ElderServe Health™

PART OF THE CARESOURCE FAMILY OF COMPANIES



2027



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 2027

PRESCRIPTION REFILLS
Stay on track with your health. Remember to refill your prescriptions before you run out.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					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
17	18 Dr. Martin Luther King Jr. Day	19	20	21	22	23
24	25	26	27	28	29	30
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FEBRUARY 2027

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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 2027

🦷 **DENTAL CHECK UP**
Keep your smile healthy.
Remember to schedule your dental checkup!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Groundhog Day	3	4 MLTC and MAP Member Meetings	5 ISNP Member Meeting	6 Lunar New Year
7 Ramadan Begins	8	9	10 Ash Wednesday	11	12	13
14 Valentine's Day	15 Presidents' Day	16	17	18	19	20
21	22	23	24	25	26	27
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MARCH 2027

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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 2027

EYE EXAM
Save your vision month. Your eye health matters.
Remember to schedule an eye exam with an in-network provider.

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

APRIL 2027

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18	19	20	21	22	23	24
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Our 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.

APRIL 2027

⏰💊MEDICATION ADHERENCE
Take your medications as prescribed to help stay healthy and feel your best.

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

MAY 2027

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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.

MAY 2027

PHYSICAL ACTIVITY
Keep moving for better health.
Try to be active every day.

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

JUNE 2027

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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 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 our Queens team here.
We have teams based in Bronx and Brooklyn as well. Among them, we speak many languages.

JUNE 2027

MEDICAID RENEWAL
Stay covered!
Call us when you get your Medicaid renewal papers.

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

JULY 2027

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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
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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 falls. Our therapists offer education to Members' and caregivers and assess Member's needs for adaptive equipment. Please try their exercise program designed for our members – it's on our website. Our goal is to keep you safe!

JULY 2027

💙 **COLORECTAL SCREENING**
Ask your doctor if you're due for a colorectal cancer screening.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AUGUST 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				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



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 2027

SHINGLES VACCINATION
Help protect yourself from shingles.
Ask your doctor about vaccination options.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 MLTC and MAP Member Meetings	4 ISNP Member Meeting	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				

SEPTEMBER 2027

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Our BROOKLYN 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 Brooklyn Team here. We have teams based in the Bronx and Queens as well. Among them, we speak many languages.

SEPTEMBER 2027

FLU SHOT
Don't forget your annual flu shot!
Talk to your doctor or pharmacist today.

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

OCTOBER 2027

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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 2027

MAMMOGRAM
Early detection matters. Talk to your doctor about scheduling your mammogram.

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

NOVEMBER 2027

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21	22	23	24	25	26	27
28	29	30				



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 2027

PNEUMONIA VACCINE
Stay Healthy. Talk to your doctor about whether the pneumonia vaccine is right for you.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 ISNP Member Meeting All Saints' Day (Dia de Los Santos)	2 All Souls' Day Election Day	3	4	5 MLTC and MAP Member Meetings	6
7 Daylight Saving Time Ends	8	9	10	11 Veterans Day	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Thanksgiving	26	27
28	29	30				

DECEMBER 2027

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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.

DECEMBER 2027

COVID-19 VACCINATION
Talk with your doctor about staying up to date on your COVID-19 vaccination.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
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 Hanukkah Christmas Day
26 Kwanzaa	27	28	29	30	31 New Year's Eve	

JANUARY 2028

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Our CLINICAL OPERATIONS TEAM

This year we're introducing you to the managers of our operations teams! The operations specialists make sure they report issues to these managers, so the managers can look for patterns. They then work with ElderServe staff who can help improve our systems to prevent issues in the future. Managers are based in Brooklyn, the Bronx and Queens.

JANUARY 2028

DIABETES / A1C
Stay on top of your diabetes.
Be sure to have your A1C test and regular checkups.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 New Year's Day
2	3	4	5	6 Epiphany Three Kings Day (Diá 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
30	31					

FEBRUARY 2028

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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.