve functionality and reduce pain.

**Whether you are managing a long-term illness, recovering from an injury or trying to improve your general health, physical therapy offers these important benefits:**



- ✓ Improves strength, flexibility and balance
- ✓ Reduces pain
- ✓ Makes daily tasks easier to manage
- ✓ Lowers the risk of falls and injuries
- ✓ Controls the effects of osteoporosis
- ✓ Increases feelings of independence
- ✓ Provides a renewed sense of confidence
- ✓ Enhances quality of life

**You can now get up to 40 physical therapy visits per year.**

**If you have questions about your physical therapy benefits, contact Member Services at 1-877-771-1119 (TTY 711) between the hours of 8:30 a.m. and 5:00 p.m., Monday to Friday.**

## Returning Home From a Hospital Stay?

### Our transitional care team is here to help

At HomeFirst, we know that returning home after a hospital or nursing home stay is not easy. That's why we strive to make the transition from discharge to home as smooth as possible for our members.

Shortly after you are discharged from a hospital or nursing home, one of our transitional care nurses will contact you to see how you are doing and if you need anything.

Our transitional care team is dedicated to helping make your transition to being home easier. From helping you get the equipment you need to assistance with scheduling follow-up appointments with your doctors, you can count on us to make the process easier.

If you have questions about the Transitional Care Team or the services we offer, contact Member Services at 1-877-771-1119 (TTY 711), between the hours of 8:30 a.m. and 5:00 p.m., Monday to Friday.





## Egg Skillet

This vegetarian recipe is a great breakfast, brunch, lunch or even light dinner. The eggs are cooked in a hearty tomato sauce with zucchini, eggplant and olives.

### Ingredients

- 1 Tbsp olive oil
- 4 scallions, chopped, plus additional for garnish
- 1 zucchini, chopped
- 1 small eggplant, chopped
- 1/4 tsp crushed red-pepper flakes
- 4 garlic cloves, minced
- Black pepper to taste
- 1 oz Kalamata olives, chopped
- 2 cans (15 oz each) diced tomatoes
- 8 large eggs

### Preparation

In a large skillet, heat the oil over medium-high heat. Add the scallions, zucchini, eggplant and red pepper. Cook until the vegetables soften, about 8 minutes. Add the garlic, black pepper and olives. Cook for 1 minute.

Add the tomatoes. Bring to a simmer. Cook for about 5 minutes.

Reduce heat to medium low. Make 8 wells in the mixture and crack 1 egg into each well. Cover and cook until the eggs are set but the yolks are still runny, about 8 minutes. Serve garnished with additional chopped scallions, if desired.

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### Nutrition Facts

**Serving size:** 2 eggs; 1/2 cup vegetables

**Per serving:** Calories: 240; Fat: 15g; Saturated Fat: 3g; Cholesterol: 372mg; Sodium: 250mg; Carbohydrates: 12g; Fiber: 3g; Protein: 15g

## Introducing a New Vision Provider

### HomeFirst provides new member benefits for 2019

Last fall, we shared with you the importance of taking care of your eyes and getting an annual eye exam.

HomeFirst is pleased to announce that as of January 1, 2019, Superior Vision is your new vision provider, replacing VSP Vision Care.

Superior Vision has been providing vision services to Medicare and Medicaid members in New York for more than 25 years, so we are confident you will be in good hands.

### New Benefit Highlights:

- **Freedom to choose providers.** You now have the option to visit one provider for an eye exam and another provider to obtain eyewear. This allows you to choose the glasses or contact lenses best suited for your lifestyle.
- **Freedom to choose eyewear.** You may select any frame that a participating eyewear provider carries, as long as it is in your plan allowance.
- **Over 1,400 locations.** Superior has over 1,400 locations, including Optometrists, Ophthalmologists and both local and national Retail Optical Centers.



To find a vision provider on our website, go to [www.elderplan.org](http://www.elderplan.org) and click on the "Find a Provider" tab.

If you need help finding a provider or scheduling an appointment, please call HomeFirst Member Services at 1-877-771-1119 (TTY 711), 8:30 a.m. to 5:00 p.m., Monday to Friday.

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## What's Inside

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