ElderServe Health™

PART OF THE CARESOURCE FAMILY OF COMPANIES



2026



Our QUALITY DEPARTMENT

Our Quality Department has many clinicians who analyze our patterns of care to make sure we are regularly providing the services you need. They also review any concerns you have about your services and make sure that we address them promptly and well. They review our health records to assure that we are providing Medicare and Medicaid with the data they need to be sure we are functioning well.

JANUARY 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
FEBRUARY 2026 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				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 Chanukah Ends	13	14	15	16	17
18	19 Dr. Martin Luther King Jr. Day	20	21	22	23	24
25	26	27	28	29	30	31



Our BRONX NURSE CARE MANAGERS

ElderServe's Nurse Care Managers are our heart. 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 Bronx Team here. We have teams based in Brooklyn and Queens as well. Among them, we speak many languages.

FEBRUARY 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Groundhog Day	3	4 ISNP Member Meeting	5 MLTC and MAP Member Meetings	6	7
8	9	10	11	12	13	14 Valentine's Day
15	16 President's Day	17 Ramadan Begins Lunar New Year	18	19	20	21
22	23	24	25	26	27	28

MARCH 2026

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			



Our SOCIAL WORK and ENTITLEMENTS DEPARTMENT

Our Social Services Department helps Members and their families when they are going through tough times. They assist our members with various community resources, long range planning and decision making. They help family and involved friends learn more ways to work with the many health issues our members face by providing counseling and support. Our Entitlements department helps 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.

MARCH 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Purim Begins	3 Purim Ends	4	5	6	7
8 Daylight Savings Time Begins	9	10	11	12	13	14
15	16	17 Saint Patrick's Day	18 Ash Wednesday	19	20 Spring Begins	21
22	23	24	25	26	27	28
29 Palm Sunday	30 Ramadan Ends	31				

APRIL 2026

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		



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 falls. Our therapists offer education to Members and caregivers and assess Members' needs for adaptive equipment. Our goal is to keep you safe!

APRIL 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Passover Begins April Fool's Day	2 Holy Thursday	3 Good Friday	4
5 Easter Sunday Passover Ends	6	7	8	9 Passover Ends	10	11
12	13	14	15	16	17	18
19 Patriot Day	20	21	22	23	24	25
26	27	28	29	30		

MAY 2026

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						



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 in a timely manner. They work with you and the clinical team to resolve any issues and they speak many languages.

MAY 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 May Day	5 MLTC and MAP Member Meetings Cinco De Mayo	6	7 ISNP Member Meeting	8	9
10 Mother's Day	11	12	13	14	15	16
17	18	19	20	21 Shavuot	22	23
24	25 Memorial Day	26	27	28	29	30
31						

JUNE 2026

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				



Our ADMINISTRATIVE TEAM

Julie Lau, who heads all our care management, makes sure that our care management policies adjust to any changing conditions and requirements, that we provide regular education to our care managers and that, working with our quality department, our care management effectively meets your needs. Susan, Julie, and Maxine work together to make sure our departments have the resources they need to deliver quality care to our members. Our Medical Director, Dr. Peter Davidson, is a highly skilled physician with years of experience working to keep members as healthy as possible. He works closely with our care management and quality teams.

JUNE 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 Flag Day	15	16	17	18	19 Chinese Dragon-Boat Festival Juneteenth	20
21 Father's Day Summer Begins	22	23	24	25	26	27
28	29	30				

JULY 2026

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	



Our QUEENS NURSE CARE MANAGERS

ElderServe'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 Brooklyn as well. Among them, we speak many languages.

JULY 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4 Independence Day
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	

AUGUST 2026

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					



Our ENROLLMENT TEAM

Our Enrollment Team supports our enrollment nurses who work with those seeking to join one of our programs. While the enrollment nurses assess individuals for eligibility and work with the individual and their family to develop a plan of care, the enrollment team works to ensure that the assessment and all other required documentation is submitted as required.

AUGUST 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 ISNP Member Meeting	5	6	7 MLTC and MAP Member Meetings	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER 2026

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			



Our CLINICAL EDUCATION DEPARTMENT

Our clinical education department is staffed by registered nurses. They assure that our staff get the training they need to provide the best service to our members and their families; they train all Nurse Care Managers in care management so that members can stay as healthy as possible. They also work with Nurse Care Managers over time to be sure training is effective.

SEPTEMBER 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7 Labor Day	8	9	10	11 Rosh Hashanah	12
13 Grandparents' Day	14	15	16	17	18	19
20 Yom Kippur	21	22 Fall Begins	23	24	25 Chinese Mid-Autumn Festival Sukkot	26
27	28	29	30			

OCTOBER 2026

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



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. And we are dedicated to helping make your lives better. Our goal is to provide you with excellent customer service. Give us a call!

OCTOBER 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
NOVEMBER 2026 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				1	2	3
4	5	6	7	8	9	10
11	12 Columbus Day Indigenous Peoples' Day	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31 Halloween



Our INFORMATION TECHNOLOGY TEAM

You may notice that when you call us, our amazing member services representatives know about you right away. This is due to our information technology team – they make sure we have excellent systems so our staff can be as helpful as possible to you and so we can meet all of our obligations.

NOVEMBER 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Daylight Savings Time Ends All Saints' Day (Dia de Los Santos)	2 All Souls' Day	3 Election Day	4 MLTC and MAP Member Meetings	5	6 ISNP Member Meeting	7
8 Diwali	9	10	11 Veterans Day	12	13	14
15	16	17	18	19	20	
22	23	24	25	26 Thanksgiving	27	28
29	30					

DECEMBER 2026

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		



Our BROOKLYN 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 in a timely manner. They work with you and the clinical team to resolve any issues, and they speak many languages.

DECEMBER 2026

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4 Hanukkah	5
6	7 Pearl Harbor Remembrance Day	8	9	10	11	12
13	14	15	16	17	18	19
20	21 Winter Begins	22	23	24 Christmas Eve	25 Christmas Day	26 Kwanzaa
27	28	29	30	31 New Year's Eve		

JANUARY 2027

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						



Our OUTREACH TEAM

Our outreach staff speak many languages and come from many different countries and cultures. They are experts in the details of each of our programs and they work with individuals and agencies in the community to tell them about ElderServe—about the services we provide, and the many specific details related to each of our programs.

JANUARY 2027

ElderServe Health™

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 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
17	18	19 Dr. Martin Luther King Jr. Day	20	21	22	23
24	25	26	27	28	29	30
31						

FEBRUARY 2027

S	M	T	W	T	F	S
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						



ElderServe Health™

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

ElderServe Health complies with applicable Federal Civil Rights laws, and does not discriminate on the basis of race, color, national origin, age, disability, or sex.