

# Live Well with ElderServe Health

MLTC 800-370-3600 ISNP 800-580-7000 MAP 800-362-2266  
24 hours / 7 days a week

ElderServe/RiverSpring Health Plans 800-771-0088 TTY-711

The names ElderServe Health and RiverSpring refer to the same company same team, same care, same commitment to you.

## RIVERSPRING MAP AND RIVERSPRING STAR MEMBERS

Please **always bring your RIVERSPRING ID card** with you when you go to see your doctor, any specialist, or when getting any tests- essentially anytime you are seeing a medical professional.

### REMINDER - An Electronic Notice Option is Available to You!

ElderServe/RiverSpring Health Plans can send electronic notices to your Sharefile Mailbox about service authorizations, complaints, your member handbook, provider directory, and changes to Medicaid managed care benefits.

To get a Sharefile Mailbox and receive these notices electronically, contact us via phone, fax, e-mail or mail:

#### Mail

RiverSpring Health Plans  
Attn: Demographic Update Group (DUG)  
80 West 225 Steet  
Bronx, NY 10463

#### Phone

1-800-771-0088

Fax: 347-332-1758

#### Email

RecordsRequest@elderservehealth.org

Please provide your contact information (mobile phone number, email address, fax number, etc.). ElderServe/RiverSpring Health Plans will confirm your request by mail.

## HEALTHY TEETH AND GUMS

Caring for your mouth, teeth, and gums is very important not only so you can chew and enjoy food, but also for your overall health. Your mouth contains many bacteria—that's normal—but without proper care they can cause big problems for your teeth and gums.

The most obvious problem caused by the bacteria are holes on the chewing surface of your teeth called cavities, and infections around the roots of the teeth under the gums. These infections can damage and destroy your teeth, and can also cause problems throughout your body. Bacteria from the mouth can spread through the blood to other parts of your body, settle there, and cause infections. The inflammation that comes with fighting these infections

can also hurt the blood vessels that supply your heart, leading to blocked arteries and heart attacks.

We at ElderServe/RiverSpring cover visits to a dentist to care for your teeth. Your dentist will take care of any existing problems, and will advise you on a home care routine to keep your teeth and gums in the best possible condition. Good news—for Map and ISNP members, you can use your OTC card to pay for toothbrushes, toothpaste, and all the supplies you will need to help you have healthy teeth and gums for the years ahead.



Respectfully  
Submitted,

*Dr. Peter Davidson*

Chief Medical Director

## EXERCISE DAILY



**EXERCISE IS  
GOOD  
FOR ALL OF US!**

1. **Start Slow:** If you're new to exercise, begin with short walks and gradually increase the time and distance and add other exercises.
2. **Exercise can be fun -** ask your nurse care manager about RiverSpring's "Staying Fit at Home." Our exercise videos are on our website at <https://riverspringhealthplans.org>.
3. **Set Goals:** After starting slowly, and add a few minutes each week. You can do short periods during the day too.
4. **Stay Consistent:** Try to make exercise a regular part of your routine. Consistency is key to seeing benefits.
5. **Listen to Your Body:** If you feel pain or discomfort, stop exercising and talk to your doctor.
6. **Walking, if you can, is great exercise!**



# EATING WELL

## Healthy Snacking: fruits, vegetables, nuts and our easiest recipe.

Let's face it, almost everyone feels like a snack now and then. We want to offer you some ideas for healthy snacking and our easiest ever recipe. Healthy snacking means avoiding too much salt, unhealthy fats, too much sugar, and unnecessary calories. When you're feeling hungry, slices of raw fruits and vegetables such as apples, celery, carrots, broccoli or cauliflower are delicious, rich in vitamins and fiber and low in fat and calories. Pay attention to the unique flavors and textures and savor them. And then there are nuts. Nutritionists now are becoming enthusiastic about these tasty and filling snacks. It is true that nuts are rich in calories but about a quarter of a cup or a handful, is also rich in fiber, protein and healthy types of oils. There are tree nuts such as almonds, cashews, hazelnuts and walnuts. Peanuts and soybeans are legumes, like peas and beans, but they have much of the same nutritional value as tree nuts. Look for nuts that are raw or toasted, but not salted or honey roasted. Toasting makes nuts even more flavorful. Toasted, unsalted almonds are especially delicious.

Then there are peanuts and soybeans. A quarter cup of unsalted peanuts is delicious and as easy to prepare as opening the bag or jar. Soybeans, called edamame, are a classic Japanese treat. These come in pods with two or three beans inside and need to be boiled or microwaved. In the United States we usually buy them frozen in the frozen food section of the grocery store.

Here's the recipe:

1. Place the frozen package of soybeans in the microwave.
2. Microwave for the length of time shown on the package.
3. Open the package carefully, the contents are hot.
4. Pour the cooked soybeans into a bowl.
5. Eat by popping the beans out of the pod directly into your mouth. Delicious and fun.

### A WORD OF CAUTION.

Some people are severely allergic to nuts, including peanuts and soybeans and should never eat or handle them. Common sense.

## FOLLOW YOUR TREATMENT PLAN

One out of every two adults has a chronic health condition such as asthma, diabetes or heart failure, according to the National Institute of Health. These conditions are serious, but they do not have to be debilitating. New and better drugs exist to treat them, which can improve your quality of life if you take them as directed. In other words, do not ditch your inhaler or stop taking blood pressure pill on a day when you are feeling good. The best way to avoid long-term health problems is to take your medications as directed, all the time.

Talk to your doctor if you cannot afford your medicines or experience uncomfortable side effects. Your nurse care manager can also help you review your medications.

# RiverSpringMAP

(HMO D-SNP)

OUR  
NEWEST  
PLAN

RiverSpring MAP is a plan for individuals who have both Medicare and Medicaid. With RiverSpring MAP, our members will have a "one-stop shop" and receive covered Medicare and Medicaid benefits through a single plan and a trusted care team.

## THE ADVANTAGES OF JOINING MAP: OTC INCREASED TO \$218.00 PER MONTH!

1. With RiverSpringMAP you will keep the **same Nurse Care Manager**, who will coordinate both your Medicare and Medicaid benefits, along with your primary care physician and specialists. You will be able to keep your aide and visiting nurse—in fact all of your MLTC providers!
2. You will receive an **"Over-the-Counter" card (OTC)** in the amount of **\$218** per month to purchase health related items at the pharmacy. Up to half of the OTC benefit amount can be used for healthy food and produce for eligible members. You can shop on line at Walmart, CVS, Instacart, and Farmers Box.
3. Focus on **Primary Care and Prevention**. We want to keep you healthy at home and out of the hospital and nursing home.
4. Access to **Medication Therapy Management (MTM)** at no cost. You can ask questions and share concerns about medications with qualified health care professionals and pharmacists.



## KEEP UP WITH CHECKUPS AND SCREENINGS

Getting regular checkups is a great way to get the health care advice and services you need and to keep you healthy and safe. We encourage you to talk to your doctor about which screenings and services are right for you.

Visit your doctor once a year for a wellness visit that includes a review of screenings you may need, like a blood pressure check. Talk about any issues you may be experiencing, even with medication use.

- See the dentist every six months.
- Get an eye exam once a year.
- Ask your doctor about getting a flu shot, the pneumonia Vaccine and any other immunizations (shots).
- You should also talk to your doctor about your risks and getting tests to check for health issues like heart health, cancers, stroke, mental wellness, depression and bone health. Cancer screenings may help catch cancer early and make treatment easier. Your talk can also include information on alcohol and tobacco use and what may be right for you.

## 2025 MEMBER ADVISORY COMMITTEE MEETINGS

*Dear Members,  
We invite you to participate in our quarterly Member Advisory Committee Meetings, please see the 2025 meeting dates below. You can join by calling toll free 1-877-357-0238 and the conference ID for all meetings is 347-842-3500. If you are asked for a pin number please just press the pound key, #, thank you.*

**MLTC 11am-12:30pm,  
MAP 12:30pm-2:00pm**  
Tuesday, May 6th  
Friday, August 8th  
Thursday, November 6th

**ISNP 2:00pm-3:30pm**  
Wednesday, May 7th  
Thursday, August 7th  
Friday, November 7th

You and your health care team can work together to ensure your health and care is ideal!