

RiverSpring Health Plans



2022



Our MEMBER SERVICES TEAM

Member Services is here to serve you, our Members, and those close to you! We take your calls—and try to handle any questions, concerns and requests you have. Our team is large and diverse and speaks the languages you speak. Our goal is to provide you with excellent customer service. Give us a call!

JANUARY 2022

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
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○ 2	3	4	5	6 Epiphany Three Kings Day (Dia de Los Reyes)	7	8																																										
◐ 9	10	11	12	13	14	15																																										
16	● 17 Dr. Martin Luther King Jr. Day	18	19	20	21	22																																										
23	24	◑ 25	26	27	28	29																																										
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Our TRANSPORTATION DEPARTMENT

Our transportation team coordinates transportation to and from your medical appointments 7 days a week. If you need to visit your dentist, primary care doctor, or your physical therapist, you can count on us for your medical transportation needs. As with all our departments, our transportation team speaks many languages.

FEBRUARY 2022

RiverSpring Health Plans

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		○ 1 Lunar New Year (Chinese & Korean)	2 Groundhog Day	3	4	5																																																	
6	7	◐ 8 ISNP Member Meeting	9 MLTC and MAP Member Meetings	10	11	12																																																	
13	14 Valentine's Day	15	● 16	17	18	19																																																	
20	21 President's Day	22	◑ 23	24	25	26																																																	
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Our SOCIAL SERVICES and ENTITLEMENTS DEPARTMENT

Our Social Services Department helps members and their families when they are going through tough times. We also help you maintain your Medicaid eligibility, including completing the required yearly Medicaid renewals and new Medicaid applications and the various types of Medicaid conversions needed to assure eligibility. As with all RiverSpring staff, our social services department is diverse and sensitive to issues related to your culture.

MARCH 2022

RiverSpring Health Plans

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13 Daylight Savings Time Begins	14	15	16 Purim Begins	17 Saint Patrick's Day Purim Ends	● 18	19																																																	
20 Spring Begins	21	22	23	24	◑ 25	26																																																	
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Our FACILITY DISCHARGE TEAM

The Facility Discharge Team is here to ensure that, if you need to go to the hospital, your transition out of the hospital is safe and efficient. We work closely with your Nurse Care Manager to make sure you get the care, services and supplies you need. Our dedicated staff is here to help you.

APRIL 2022

RiverSpring Health Plans

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10 Palm Sunday	11	12	13	14 Holy Thursday	15 Good Friday Passover Begins	● 16																																										
17 Easter Sunday	18	19	20	21	22	☾ 23 Passover Ends																																										
24	25	26	27	28	29	○ 30																																										



Our CODING TEAM

Our Medical Coders review diagnoses, test results, procedures, and health records and assure that they are coded correctly. They work with our clinicians on maintenance and accuracy of members' records. What they learn also helps us to develop ways to improve our members' health.

MAY 2022

RiverSpring Health Plans

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1 May Day	2 Ramadan Ends	3	4	5 Cinco De Mayo	6	7																																																	
8 Mother's Day	9	10 MLTC and MAP Member Meetings	11 ISNP Member Meeting	12	13	14																																																	
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29	30 Memorial Day	31				<table border="1"> <thead> <tr> <th colspan="7">JUNE 2022</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td></td> <td></td> </tr> </tbody> </table>	JUNE 2022							S	M	T	W	T	F	S				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		
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Our REGULATORY AFFAIRS DEPARTMENT

The Regulatory Affairs Department makes sure that our processes and activities are in compliance with government requirements—that our network of providers is robust, that contracts are as they should be, that plan reporting and other matters are timely and accurate and they conduct and oversee regulatory surveys, audits, and investigations.

JUNE 2022

RiverSpring Health Plans

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			1	2	3 Chinese Dragon-Boat Festival	4 Shavuot Begins																																																	
5	6 Shavuot Ends	7	8	9	10	11																																																	
12	13	14 Flag Day	15	16	17	18																																																	
19 Father's Day Juneteenth	20	21 Summer Begins	22	23	24	25																																																	
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Our QUALITY ASSURANCE DEPARTMENT

The Quality Department works with all departments to assure that we provide quality services. Quality makes sure that complaints and appeals are responded to accurately and timely. They review health records in many areas to make sure we are meeting our own high standards and government requirements. And Quality develops projects designed to improve the health of our members.

JULY 2022

RiverSpring Health Plans

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Our BRONX OPERATION SPECIALISTS

Operation Specialists order services and supplies for members. They make sure that the services planned for you with your Nurse Care Manager are ordered accurately and provided to you timely. They work with you and the clinical team to resolve any issues and they, too, speak many languages.

AUGUST 2022

RiverSpring Health Plans

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Our QUEENS TEAM

The Queens Team is comprised of compassionate staff who collaborate to keep our members safe in the community. Many are Nurse Care Managers. Others make sure you receive the services that you and your Nurse Care Manager have agreed are the best care plan for you. Just as Queens varies in its demographic makeup, so does our team! We can also proudly say we support each other both personally and professionally and we're here to help you!

SEPTEMBER 2022

RiverSpring Health Plans

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11 Grandparents' Day Patriot Day	12	13	14	15	16	17																																																								
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Our REHABILITATION DEPARTMENT

Our rehabilitation department oversees and coordinates therapy needs. Occupational, Physical and Speech therapists specialize in assisting members to improve their mobility, reduce pain, and reduce fall incidents. Our therapists offer education to members and caregivers and assess Member's needs for adaptive equipment. Our goal is to keep you safe!

OCTOBER 2022

RiverSpring Health Plans

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9 Sukkot Begins 	10 Columbus Day	11	12	13	14	15																																																	
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Our BROOKLYN NURSE CARE MANAGERS

RiverSpring's Nurse Care managers are the heart of our programs. The goal for all of us, led by our Nurse Care Managers, is to keep you as healthy as possible. Your Nurse Care Managers work with you to develop your care plan, to make sure it is effective, and to adjust it as your needs change. We are here to meet your challenges and provide support to you and to your families. You see some of the Brooklyn team here. We have teams based in the Bronx and Queens as well. Among them, we speak many languages.

NOVEMBER 2022

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																	
		1 All Saints' Day (Dia de Los Santos)	2 All Souls' Day	3	4	5																																																	
6 Daylight Savings Time Ends	7	8 Election Day	9	10 MLTC and MAP Member Meetings	11 Veterans Day ISNP Member Meeting	12																																																	
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27	28	29	30			<table border="1"> <thead> <tr> <th colspan="7">DECEMBER 2022</th> </tr> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> </tr> </tbody> </table>	DECEMBER 2022							S	M	T	W	T	F	S					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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Our OUTREACH TEAM

Our Outreach team is well positioned to educate the population about RiverSpring Health Plans and its options of MLTC, MAP and ISNP plans. The staff is comprised of Licensed Outreach Managers, all of whom have years of experience working in plans and who truly know the benefits and requirements of our offerings. All are committed to helping potential members and their families live better lives. And among them we have staff who represent the many cultures we serve.

DECEMBER 2022

RiverSpring Health Plans

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																										
<p>JANUARY 2023</p> <table border="1"> <tr> <td>S</td><td>M</td><td>T</td><td>W</td><td>T</td><td>F</td><td>S</td> </tr> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td> </tr> <tr> <td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td> </tr> <tr> <td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td> </tr> <tr> <td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td> </tr> </table>	S	M	T	W	T	F	S	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31								1	2	3
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18 Chanukah Begins	19	20	21 Winter Begins	22	○ 23	24																																										
25 Christmas Day	26 Chanukah Ends Kwanzaa Begins	27	28	29	◑ 30	31 New Year's Eve																																										



Our EDUCATION DEPARTMENT

Our Education Department staff is comprised of Registered Nurses. Their goal is to make sure that our staff is aware of health care trends and changes and to assure that clinical staff is aware of how to achieve highest quality and the best outcomes for Members. They orient all staff upon joining RiverSpring, and provide all staff with annual education. We also have special targeted expertise in our Wound Care and Diabetic Nurse Educators, who provide teaching and training at home.

JANUARY 2023

RiverSpring Health Plans

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1 Kwanzaa Ends New Year's Day	2	3	4	5	6 ● Epiphany Three Kings Day (Dia de Los Reyes)	7																																										
8	9	10	11	12	13	14																																										
15 ◐	16 Dr. Martin Luther King Jr. Day	17	18	19	20	21 ○																																										
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29	30	31				<p>FEBRUARY 2023</p> <table border="1"> <thead> <tr> <th>S</th> <th>M</th> <th>T</th> <th>W</th> <th>T</th> <th>F</th> <th>S</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S	M	T	W	T	F	S				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28				
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RiverSpring Health Plans

- 1-800-370-3600** (MLTC)
- 1-800-362-2266** (MAP)
- 1-800-580-7000** (ISNP)
- 1-800-771-0088** (RSHP)
- TTY-711**

RiverSpring Health Plans complies with applicable Federal civil rights laws, and does not discriminate on the basis of race, color, national origin, age, disability, or sex.