



SUMMER 2024

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Member Newsletter

CONTACT US:

MA-PD: 1-877-940-9330
D-SNP: 1-877-940-9330
I-SNP: 1-877-940-9330
MAP: 1-833-274-5627
MLTC: 1-855-270-1600
TTY: 711
7 days a week, 8am - 8pm
www.centersplan.com

REPORT DIRECTORY INACCURACIES

We are excited to introduce a new feature on our electronic provider directory - "Report Inaccurate Information." If you search for a provider and find an error regarding their listed information, please click the link to let us know. Your proactive reporting will help maintain the quality of the provider directory, benefiting all members. Thank you in advance for your help!

FRAUD, WASTE, & ABUSE (FWA)

Everyone is responsible to help in the fight against fraud, waste, and abuse. If you suspect a provider, member, or Centers Plan staff is engaged in fraud, waste, abuse, or any other questionable activity, report it by calling 1-855-699-5046 or by visiting www.centersplan.ethicspoint.com.

Both modes support anonymous reporting and are available 24 hours a day, 7 days a week.



**CENTERS PLAN
FOR HEALTHY
LIVING**

Recruitment Announcement: Join the Member Advisory Committee

Who:	Members of our Managed Long-Term Care (MLTC), Centers Plan for Dual Coverage Care (HMO D-SNP) and Centers Plan for Medicaid Advantage Plus (HMO D-SNP) plans
What:	Join our Member Advisory Committee (MAC)
Where:	Online, virtual meetings with call-in telephone number and translator services, if requested
When:	Every three months, with advance notice
Why:	Learn about upcoming changes, share feedback on benefits and operations, ask questions, and participate in open discussion about Centers Plan
How:	Call Member Services at 1-844-CPHL-CARES (TTY users, call 711), and ask them to send you a Member Advisory Committee application or you can complete an application over the phone

Please secure your spot as soon as possible to make your voice heard.
We share your feedback with leadership and use it to improve our services.
Thank you!

Protect Yourself to Avoid Skin Cancer

Skin cancer is the most common kind of cancer in the United States. Fortunately, it can usually be cured when it's treated early. So, it is really important that you check your skin regularly for new growths (like moles or lumps) or changes in old growths, and make sure to notify your provider right away if you notice a change.

Protecting your skin from the sun and other sources of ultraviolet (UV) rays is the best way to avoid skin cancer.

- Stay out of the sun as much as possible between 10 am and 4 pm
- Use sunscreen with SPF 15 or higher
- Cover up with long sleeves, pants or skirt, a hat, and sunglasses
- Check your skin for changes regularly
- Don't use indoor tanning machines



Source: <https://health.gov/myhealthfinder/health-conditions/cancer/take-steps-prevent-skin-cancer>

QUALITY IMPROVEMENT CORNER

Chronic Care Improvement Project RESULTS: Keep High Blood Pressure Under Control

Who we helped: Members with hypertension (i.e., high blood pressure)
What we accomplished: 84% to 88% of participants had hypertension under control by the end of 2023 (results varied by plan), exceeding the 2019 benchmark of 69%
When we focused on this initiative: January 2020 through December 2023
How we will continue to help: Care Managers continue to provide education and coordinate getting a digital blood pressure cuff for home monitoring

Chronic Care Improvement Project: Diabetics Identify Early Signs of Kidney Disease

Who we can help: Members with diabetes
What we want to accomplish: Identify early signs of kidney disease
When we will focus on this initiative: January 2024 through December 2026
How we will help: Care Managers are coordinating blood and urine tests, even at home if needed



Social Determinants of Health (SDOH) Performance Improvement Project: Identifying and Treating Depression

Who we can help: Members with persistent depressive symptoms like feeling sad or irritable, having difficulty sleeping or concentrating, or eating more or less than usual
What we want to accomplish: Identify and treat depression
When we will focus on this initiative: January 2024 through December 2025
How we will help: Care managers are conducting depression screenings and coordinating mental health services as, needed

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys

The US Department of Health and Human Services' Agency for Healthcare Research and Quality works with many other governmental departments to administer and evaluate healthcare surveys. These surveys ask about your satisfaction related to experiences like doctor's visits, a hospital stay, or prescription drug services.

Who: You, any member

What: Complete a survey related to experiences with your healthcare services or Centers Plan itself

Why: Your feedback helps us improve plan benefits, quality, and operations

Thank you!

PersonalRX: Personalized Pharmacy Services

Are you sick of waiting in line at the pharmacy?
Are you tired of planning for multiple doses a day?
Do you want help organizing your medication regimen?
Our new partner, PersonalRX, is here to help!

When you use PersonalRX, your Personal Care Coordinator is **available to speak with you**. PersonalRX acts like a “private pharmacist” of sorts, reducing the chance for medication errors and giving you your time back.

They will **confirm your medications, coordinate refills and new prescriptions, and troubleshoot pharmacy issues** on your behalf.

Your medications will be **delivered on time**, monthly (there is no delivery fee), and sorted into **time-stamped dose packs**.

No more missed doses.

No more time spent sorting big pill boxes.

No more waiting on hold for refills.

Don't hesitate to take advantage of the personalized pharmacy services PersonalRX has to offer!

Enroll now: Call PersonalRX directly at 1-855-297-5142; email centersplan@personalrx.com, or contact Centers Plan Member Services



Non-Emergency Medical Transportation Changes

Non-Emergency Medical Transportation Changes for Centers Plan for Healthy Living Managed Long Term Care (MLTC) and Centers Plan for Medicaid Advantage Plus (MAP) Members

As of March 1, 2024, the Statewide Transportation Broker – Medical Answering Services (MAS)- is responsible for managing non-emergency medical transportation (NEMT) for all Managed Long Term Care (MLTC) Partial Capitation and Medicaid Advantage Plus (MAP) members through the New York State Non-Emergency Medical Transportation program. This means that Centers Plan is no longer coordinating these services for our MLTC and MAP members.

Please make sure to contact MAS at least three (3) days before the scheduled medical appointment in order to receive required approval by the transportation manager. Please be prepared to provide the details of the appointment (date, time, address, and name of provider) and the member's Medicaid identification number. To schedule your non-emergency medical transportation, please:

- Call the MAS contact center for your area (Downstate: 844-666-6270; Upstate: 866-932-7740), or
- Create an online account at www.medanswering.com.





Chicken & Spinach Skillet Pasta with Lemon & Parmesan

Ingredients

8 ounces gluten-free penne pasta or whole-wheat penne pasta
2 tablespoons extra-virgin olive oil
1 pound boneless, skinless chicken breast or thighs, trimmed, if necessary, and cut into bite-size pieces
½ teaspoon salt
¼ teaspoon ground pepper
4 cloves garlic, minced
½ cup dry white wine
1 pint cherry tomatoes
Juice and zest of 1 lemon
10 cups chopped fresh spinach
4 tablespoons grated Parmesan cheese, divided

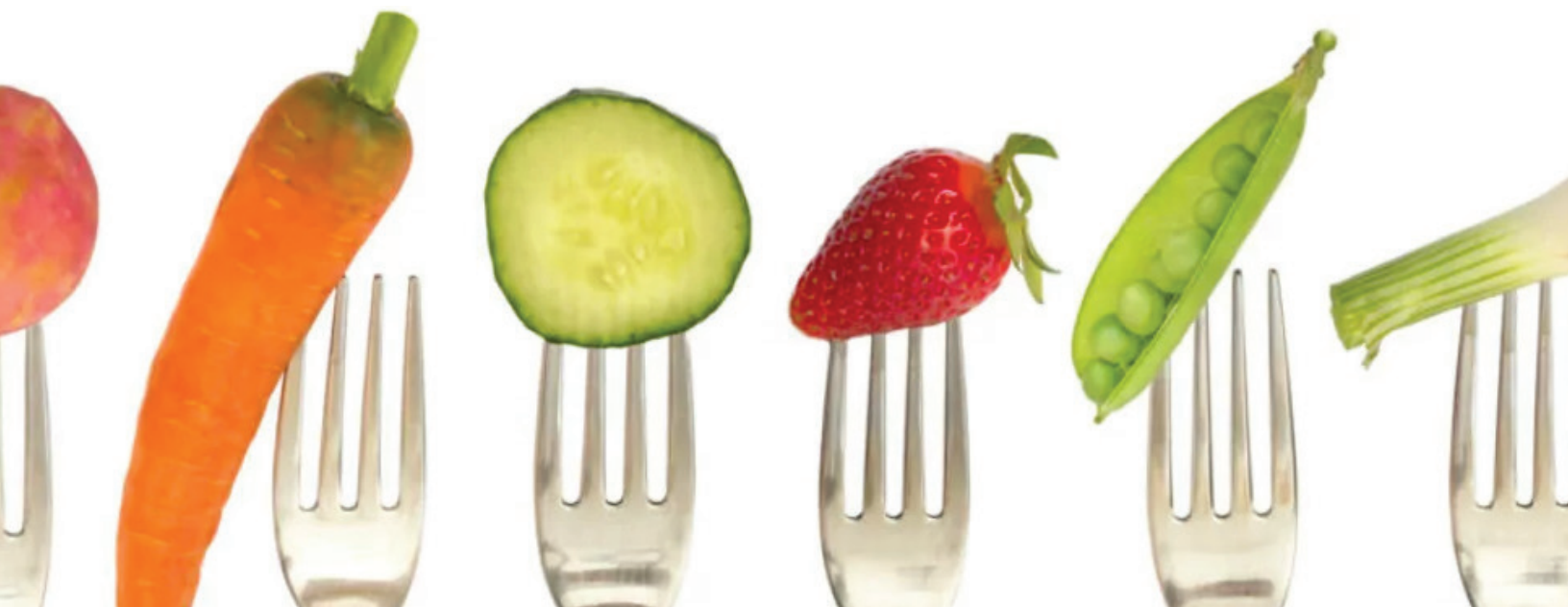


Directions

Step 1: Cook pasta according to package directions. Drain and set aside.

Step 2: Meanwhile, heat oil in a large high-sided skillet over medium-high heat. Add chicken, salt and pepper; cook, stirring occasionally, until just cooked through, 5 to 7 minutes. Add garlic and cook, stirring, until fragrant, about 1 minute. Stir in wine, lemon juice and zest; bring to a simmer.

Step 3: Remove from heat. Stir in spinach and the cooked pasta. Cover and let stand until the spinach is just wilted. Divide among 4 plates and top each serving with 1 tablespoon Parmesan.



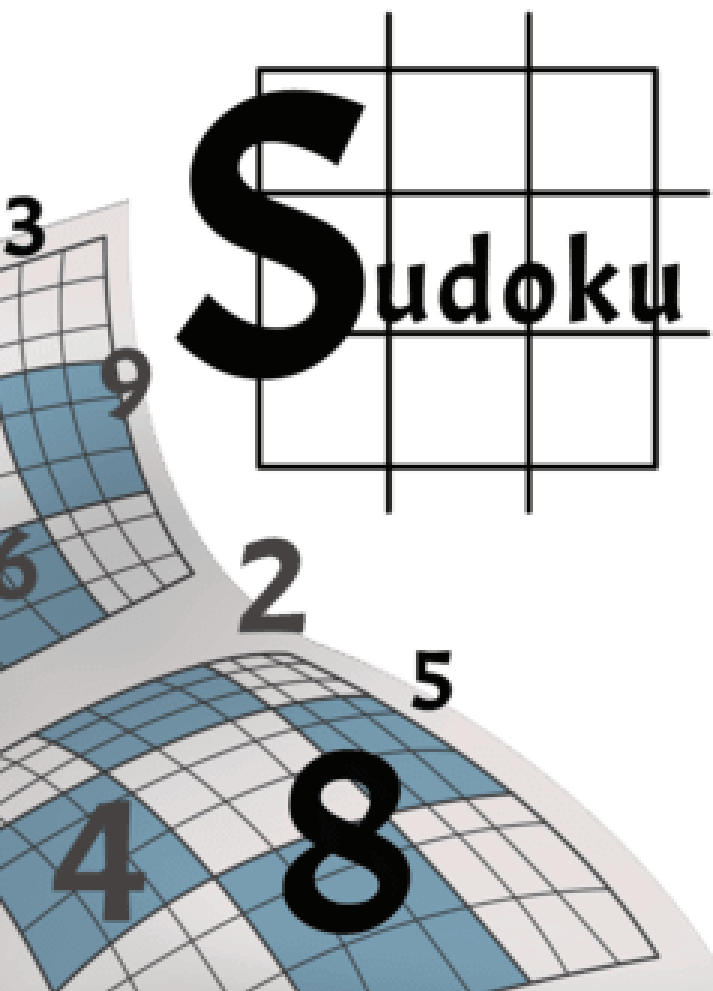


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Health, Wellness, and Prevention Information



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