

Member news



IN THIS ISSUE

2 Getting a Mammogram Could Save Your Life

3 Our Health Partners Are On Your Side

4 Apple-Pear Crisp Recipe

Healthy Habits Help with Common Diseases

Heart disease, high blood pressure, and diabetes are among the most common health problems in the US. Luckily these healthy habits can help you prevent or live better with all three:

- Eat more fresh fruits and vegetables, whole grains, fish, lean meats, and poultry.
- Be physically active for 30 minutes, 5 days a week.
- Stay at a healthy weight.
- Don't smoke. Ask your primary care provider (PCP) if you need help quitting.
- See your PCP for regular check-ups and take medications if they tell you to.

In addition, it's important to know your numbers!

If you have high blood pressure, your PCP may ask you to check your blood pressure at home.

If you have diabetes, they may ask you to check your blood sugar and/or your A1C (a measure of your average blood sugar levels over the past few months).

Follow your PCP's directions on when to test. Write down your results in a notebook or on your phone so that you can share them. This information can help you understand how to best treat your disease.

Source: www.cdc.gov; www.diabetes.org; health.clevelandclinic.org

Check Out Your Online Account



If you haven't already, **sign up for your personalized online account**, where you can check authorizations, message your Care Team, and more. It's easy, secure, and available anytime. See the enclosed flyer for more information.

Help Us to Serve You Better

The New York State Department of Health (NYSDOH) is working with DataStat to mail a survey that asks about your satisfaction with your health plan.

What is the Consumer Assessment of Healthcare Provider & Systems Survey (CAHPS)?

CAHPS measures your satisfaction with the services you receive from your Medicaid plan.

Be sure to **fill out and return the survey** when you get it. This survey is your chance to share how you feel about your health plan and the services you receive.

The survey is anonymous. NYSDOH will share the results from the survey with us so we can provide more effective care. **Completing the survey does not affect your benefits in any way.**

If you want to know more about the survey, call the toll-free number listed on the survey you receive in the mail.

Nationwide Shortages of Nutrition Supplements

If your doctor has prescribed a liquid nutrition supplement (such as Ensure, Glucerna or Nestle Boost), be aware that the companies making these drinks are having inventory problems.

This means that even if your health plan has approved your doctor's request for you to get a supplement, the specific drink your doctor prescribed may not be in stock.

If that happens, we will let your doctor know so that they can suggest a different product.

You can also **ask your doctor to check what nutrition supplements are available** when they submit your prescription.

Getting a Mammogram Could Save Your Life

Breast cancers found during routine screening are more likely to be smaller and less likely to have spread outside the breast. This makes them easier to treat and improves the chance of being cured.

Low-dose X-rays of the breast called mammograms are the most common screening exams. The American Cancer Society recommends that:

- Women ages 45 to 54 get a mammogram every year.
- Women ages 55 and older get a mammogram every two years.

If you haven't already, **ask your primary care provider (PCP) about scheduling a mammogram.**

If you are a woman between the ages of 40 and 44 or you have family members who have had breast cancer, talk to your PCP about when you should get a mammogram.

Source: cancer.org/cancer/types/breast-cancer



Get Support After You Leave the Hospital

If you've been hospitalized because of your mental health, it's important to get support after you've been discharged.

Make an appointment within 7 days with your primary care provider (PCP) or with a mental health specialist at our partner, Carelon. Your visit can be in person, on the telephone, or via video.

Call your Care Team at 1-866-469-7774 or Carelon at 1-855-735-6098 if you need help scheduling an appointment.



Our Health Partners Are On Your Side

At SelectHealth, it's our responsibility to help you stay healthy and safe in your home and in your community.

We use several trusted health partners to help us make sure you are getting the care you need in an easy and convenient way.

Depending on your needs, you may qualify for one or more personal health visits. If you do, you'll get a phone call or letter from VNS Health or a trusted partner of VNS Health to schedule a visit.

During these visits, a licensed clinician will come to your home to talk to you about your health. They may also conduct certain tests, such as an eye exam.

We will share results of these visits with you and your primary care provider (PCP). We recommend that you schedule a follow-up appointment with your PCP to discuss your results and next steps.

Ask your Care Team if you have any questions about these visits.



Get Your Flu Shot!

If you haven't already, it's not too late to schedule your annual flu shot with your primary care provider or pharmacy. Flu season lasts through February. The vaccine is free, safe, and available.

Source: cdc.gov/flu/prevent/vaccinations.htm



SelectHealth from VNS Health complies with Federal civil rights laws. SelectHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-866-469-7774 (TTY/TDD: 711). 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 1-866-468-7774 (TTY/TDD: 711)。

Apple-Pear Crisp



This warm dessert is perfect to make during the fall season when the air is crisp.

Ingredients

For topping:

- ¼ cup uncooked oats
- ¼ cup all-purpose flour
- 2 tbsp trans-fat-free tub margarine, chilled in freezer for 15 min
- 1 tbsp unsweetened applesauce
- ½ tsp ground cinnamon
- 1 tbsp stevia sugar blend or ½ tsp honey

For crisp:

- 1 large apple, peeled and diced
- 1 large pear, peeled and diced
- 1 tsp cornstarch
- ½ tsp stevia sweetener or ½ tsp honey
- ⅛ tsp ground ginger or ground cinnamon
- ⅛ tsp ground cloves (optional)
- ⅛ tsp ground cardamom (optional)

Directions

1. Preheat the oven to 375°F.
2. In a medium bowl, stir together the crisp ingredients. Spoon ½ cup of the apple-pear mixture into four 6-oz ovenproof cups.
3. In a small bowl, stir together the topping ingredients until well blended. Sprinkle the topping over the fruit mixture in each cup.
4. Bake for 20 to 25 minutes, or until the fruit mixture is bubbly and the topping is golden brown.

Source: American Heart Association

Stay Healthy

We're excited to announce the new Health Tips section of the SelectHealth website. Here you'll find articles about how to:

- take care of your oral health
- think positively
- understand your risk for sexually transmitted infections (STIs) and more.

Visit SelectHealthNY.org/health-tips to take charge of your own health.

If Something Seems Wrong, Tell Us.

SelectHealth is committed to finding and stopping fraud, waste, or abuse in our health care plans.

Anonymous Reporting

SelectHealth Compliance Hotline: 1-888-634-1558.
File an online report: vnshealth.ethicsspoint.com.
Learn more: vnshealthplans.org/compliance-program.
24 hours, 7 days a week.

Questions? Check your online account anytime at SelectHealthNY.org/account or call your Care Team at 1-866-469-7774 (TTY: 711)
Monday – Friday, 8 am – 6 pm
SelectHealthNY.org/member



Select
HEALTH
VNS Health

Your plan comes with a secure, easy-to-use online account!



Here's some of what you can do:

- Check your latest health plan details
- View your Care Team
- Update your contact information
- Message your Care Team at any time
- Review medical supply orders
- Download a temporary ID card
- Request a new ID card
- Check authorizations
- And more!



Have a question about your health plan?

Use the messaging system on your online account. It's as easy as using email but is more secure.

Send us a message anytime you have a question.

Your messages and our replies will be saved in your online account. They will be available when you need them.



Use your online account anytime with a computer, smartphone, or tablet.



If you haven't already, sign up for your personalized online account today!

Getting started is easy and, most importantly, secure. See the other side of this flyer for instructions on how to register.

Getting started with your online account is easy!

Go to SelectHealthNY.org/account
Or scan the QR code with your smartphone
and choose **Register**.



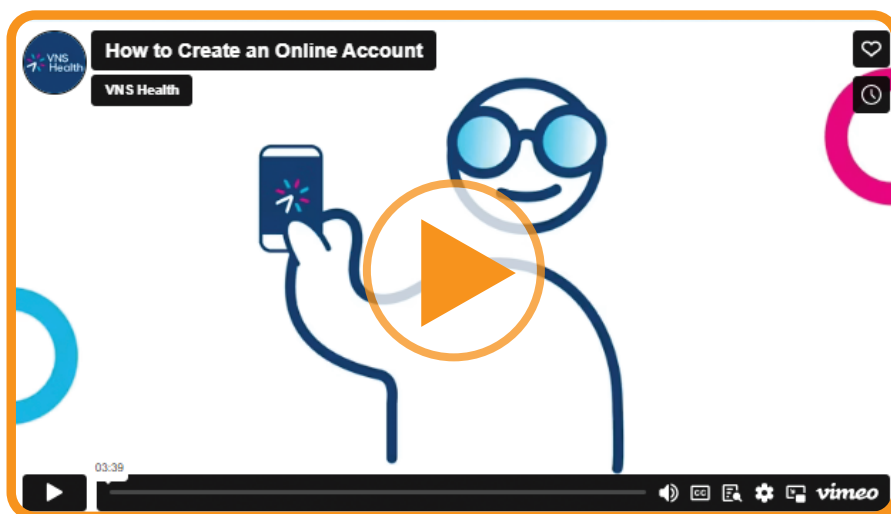
You will need the following items to register:

- ✓ First and Last Name
- ✓ Email Address
- ✓ Cell or Home Phone Number
- ✓ One of the following three:
Member ID, Medicare ID or Medicaid ID



Need help registering for your online account?

Go to SelectHealthNY.org/account and click **See how easy it is!**
Watch the video for step-by-step instructions.



Questions?

1-866-469-7774 (TTY: 711)

Monday – Friday, 8 am – 6 pm

Take charge of your health!



Take this checklist to your next doctor's appointment and discuss which preventive exams, screenings, and vaccinations are right for you. Note: You can earn rewards for completing some of these activities. See the other side for information on our Steps for a Healthier Life Rewards program.



Required exams/screenings/vaccinations	Description/Timing	Completion Date(s)
Wellness Visit	All adults, as directed by your primary care provider (PCP).	
Flu Shot	All adults, yearly.	
COVID-19 Vaccine (including booster shots)	As recommended by your PCP.	
Blood Sugar Test (Hemoglobin A1c Test)	Every 3 months or more often if you have diabetes, high blood pressure, heart disease, or are overweight.	
Dental Exam	Oral exam and cleaning, twice a year.	
Vision Exam	Exam by an optometrist or ophthalmologist (eye doctor), every year.	
Hearing Exam	After age 50, hearing screenings every 2 years.	
Colonoscopy or Other Exams to check for colon cancer	Starting at age 45, as recommended by your PCP.	
Mammogram	Women age 45 to 54, yearly. Women age 55 and over, every 2 years.	

Be sure to schedule your preventative screenings if you have not completed them already. Call us if you need help scheduling your appointments or have questions. We're here to help!

SelectHealth Care Team 1-866-469-7774 (TTY: 711)

Monday – Friday, 8 am – 6 pm

Steps to a Healthier Life Rewards Program



You are automatically enrolled in our Steps to a Healthier Life Rewards Program where you can earn gift cards for completing health activities! See the chart below for a list of qualifying activities:

	Health Activity	Value	Frequency	Total Yearly Reward
	Achieve and maintain HIV viral load of <200 copies/ml*	\$100	Quarterly (4 times/year)	\$400
	Fill out About Me and My Health Form and return it to SelectHealth**	\$10	Quarterly (4 times/year)	\$40
	Attend SelectHealth educational health events***	\$10	Quarterly (4 times/year)	\$40
	Dental exams	\$25	Every six months	\$50
	Eye exam	\$25	One visit/ two years	\$25
	Breast cancer screening – mammography^	\$25	One per year	\$25
	Sexually Transmitted Infection screenings for all genders (must include Syphilis, Gonorrhea and Chlamydia)^	\$25	One per year	\$25
	Colon cancer screening^	\$25	One per year	\$25
	Visit a doctor within 34 days of an alcohol or drug use hospitalization^	\$25	Once per year	\$25
	Managing medication for long-term asthma^+	\$25	Once per year	\$25
	Eye exam for diabetes^	\$25	One per year	\$25
	Take steps to quit smoking	\$25	Yearly	\$25

*For members living with HIV. **For a copy of this form, contact your Care Team or go online to SelectHealthNY.org/steps. ***Visit SelectHealthNY.org/events for a list of eligible events.

^As medically required. +Rewarded at the end of the year.